

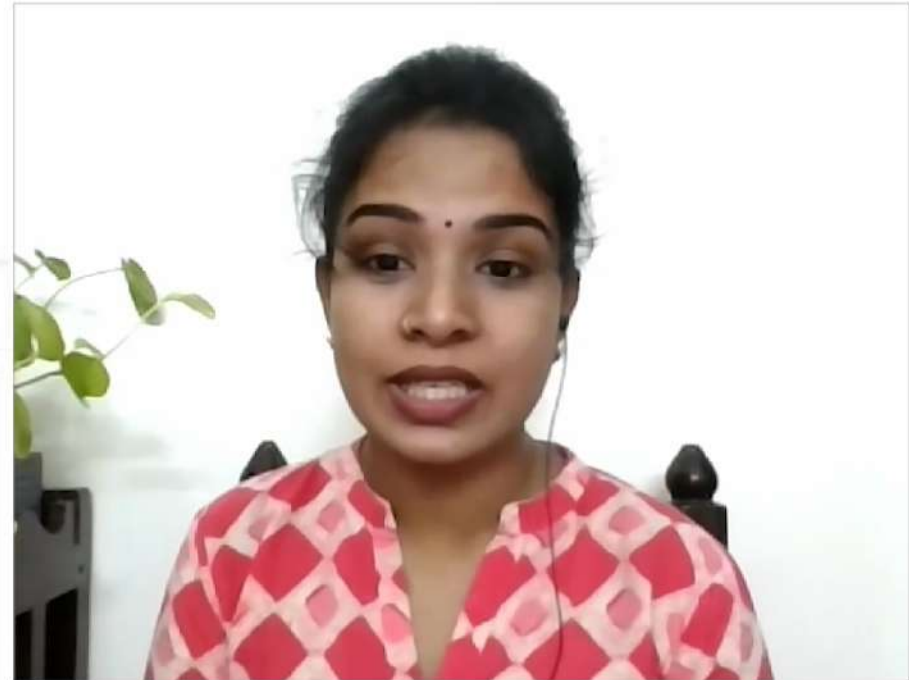


Public Speaking

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Learning objectives

- Understand what public speaking is and why it is important
- Know the various steps involved in public speaking
- Learn the effective delivery style and significance of feedback





Rhetoric- the art of communicating live to a large audience

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Public speaking



Who to whom? A formal face-to-face interaction of an individual to a group of people.



What? Providing information, story-telling or a motivational speech



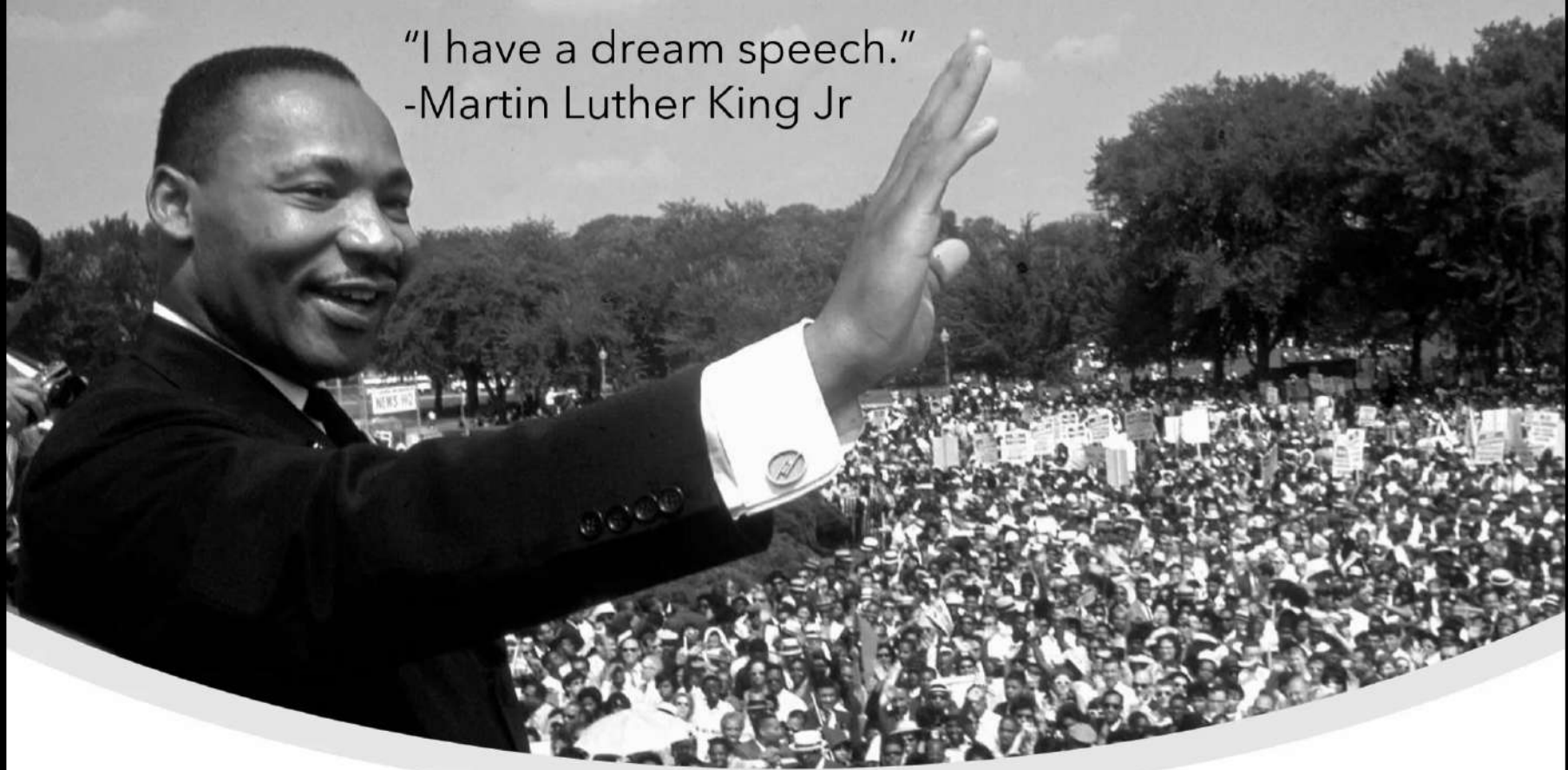
How? A structured and deliberate manner




Why?- To inform, influence or entertain the listener.



