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# PRESENTATION SKILLS



## SETTING OUT THE GROUND RULES

### What are ground rules?

- Standards of behaviour
- Presenter and group members - Beginning of a session
- List of the group's expectations - Acceptable behaviour



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## SETTING OUT THE GROUND RULES

### Why to set ground rules?

- Facilitated session - Common sense and good manners
- Facilitated session (Contentious issues) - Emotions
- Good practice to develop ground rules
- Ground rule - How participation will be managed?



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## SETTING OUT THE GROUND RULES

### Tips to develop ground rules

- Basic ground rules - Minimize the time on new ones
- Ask the group to add any ground rules
- Avoid - New ground rules during a session
- Be realistic and flexible
- Post the ground rules on a flip chart

### Example:

- Listen actively
- One person speaks at a time
- Be conscious of body language



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## DEALING WITH INTERRUPTIONS

### What is an interruption?

- Break in the flow of something that is going smooth
- In presentation, when an interruption occurs –
  - Breaks the flow
  - Steer the flow towards irrelevance.
  - Introduce situations where presenter not ready to deal



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## How to deal with interruptions?

- ABC Method -
  - A - Immediately
  - B - Addressed later
  - C - Addressed privately after the presentation
- Most, Some, Few
  - MOST - Presenter answer immediately
  - SOME - Can be addressed later
  - FEW - Addressed at the end
- Expected, Unexpected
  - EXPECTED questions - Immediately
  - UNEXPECTED questions - Q&A session.

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## Things to avoid

- Ignoring the interruption
- Dodging - Lies and manipulation
- Ridiculing people asking questions
- Being vague about ground rules
- Interruptions to drag presentation - Off-track



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## SUMMARY

- Good practice to develop ground rules
- To set a ground rule be realistic and flexible
- Interruptions breaks the flow of presentation
- Deal with interruptions - Measured response
- Presenters – Never adopt extreme approach
- Interruptions reduce - Credibility

