

Understanding your Virtual Performance Report:

Pinnacle Performance Company provides individuals, from introverts to polished speakers, with the tools and techniques needed to become more influential communicators. By applying our innovative three-step process, we show you how focusing on your message's objective and delivery will allow you to achieve specific audience reactions, captivate your audience and communicate like a true leader.

3-Step Process: The Pinnacle Method focuses on three fundamentals:

1. **Analyze** your audience.
2. **Understand** the actions and reactions you want your message to produce.
3. **Modify** your delivery in order to achieve those.

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 Intention and Objectives
- Overall Engagement and Influencing Ability
- Other Aspects of the Video:
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.

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: Vocal 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

You can find video quick tips on your Pinnacle Customer Portal for some of these and other topics, including Home Base Position and Verbal Viruses.

Date November 24, 2014		Name David Lewis	
Area		Feedback	
First Impressions – First 30 seconds			
FOCUS AREAS <ul style="list-style-type: none">Plants before speakingStrong openingSmile at the topEngages audience from the beginningCreates a compelling hookCalm, confident & credible presenceVoice and body language congruentStrong intention		First Impressions Feedback (First 30 seconds) <p>Overall, your presentation improved as you went along. However, opening moments are critical. Your audience will form the majority of their opinions and judgments in the opening minute. All the more reason to ensure you captivate the audience from the beginning. Your first 30 seconds looked as if you were warming up to your message. I want to see that you are interested in your message before I will get interested. You want to make sure your audience is “hooked” and intrigued well before that first minute passes. I didn’t feel your hook (attention grabber) was strong enough to get me truly interested in what was coming. Also, in the introduction, don’t forget to let that audience know “what’s in it for them.”</p> Strengths <ul style="list-style-type: none">Smile (want more of it throughout)Eye contactPlanted before speakingConfident presence Areas of improvement <ul style="list-style-type: none">Not a clear intention in the beginning (How do you want your audience to feel?)Slow down the pace, just a bit too fastUse more pauses to get rid of the “ums and uhs”I want you to leverage the pitch in your voice to help illustrate your intention (To excite, to motivate, etc)Also, posture (Be careful not to slouch. Stand straight and keep your feet planted – move only when necessary) Exercises (available in the portal) <ul style="list-style-type: none">Master IntroductionsPutting “codes” on your material. (A stop sign to remind you to slow down and pause more. A smiley face to remind you to smile more. An eye, to remind you to make eye contact.)	
Body Language			
FOCUS AREAS <ul style="list-style-type: none">Smiles early and oftenUses varied facial expressionsMakes good eye contact with entire audienceUtilizes a strong Home Base PositionBody appears free from tensionMoves with purposeMakes positive use of spatialityGestures connected to materialGestures use a wide area of gesturing spaceLeverages “torso tell” to engage		Body Language Feedback Strengths <ul style="list-style-type: none">Good smile (more of it throughout)Good facial expressions that supported your messageGreat eye contactCalm, relaxed and confident presence Areas of improvement <ul style="list-style-type: none">Be sure to keep your feet planted (Home Base) when not movingGestures could be more varied and do not always support your message or intention. You often use the same emphatic gesture of extending your arms with open palms while the elbows never leave your sides (“T-Rex arms”) Exercises: (available in the portal) <ul style="list-style-type: none">Utilizing a strong home base positionCreating spontaneous gestures	

Vocal Dynamics

FOCUS AREAS

- Volume is appropriate for the setting
- Varies pitch and avoids monotone
- Inflection supports message
- Speaking pace is appropriate and varied
- Avoids verbal viruses (ums, uhs, aaaand, etc.)
- Does not stammer over words
- Is articulate (good diction)

Vocal Dynamics Feedback

Strengths

- Volume
- Good diction (though could be better if you slow the pace)

Areas of improvement

- Slow the pace
- Put pauses in to remove verbal viruses
- Improve and expand your pitch to provide more intention with your words

Exercises: (available in the portal)

- Reducing monotone in the voice
- Removing verbal viruses and fillers
- Testing your pace

Practical Simulations (Presentation, Meeting, Training, Elevator Pitch)

FOCUS AREAS

- Displays a strong grasp of content
- Seems prepared
- Utilizes spotlights and signposts
- Uses visual aids effectively
- Constantly reinforces key points
- Incorporates Strong Delivery
- Organized and Structured

Presentation Feedback

Strengths

- Strong work on the Master Intro. Loved your question for your hook. Remember, intros are your first impression where most of the judgments about you and the message will be formulated. It's critical that the first 2-3 minutes be your very best! If you have time to prepare anything, prepare the intro, and use the template and guidelines you learned in the workshop.

Areas of improvement

- You had most of the key components of a master intro, but don't forget to tell the audience what you want from them after the presentation. It makes it easier to ask them later on when they know you will be asking.
- While you alluded to the benefit to the audience, you really need to spell it out and let them know EXACTLY what it is.
- Don't forget to keep your smile and personality coming in the intro. Once you master the opening, your confidence will soar, the audience will be with you, and the rest will come easy.

Exercises: (available in the portal)

- Master Introductions
- Great Speeches Link

Summary, Action Planning and Exercises

Just like you during the workshop, your final presentation got better as you went along. However, those opening moments are critical. I want to see that YOU are interested in your message before I will get interested. You want to make sure your audience is "hooked" and intrigued well before that first minute passes. Also, in the introduction, don't forget to let that audience know "what's in it for them". As for Vocal delivery, play with pitch and use the intention and pitch exercises to try and expand your vocal range so that you have more at your disposal. For body language, stand straight when standing – and sit straight when sitting. Don't forget to smile more. 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 supports your intention and influences your audience to react the way you desire.

The exercises listed above can be found in the Pinnacle Customer 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 skills needs. Be sure visit the "Great Speeches" link in the "Reference Material" section of the Library.

Questions or comments? Email coach@pinper.com