

Virtual Performance Report (VPR)



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Company: ABC Company

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Understanding your Virtual Performance Report

The Virtual Performance Report is prepared as a tool to assist you on the road to improving your communication and presentation delivery skills. The items your Pinnacle Master Instructor will be providing feedback on are:

- First Impressions
- Confidence/Presence
- Body Language
- Vocal Delivery
- Clear Intentions and Objectives
- Overall Engagement and Influencing Ability
- Other Aspects of the Training:
Handling questions, coaching others, meeting or presentation introductions or closings, elevator pitches, etc.

Below are key terms and concepts you may find useful when reviewing the Virtual Performance Report provided by your Pinnacle Master Instructor:

Engagement: The attentiveness of your audience and their receptivity to your message

Home Base Position: The relaxed, open body position that serves as a communicator's physical neutral when not moving or gesturing

Intention: An aim that guides action, informing all aspects of a person's physical and vocal delivery

Intention Cues: Any aspect of a person's vocal or physical communication that conveys meaning to an audience or listener

Objective: A goal you hope to accomplish with your communication

Verbal Virus: Verbal fillers (such as ah, um, or I mean) that show up in speech and communicate uncertainty to an audience or listener

Vocal Variety: The effective variation of vocal qualities achieved through combining and varying pitch, tone, resonance, inflection, articulation, volume, and pace

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Holly, thanks for sending the video for me to review prior to our in-person coaching session next month. I am really looking forward to it. You have a very relaxed and engaging presence and style as a speaker and communicator. Your passion and sincerity come through clearly which is fantastic! We often preach about putting your "personal stamp" on your communication and you do this well. Watching the video gave me some very specific areas that we can sharpen and refine when we work together.

AREAS OF STRENGTH:

Body Language

- Body language overall seemed relaxed
- Nice smile when you used it (I want to try to get you to use it earlier and more often) :)
- Facial expressions were varied and supported your intentions
- Good use of eye contact
- No noticeable pacifiers or nervous energy--great!
- Very likeable and engaging presence--you compelled me to listen to you

Vocal Dynamics

- Nice use of vocal variety overall
- Excellent speaking volume
- Articulation was clear so you were easy to follow and understand
- Intention came through clearly in voice
- Passion could be heard vocally when talking about your involvement and Jeanne
- You varied your pitch well to avoid monotone
- I know you had mentioned some sort of surgery you had with your mouth that made you self-conscious...rest assured, it is not noticeable because of the passion you bring to your message. Not an issue for your audience. (We can discuss more in person.)

Other

- Engaging manner of speaking
- Great job thinking on your feet and answering questions in the moment!
- You come across very sincere with your message
- You bring the passion--just like Jeanne and John! This makes me like you as a speaker and have good feelings about them as your subject.
- Easy to follow your message

- "Celebrates families" was a great line that stood out for me :)

AREAS OF DEVELOPMENT:

Body Language

- Overall, not many gestures
- We will start to layer in some gestures to support your message--even when sitting you can engage the body
- Be careful not to telegraph any frustration on your face when things aren't going as planned--your body and face are a billboard so control what you are sending out
- Smile at the start and end and anywhere during your message where it supports your intention
- Will be nice to get you up on your feet vs. sitting behind a desk or table
- You have a great smile so use it more--it shows you are relaxed, confident and pleasant

Vocal Dynamics

- Slow your pace a bit--it went very quickly at times. By slowing down, you will give yourself a chance to really choose your words carefully. Seemed a bit rushed in spots.
- Play with pace and pauses. We will work on this in-person. By varying your pace (when you speed up and when you slow down), you will help your audience understand how you want them to feel about the information you are sharing. Also, it is more fun to listen to. Where can we strategically use pauses to drive a point home.
- This is a big one: Don't be afraid to SAY LESS. Resist the urge to keep on talking or going on and on. Sometimes less truly is more.
- Avoid the verbal viruses that can sneak in. These are the verbal fillers such as "um" and "ah" that make you sound less prepared or less credible or certain than you want to sound

Other

- We will practice being more succinct when answering questions.
- Freeing up your body language and gestures will be really helpful for you to be able to bring even more of your personality to the message you are delivering.
- I might have included more specific examples or stories of personal experiences you had with Jeanne or the Malnati family to make your point. Audiences LOVE stories and examples and these are often the parts of your message or presentation that resonate with them long after you have finished speaking.