"I have a dream speech."
-Martin Luther King Jr

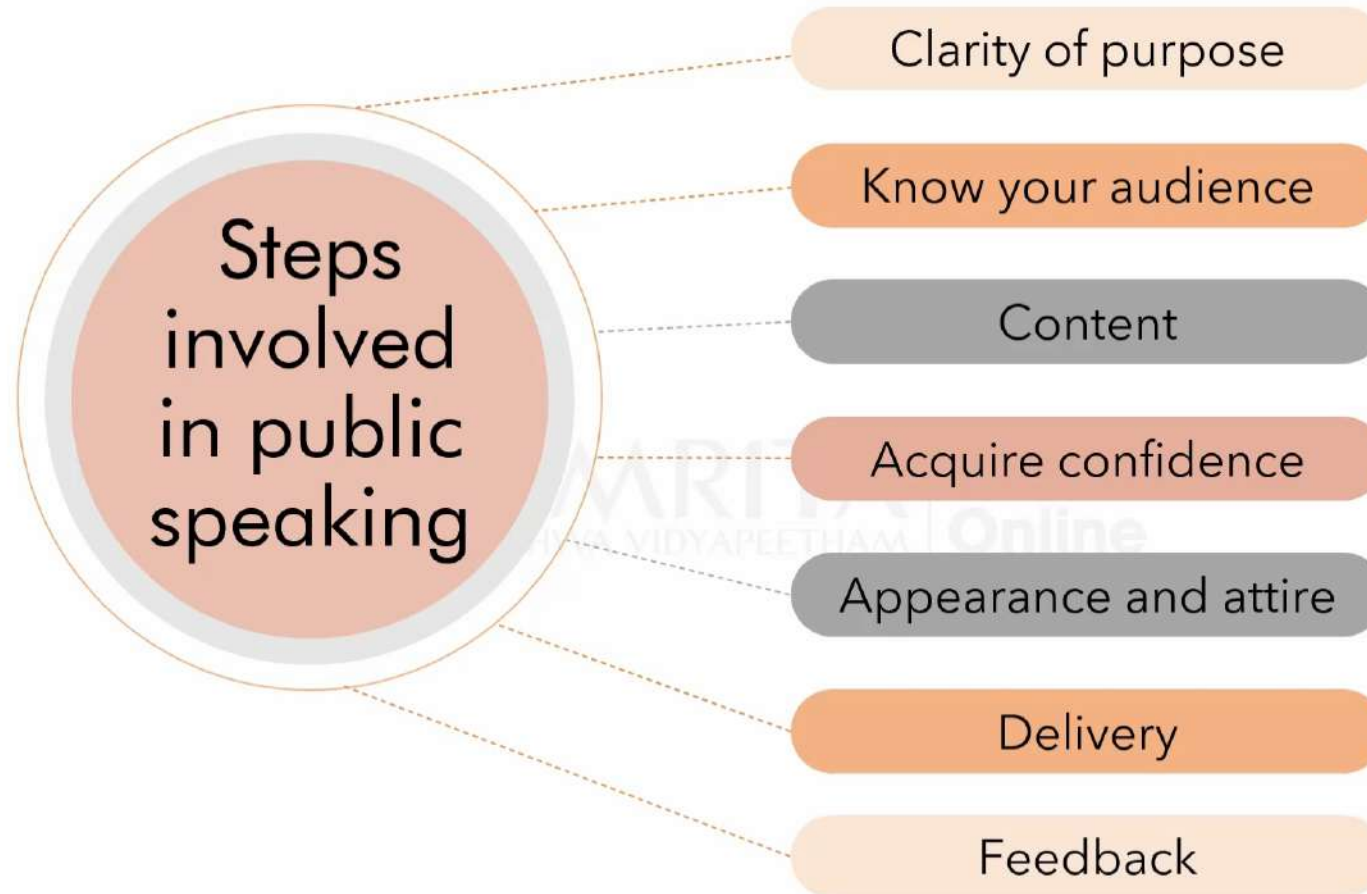


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Rewards of public speaking

- Increased self-confidence
- Personal satisfaction
- Competitive spirit
- Enhanced communication
- Progressing knowledge
- Different identity at workplace
- Learn the art of persuasion





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Clarity of purpose

To inform

To persuade

To entertain



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Know your audience

- Background
- Age & gender
- Education, status, interest
- Within the organization, external clients, religious group, students
- Build a connection



Content

- Collect material
- Examples
- Short and crisp
- New piece of information
- Statistics and data
- Summary
- Outline
- Exit line

A woman with brown hair, wearing a blue button-down shirt, is speaking into a black microphone. She is standing in front of a blurred audience of people seated in rows. The background is a plain, light-colored wall.

ARGUE FOR YOUR LIMITATIONS
and, sure enough,
THEY'RE YOURS.

— Richard Bach

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Acquire confidence

- Speak with composure and confidence
- Practice
- Know your subject well
- Prepare for success and expect it
- Manage fear



Appearance and attire

- Professional
- Comfortable
- Message you convey



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Delivery

- Paralinguistic aspects
- Breath control
- Posture
- Non-verbal cues
- Inspire the audience
- Relate
- Visual aids

