

Virtual Performance Report (VPR)



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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

Virtual Performance Report (VPR)



Tom, thank you for submitting your video presentation. Overall, you demonstrated a clear and concise message. Your friendly, personable manner instantly builds rapport with your audience and creates engagement. You already demonstrate some effective habitual techniques within your communication style, great work. This diagnostic provides detailed feedback on both your strengths and areas of development. As you read your report keep in mind that a congruent message requires all vocal, visual and verbal cues to be aligned through the use of a strong intention, in order to reach the objective of your message.

AREAS OF STRENGTH:

Body Language

- Great eye contact, really engaged the listeners, enhancing your credibility and assisting with the flow and focus of your message.
- Some lovely use of gestures on operatives (key words). Gestures were varied, spontaneous and naturally placed for emphasis.
- You use facial expression to support the passion and purpose of your delivery, which is complimented with your habitual use of smile throughout.
- You use torso tell very well, demonstrating your interest and intent, however ensure to keep the energy through the spine, especially towards the ends of sentences. To assist with this, think about length in the upper body with open chest and shoulders placed directly above the rib cage.

Vocal Dynamics

- Volume was appropriate to the space, great. When presenting to larger groups, think about 'landing the thought' to power your voice to the back of the room. Use diaphragmatic breathing (a low belly breath) to ensure that your voice is supported and you are not pushing from the throat.
- Good articulation, which was married with excellent pace. Be cautious of these sounds
- – ensure to articulate: /t/ at ends of words, /k/ in middle of words, /v/ voice these to avoid a /f/ sound, and /z/ voice these to avoid an /s/ sound.
- Good resonance in the voice - your habitual pitch sits effectively, with good chest resonance for credibility and confidence.
- Great use of stress on key words such as "dynamic" and "one-of-a-kind". This worked effective and in conjunction with your pace and gestures, creating sense and structure to your delivery - excellent. You took the audience on a journey. You were clear and concise.

Other

Virtual Performance Report (VPR)



- Great use of pattern interrupts – questions, prop, and diagram. Great.
- The hook question ('Who wants to guess the theme we've chosen for this year's conference?') was very effective and included a teaser. This really provoked engagement and a sense of suspense for a later reveal. Really nice.
- The goal was evident – "I would like to gain commitment/approval..."
- You create further clarity in your delivery through the use of smooth transitions – demonstrating these verbally and with visual aids – "Let me present the team", or "Take a look at this slide".

AREAS OF DEVELOPMENT:

Body Language

- Be cautious of pacifiers in the fingers. Avoid clasping the hands between gestures, and instead, place them down by your sides for a neutral home base. In addition, don't feel that gestures continuously need to support your message. Sometimes less is more. Moments of stillness and a vocal pause can be very powerful.
- Continue to work on gestures to allow them to be more specific and above the waist throughout.
- Ensure you start and maintain a strong home base position (hands by side, feet planted and still, even balance and length in spine). In this position you can react and respond to the question effectively, keeping a confident, calm and assertive presence. Avoid shifting your weight from side to side and rocking back and forth. Your vocals project confidence, now let's work on the visual to create a congruent message.

Vocal Dynamics

- Explore pitch range even further to demonstrate the passion and emotional connection to your words, and increase engagement. This will help drive the intention of your message.
- Be cautious of audible inhalation especially when moving to a new thought. Keep the throat open and take a diaphragmatic breath.
- Be cautious of upwards inflection on key statements. Upward inflections denote a question or uncertainty. Define your inflection choices and ensure to use downward inflection when presenting facts and key data.
- Avoid using verbal viruses; these can reduce your credibility as a subject matter expert. Use your effective pauses and transitions to collect your thoughts before moving onto the next topic.

Other

Virtual Performance Report (VPR)



- In your Master Introduction clearly spotlight the benefit to the audience - what's in it for them, why should they care? All meetings and presentations need to have a forward flow and attendees must feel that their time is valued.
- The goal of the presentation was clear, however make sure you highlight the reason to your audience.
- Continue to work on home base position; specifically maintaining balance and keeping your feet rooted and grounded. Currently the shift in weight and pacifiers in the fingers demonstrates a nervous energy and uncertainty at times.
- Use connector statement to help build rapport and provide some thinking time before answering those challenging questions; for example "I'm glad you asked that question", "It's interesting that you raise this".

ACTION PLAN:

Tom , your delivery improved as you continued with the presentation. You became more confident and relaxed throughout, however ensure to project confidence even when you are less than confident. Going forward, allow your intention - your one word verb (to excite, to empower, to motivate, to influence, to reassure) to drive the purpose and passion of your delivery and ensure a congruent communication channels.

Vocal dynamics; take your delivery to the next level by exploring pace further (speeding-up and slowing down) to increase engagement. Focus on exploring your vocal range to provide more variety to your vocal delivery. This will provide flexibility when modifying your vocals to each intention you activate in pursuit of your objective. Continue to focus on eliminating any verbal viruses to enhance your credibility further.

Body language and gestures; focus on planting your feet in home base to demonstrate an executive, confident presence, and keep the spine long to enhance energy. Your gestures are expansive and spontaneous, however allow your arms to fall down by your sides between gestures.

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

Virtual Performance Report (VPR)



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
- Mastering Impromptu Speaking
- Mastering Negotiations
- Memorization Techniques
- Memorization Techniques
- X Overcoming Stage Fright
- X Presenting to Senior Executives
- X Reducing Monotone in the Voice
- Removing Verbal Viruses and Fillers
- Running Effective Conference Calls
- Social Communication in Business
- 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
- X 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
- X Effective Storytelling
- X Eliminating Verbal Viruses
- Facial Expressions as a Tool
- 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
- Speaking while Seated
- Speaking with Clear Diction
- The Power of Intention
- The Rule of Three
- X Using Your Core Breath
- 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

It has been a pleasure putting together this diagnostic assessment for you. If you have any questions, please don't

Diagnostic and Development Plan (DDP)



hesitate in contacting me – speters@pinper.com. Best of luck in your upcoming presentations and meetings going forward at ABC Company. I hope we get to work together in the future!