ACTION PLAN:

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Holly, you have lots of strengths as a speaker and I can't wait to dive in and begin our coaching sessions next month! Your passion and personality come through in both your facial expressions and your vocal delivery. This is good and it gives us a nice place to begin working from. What would be helpful, in preparation of our coaching sessions next month, would be for you to bring in a presentation or some meeting content that you will actually be presenting in the next couple months so we can apply the tools and techniques I will be sharing to your actual role and audience. Why not get your content ready and make the coaching session all the more relevant.

I have a few ideas of different areas I want to focus on (Storytelling, Handling Q&A, Body Language, Vocal Dynamics and Pacing, etc) but if there are specific areas you want to discuss, please don't hesitate to email me with them as I start to construct a roadmap for our coaching sessions together. This is your time and I want to cover as much relevant ground as we can.

When speaking in the moment or taking questions, remember:

1. Project confidence (even when nervous)
2. Choose your words carefully
3. Pause before speaking
4. Slow down
5. Don't be afraid to SAY LESS

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The exercises and video quick tips listed below can be found in the Pinnacle Learning Portal. Some of the exercises are in the Library, others under the Video Tips section, and some are under both. Additionally, there are many more tips, best practices and guidelines to help improve all facets of your presentation and communication skill needs. Be sure visit the “Great Speeches” link in the “Reference Material” section of the Library.

Guides, Exercises and Tips

- 10 Guidelines for Creating Impactful Power Point Presentations
- 10 Tips for Using Visual Aids
- 14 Secrets for Running Effective Meetings
- 5 Minute Warm-up for Presenters
- Active Listening Exercise
- Best Practices for Business Etiquette
- Business Etiquette Tips
- Co-Facilitation Tips and Techniques
- Creating Spontaneous Gestures
- Finding Your Core Breath
- Interview Preparation
- Maintaining Eye Contact
- X Mastering Impromptu Speaking
- Mastering Negotiations
- Memorization Techniques
- Overcoming Stage Fright
- Presenting to Senior Executives
- Reducing Monotone in the Voice
- X Removing Verbal Viruses and Fillers
- Running Effective Conference Calls
- Social Communication in Business
- X Testing Your Pace
- Tips for Customer Service Excellence
- Tips for Effective Telephone Communication
- Transitions and Spotlights
- Using Varied Facial Expressions
- X Utilizing a Strong Home Base Position
- Utilizing Effective Storytelling
- Utilizing Videoconferencing
- Warming Up Your Voice

Video Quick Tips

- 3-Step Process
- 5-Minute Warm-up
- Active Listening
- Communicating Effectively in a 2nd language
- Controlling your Audience
- Creating a Vocal Landscape
- Creating Pattern Interrupts
- Dealing with Senior Executives
- Effective Bridging
- Effective Storytelling
- X Eliminating Verbal Viruses
- X Facial Expressions as a Tool
- X Finding the Core Theme
- Finding Your Home Base Position
- Gaining Commitment
- X Handling Q&A
- Keeping Visual Aids Simple
- Listening to Understand
- Managing Your Nerves
- Mastering Difficult Questions
- Mastering Impromptu Speaking
- Memorization
- Parking Lots
- Proper Preparation
- Providing Effective Feedback
- Reading Your Audience
- X Speaking while Seated
- Speaking with Clear Diction
- The Power of Intention
- The Rule of Three
- Using Your Core Breath
- X Utilizing Effective Gestures
- Utilizing Movement Effectively
- Visual Codes for Presentation

And finally, be sure to always think about the reaction you are trying to generate with your words. Make sure you do everything you can so that your vocal and physical delivery support your intention and influence your audience to react the way you desire. When handling those tough questions, first anticipate them, and then have the confidence that you are the expert with what you are prepared to discuss. And if you are not, you know how to handle that now.

Please visit www.pinper.com to login to your Learning Portal. If you have not received or lost your login credentials, please contact portal@pinper.com

Really looking forward to our sessions next month, Holly! Let me know if you have questions before we start working. See you soon!