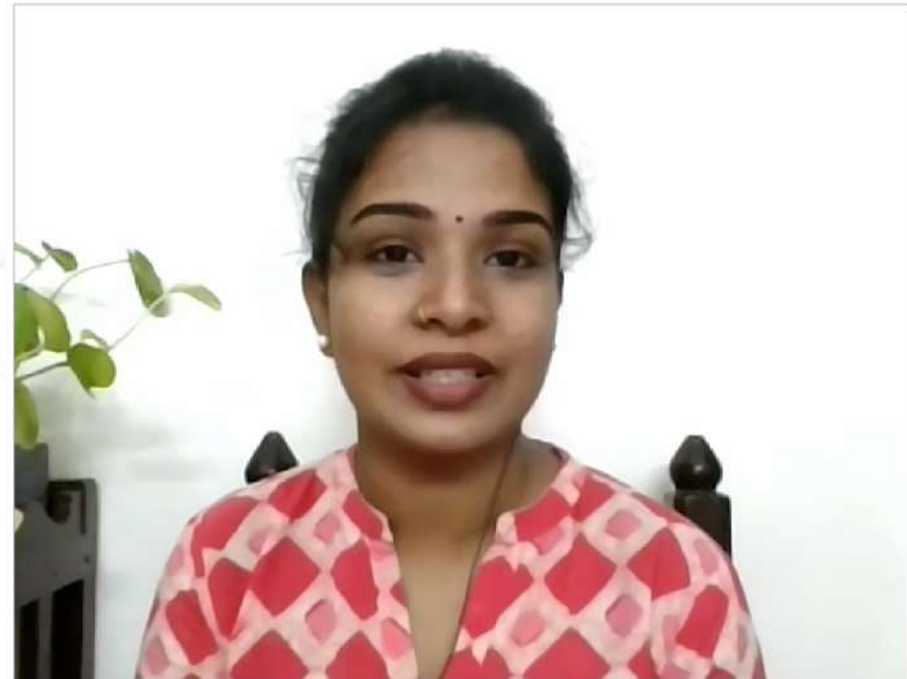


Seek feedback

- Keep an open mind
- Feedback is important for self-improvement

To sum up

- Public speaking is an important skill, which can be honed at any point of time in life.
- Purpose, audience, content, appearance, attire, delivery, confidence, feedback
- Public speaking is about not only sharing but also learning.



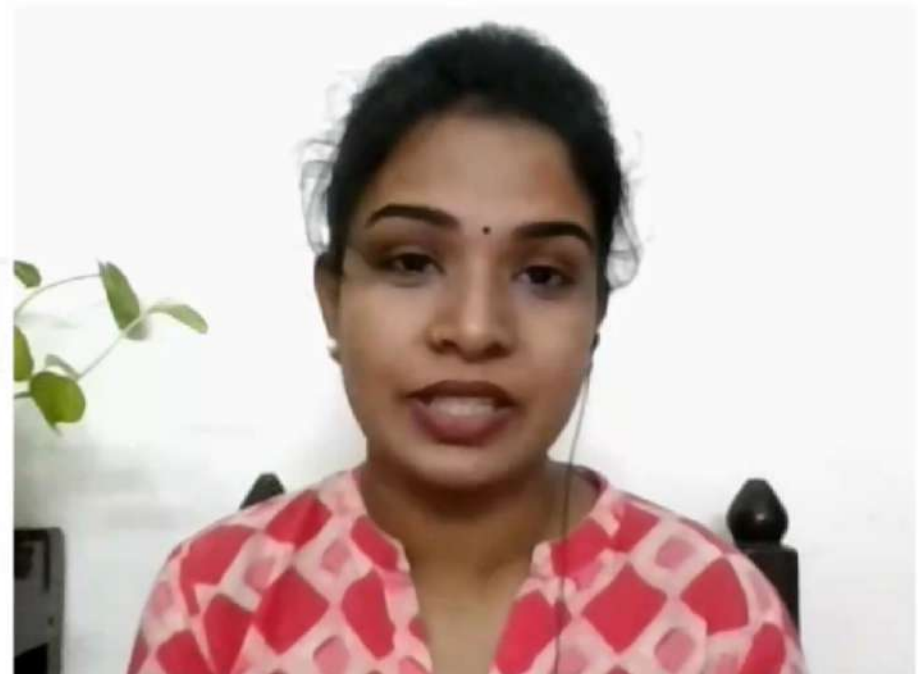


Conducting effective meetings- Part 1

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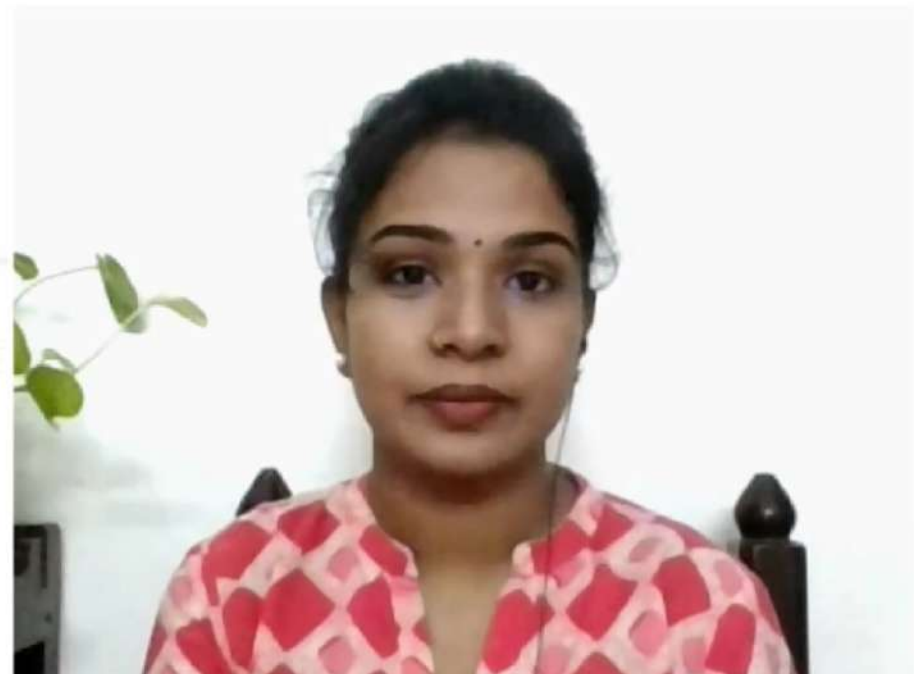
Learning objectives

- Understand the purpose of meetings
- Learn the preparatory steps to conduct meetings



Contents

- Definition of meeting
- Purpose of meetings
- Types of meetings
- Roles in meetings
- Preparation





A meeting is a group communication in action around a defined agenda, at a set time, for an established duration.

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Purpose of meetings



To inform

- Communicate information
- Explore ideas
- Give feedback
- Present reports
- Evaluate reports



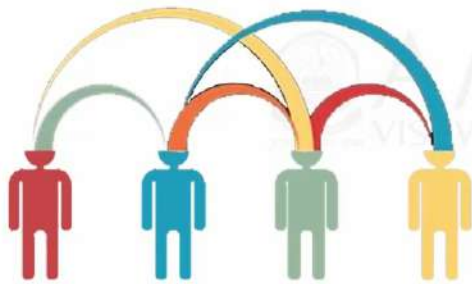
To take decisions

- Reach a decision
- Resolve problems
- Conflict resolution
 - Negotiate agreements
- Gain acceptance



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Types of meetings



Information sharing



Problem solving



Rejoice

Roles in meetings



Chairperson

Members



Facilitator



Roles in meetings

Chairperson

- Plan and arrange the meeting
- Steer the discussion
- Enable the group to reach to a conclusion
- Create a plan for proper implementation

Members

- Do homework
- Be punctual
- Attitude matters
- Respect
- Phone manners
- Be a good listener
- Stay on the agenda
- Body language

Facilitator

- Maintain focus on the agenda
- Remain neutral
- Draw out opinion from every member
- Record meeting minutes
- Monitor the time

Prepare

- Is the meeting necessary?
- Time
- Members
- Duration
- Venue and infrastructure
- Meeting notice and agenda



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Time

- preferably not Monday mornings and Friday evenings
- give time for preparation

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Members

- Decision makers
- Implementers
- Those affected
- Those with information
- Based on purpose and not on politics

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Duration

- Depends on the type of meeting
- Number of items in the agenda
- Schedule multiple meetings to discuss more complex items
- The greater the number of participants, the shorter the meeting should be.

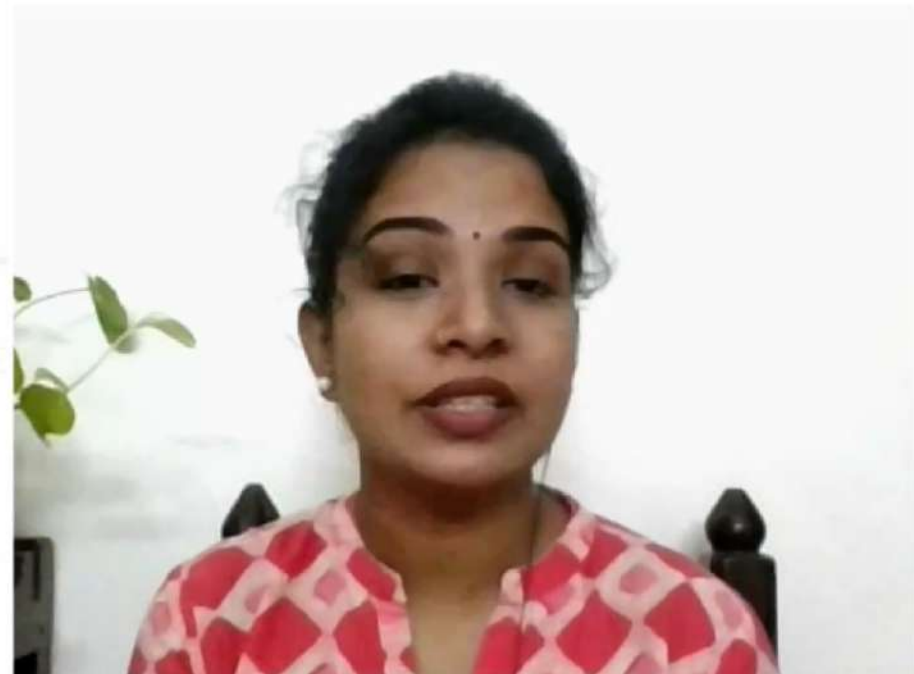


Venue and infrastructure

- Ample seating and lighting
- Comfortable, quiet, uninterrupted place
- Necessary equipment- projector, white board, computer, electrical outlet

To sum up

- Meetings are a useful communication tool.
- There must be an issue worth discussing.
- Three main purposes- information sharing, problem solving, and rejoicing
- Planning will help a meeting accomplish more in less time.



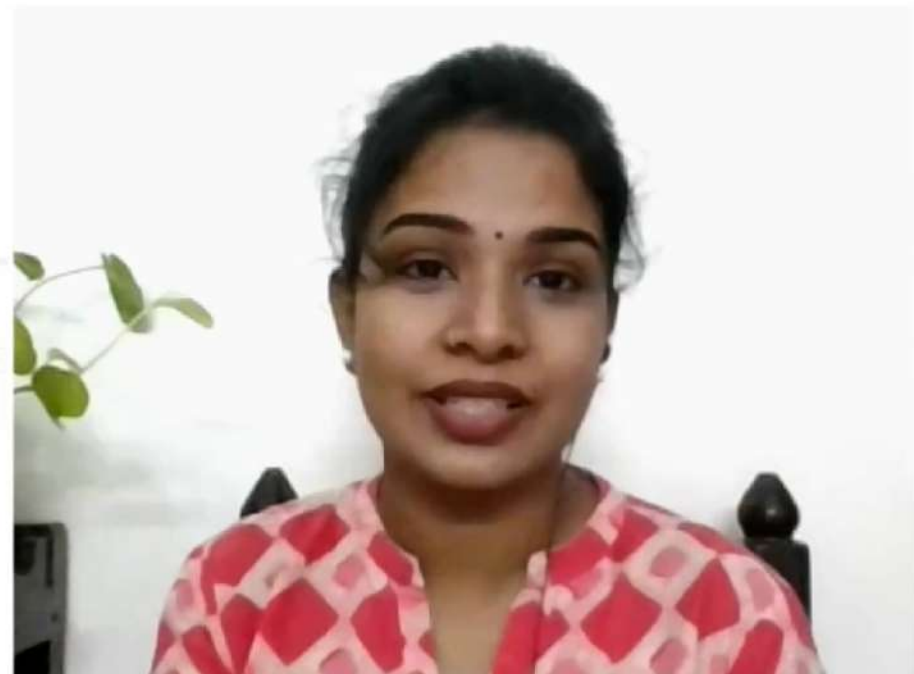


Conducting effective meetings- Part 2

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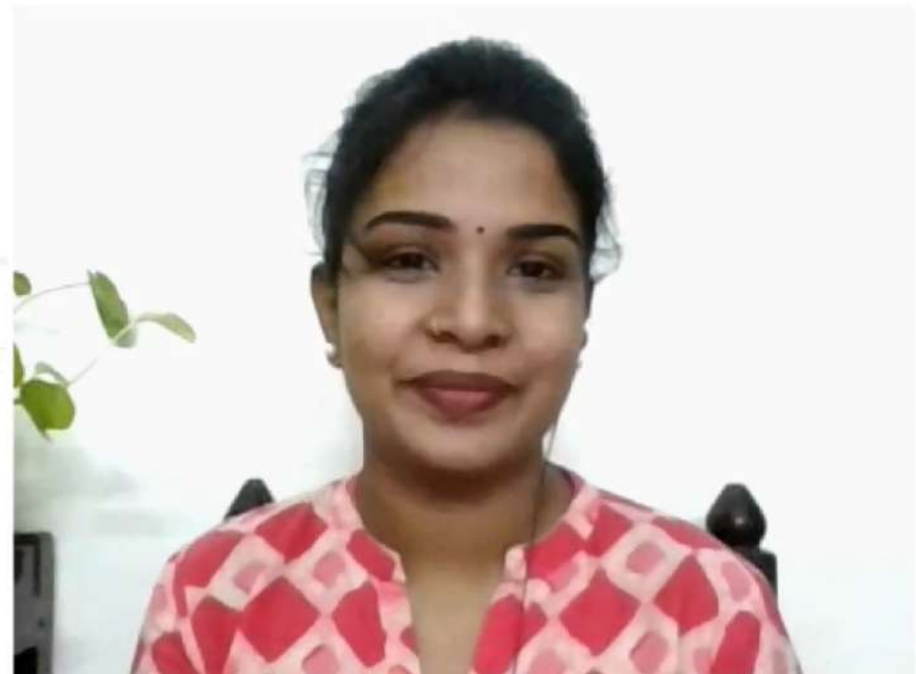
Learning objectives

- Learn to prepare notice, meeting agenda and minutes
- Learn to conduct effective meetings



Contents

- Notice
- Meeting agenda
- Meeting room layouts
- Meeting procedure
- Preparation of meeting minutes





Meeting notice

- Date on which the notice is sent
- 5Ws- what, why, when, where, who
- List of agenda
- Signature
- Recipients
- Send reminder

Heera Retail Stores
Regd. Office: 86, Rani Road, Reewa- 600101

1 December 2021

The Sixth meeting of the Management Committee will be held at 4.00 p.m.
on Saturday, 7 December 2021 at First Floor, 86, Rani Road, Reewa.

To
All members of management

Raj Kumar
Secretary

Meeting AGENDA



- List of businesses to be transacted in the meeting
- To be sent along with the notice
- Agenda keeps the meeting on track
- Starts with 'Confirmation of the minutes of previous meeting'
- Items to be transacted
- 'Any other matter with the permission of the Chairperson'

Heera Retail Stores
Rani Road, Reewa- 600101

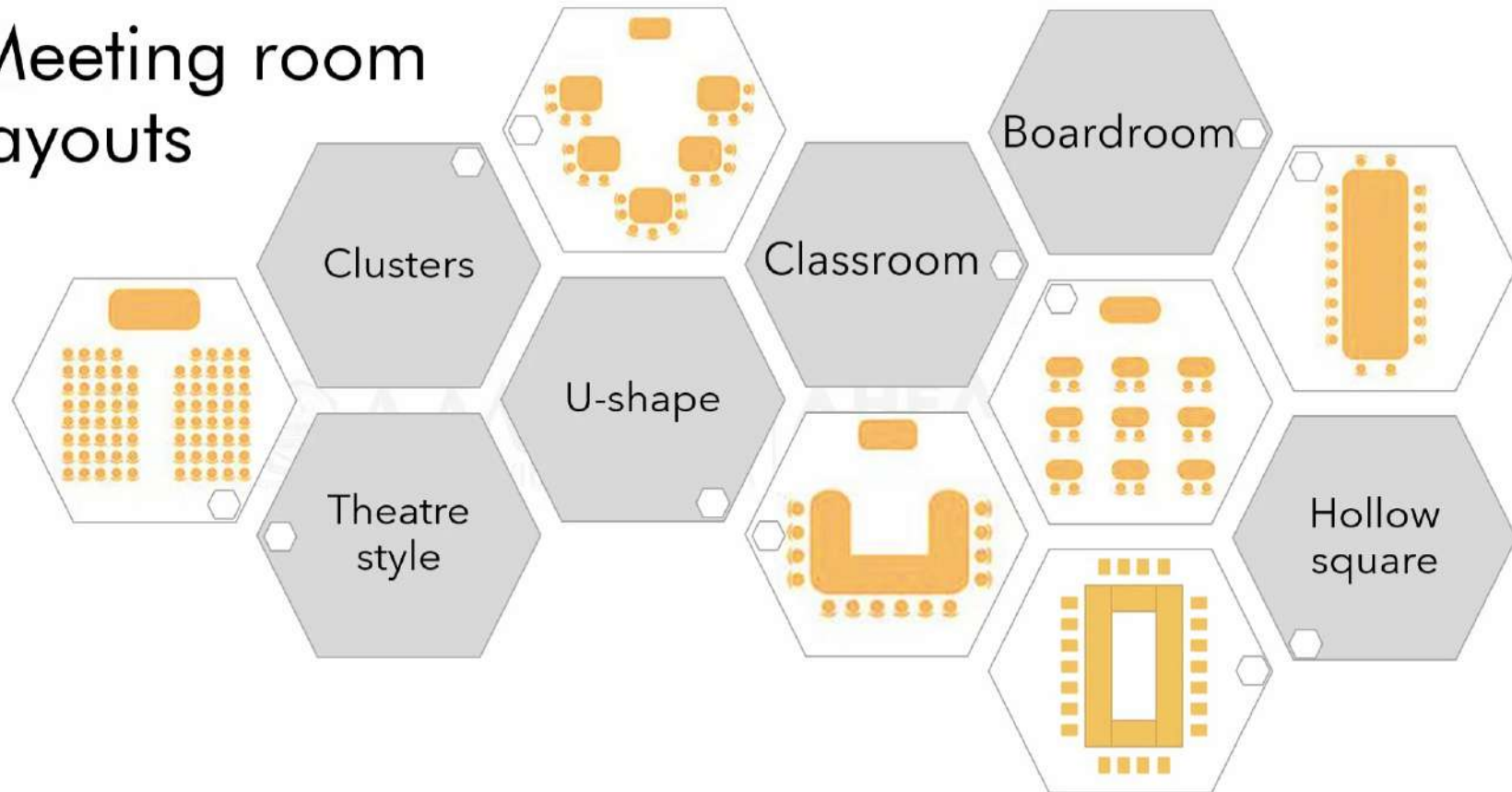
1 December 2021

Agenda for the Sixth meeting of the Management Committee to be held at 4.00 p.m. on
Saturday, December 7, 2021 at First Floor, 86, Rani Road, Reewa

- 6.01 Confirmation of minutes of the last meeting
- 6.02 Chairman's report
- 6.03 Appointment of Chief Accountant
- 6.04 Proposal for purchase of two delivery vans
- 6.05 Problems in complaint handling mechanism
- 6.06 Any other matter with the permission of the Chairperson

Raj Kumar
Secretary

Meeting room layouts





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Meeting procedure

- Call the meeting to order
- Attendance
- Approval of minutes of previous meeting
- Agenda item #1, #2, #3...
- Any new business
- Any unfinished business
- Any announcement
- Adjournment



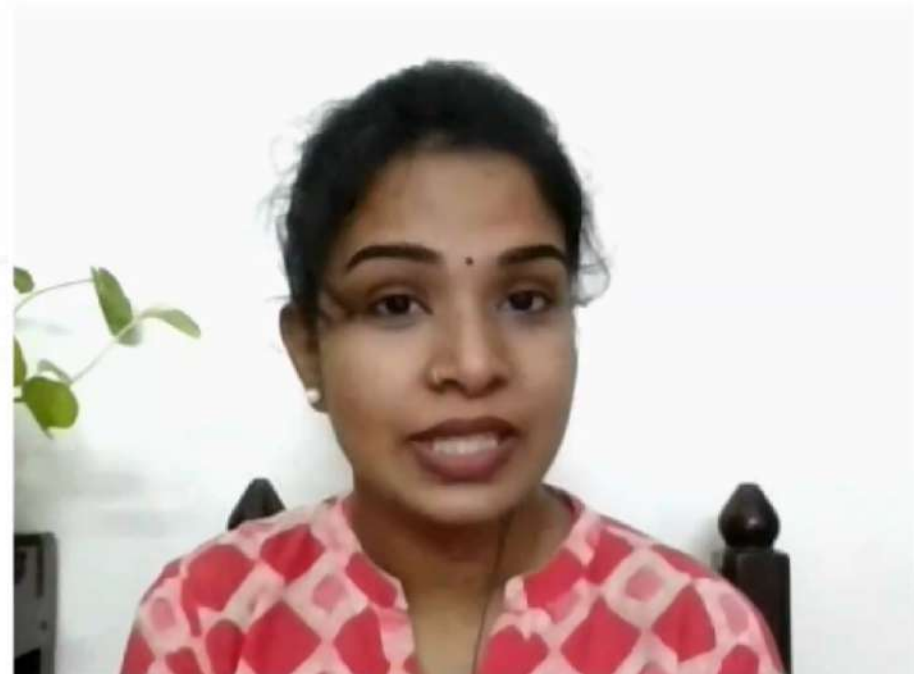
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Meeting minutes

- Title, date, time, venue
- Participants and absentees
- Agenda
- Approval of minutes of previous meeting
- Agenda item #1- discussion held, action taken
- Agenda item #2- discussion held, action taken
- Announcements (if any)
- Next meeting
- Minutes submitted by
- Minutes approved by
- Copy of the minutes to be sent to all attendees

To sum up

- Important elements of a meeting- notice, agenda, minutes
- standard formats or guidelines should be adopted in order to avoid any ambiguity
- Purpose, preparation, setting goals, follow-up and assessment are important



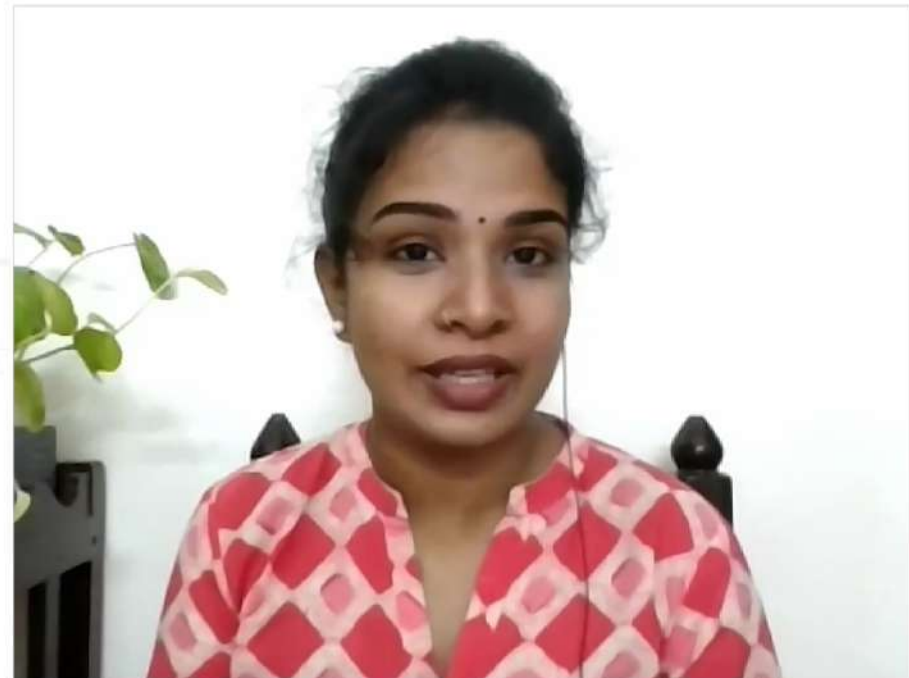


Telephonic Communication

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Learning objectives

- To understand the importance of telephonic communication
- Learn about telephone etiquette
- Learn the skills to handle telephone calls





Stages of a phone call

Introduction

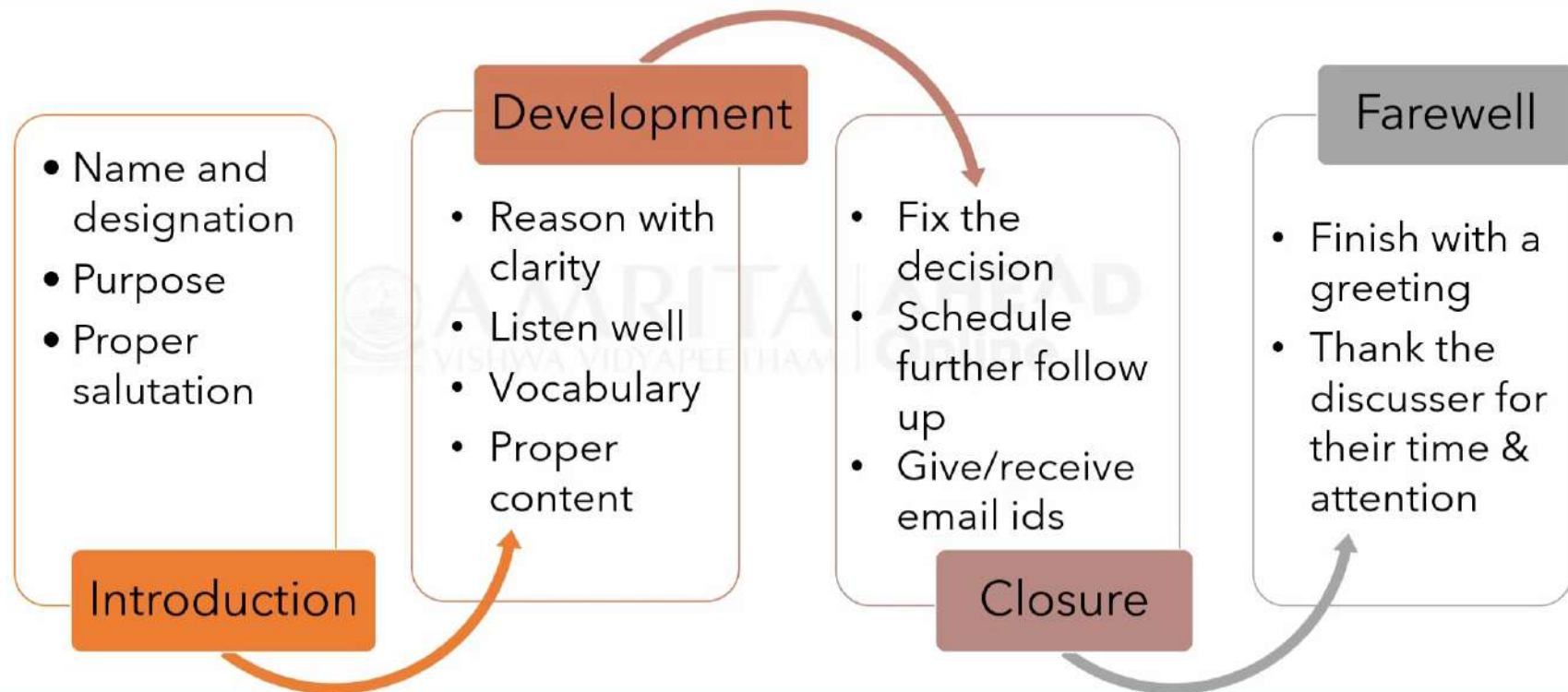
Farewell

Development

Closure

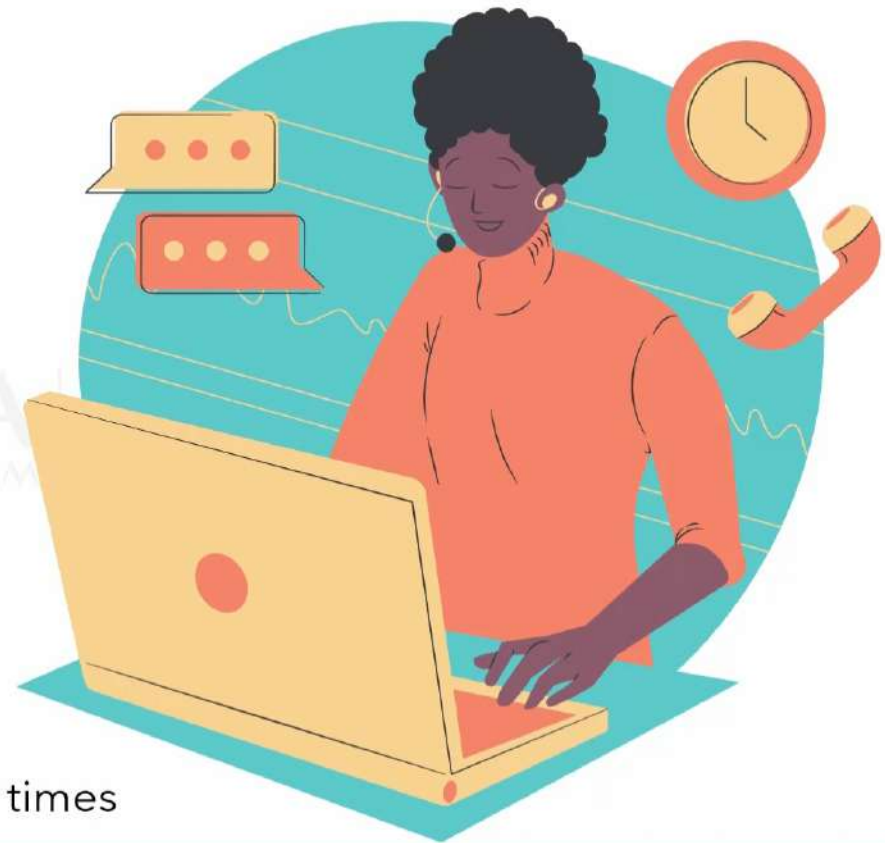


Stages of a phone call

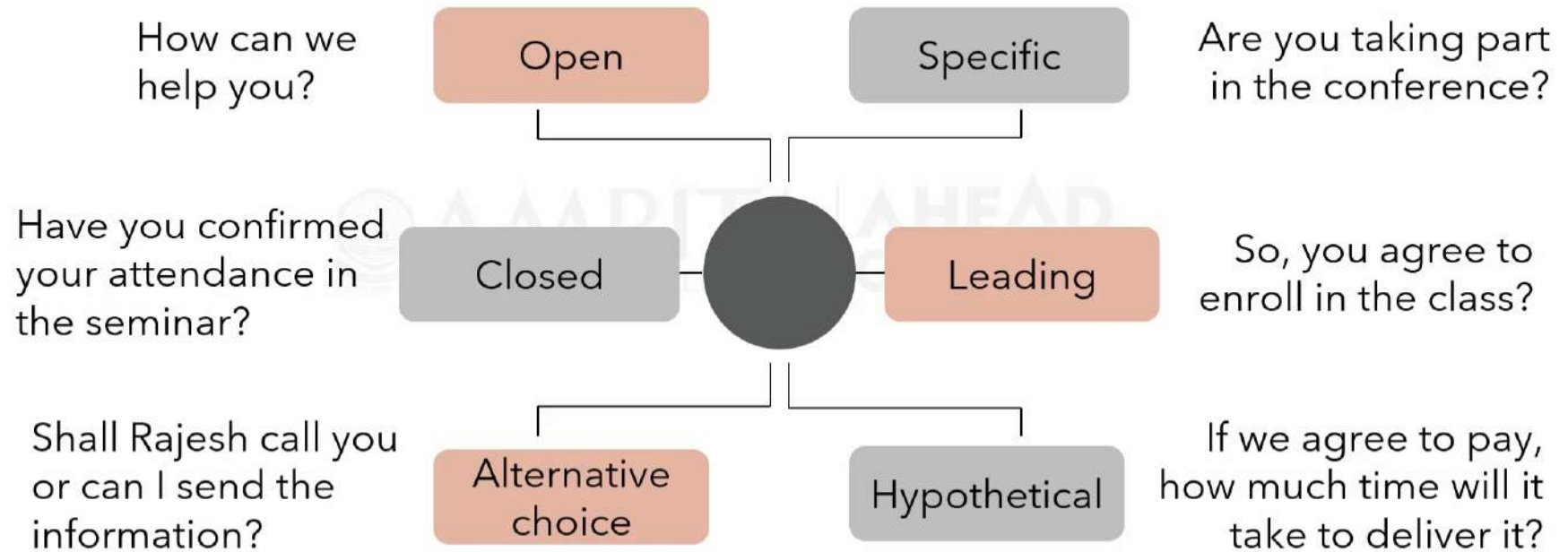


Key telephone skills

- Listening
 - Attentive listener
 - Take notes if needed
- Speaking
 - Tone, Speed and Clarity
- Questioning
 - Clear and focussed questions
 - Preparation
 - Appropriate to the context
 - Don't repeat the question multiple times



Types of questions

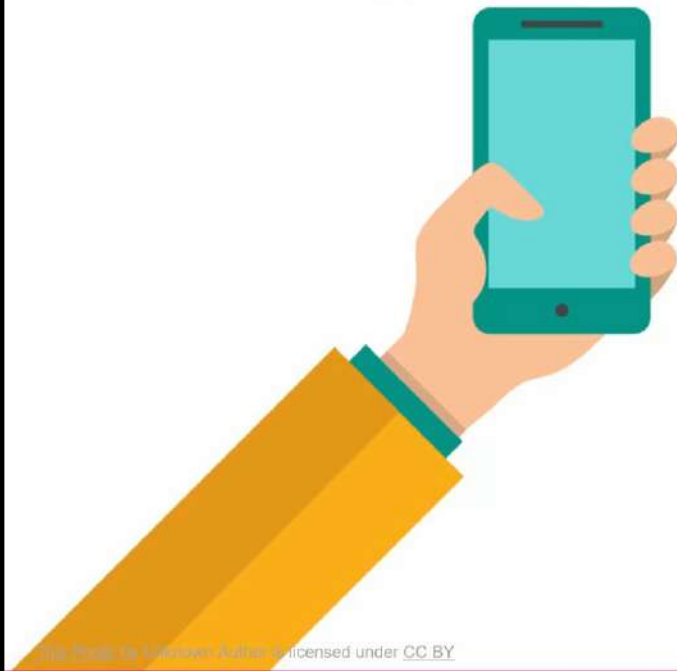




Handling difficult callers

- ~~I don't know.~~ That's a good question, let me find out for you.
- ~~That's not my job.~~ I am not sure...let me find someone who knows.
- ~~That's not in the contract.~~ Let me check how we can help you with that.
- ~~You're wrong.~~ Here is what I understand

Golden rules of telephone communication

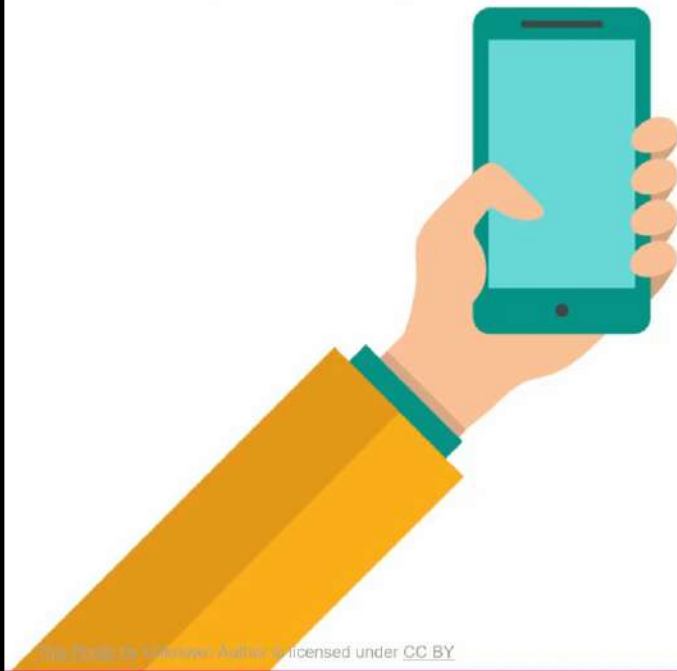


1. Answer the call within three to four rings.
2. Instead of passing calls to one another, take the name, number and message of the caller.
3. Answer with smile and positive attitude.
4. Ask whether it's a convenient time for other person to take calls.
5. Build connection with the caller.

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Golden rules of telephone communication



6. Double check information by repeating the information.
7. Focus on the subject and do not interrupt the caller
8. Don't bluff to the caller.
9. Use 'I see', 'right' words to make callers aware you are listening.
10. If you are calling someone back, state when you called them last.

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Summary

- Telephonic conversation play an important role in business communication
- Be aware of the barriers to telephonic conversation and be prepared with the techniques to overcome them.

