

Diagnostic and Development Plan (DDP)



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Understanding your Diagnostic and Development Plan

The DDP 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 areas that may be included: 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 Diagnostic and Development Plan 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

Michael, first off, CONGRATULATIONS on being awarded the Pinnacle Medallion for Most Improved Presenter by your peers! It was great to meet you and be able to watch you work in the recent workshop in Korea! You are a fantastic listener. I liked your energy and how hard you worked at applying the tools and concepts we discussed. Lots of improvement for you. Remember, those opening moments are critical. Your audience may form the majority of their opinions and judgments in the opening minute. All the more reasons to ensure you captivate the audience from the beginning. Smile and engage them from the start. The more relaxed you were (like in your storytelling exercise) the better you were able to communicate your message. I know that presenting in English is a challenge but just know that your grasp of the language is solid. Slow down and articulate clearly and you will be easily understood.

As you continue to refine your communication skills, don't forget the 3-step process discussed in the training:

1. **Analyze** your audience
2. **Understand** how you want them to react
3. **Modify** your delivery

AREAS OF STRENGTH:

Body Language

- Good smile when you used it!
- Varied facial expressions (when used--especially in the story about the Olympics)
- Eye contact pretty good overall
- Home base was solid (minus pacifiers in hands when you are nervous)
- You were much more physically confident on Day 2
- Gestures were more relaxed in the Impromptu exercise ("Rate yourself as a dancer")

Vocal Dynamics

- Good volume toward the end of the training--especially your work Day 2
- Vocal variety was great in storytelling
- Personality and intention ("to excite") came through clearly when delivering the final presentation--even Xu was impressed when he stopped in to observe!
- English is very good--don't apologize for it as you did in first exercise

Other

- Your hook for the final exercise was fantastic ("Who in this room would like to own their own company?")
- You showed nice interest in the questioner during Q&A
- Good volume here during Murder Board questions--especially when Sara challenged you
- Pace was good when answering questions in Impromptu and Murder Board

- Your intention to "excite" worked VERY well for final presentation
- Very few verbal viruses in impromptu exercise (good!)
- Good use of a check back during Murder Board
- Asking for clarification during Murder Board was smart and bought you some time
- Nice psychological pause at top of storytelling--built the drama!
- Good home base position at the start of your final presentation
- Master Intro in final was strong and you hit all points!
- Nice voice and volume in work on Day 2
- Thanks for bringing your personality to this final exercise
- Great job using the "B" key--very effective!
- Good spatiality and movement during Q&A in final presentation
- You were a fantastic active listener and participant

AREAS OF DEVELOPMENT:

Body Language

- You could use more facial expressions throughout
- Gestures could be more varied and expansive
- Pacifiers in hands and arms--try to relax more
- Leverage torso tell to make eye contact with everyone
- More smile needed throughout--otherwise you look serious
- Hands in pockets at the start--stay open
- When asked a question, take a step toward the questioner
- Use more of the room when presenting--don't get stuck behind your computer

Vocal Dynamics

- Eliminate verbal viruses when possible
- Use pace and pauses for dramatic effect
- Improve and expand your pitch to provide more intention with your words
- Say less (be concise)
- Slow down your pace overall when speaking--you will engage your audience more
- Articulate that "l" sound for clear understanding ("climb" vs. "crime")
- Be aware that articulation is sometimes not as crisp overall as you need it to be for us to understand you

Other

- Need to commit quickly when speaking impromptu—you were too slow
- Not many gestures on Day 1
- Left hand has pacifiers—be aware and relax it
- Engage everyone with torso tell
- Try to be more concise when answering questions--SAY LESS
- Be sure to leverage your spatiality, eye contact and voice to keep the audience in control.
Involve them more if they are tuning out.
- Need WAY more pattern interrupts--try to include at least 4 or 5
- Breathe and smile when you first take the stage--you sometimes seem rushed to dive right in

ACTION PLAN:

Michael, it was a pleasure to be able to work with you in the session and see you improve. Again, congratulations on some excellent work and on winning the Pinnacle Medallion from your peers! It was an excellent way to end the training for you with such a strong final exercise. There was a noticeable improvement in your engagement and confidence as a presenter over the course of the training. You are a fantastic listener and I appreciated the energy you brought to the session.

For body language, remember to relax your hands and arms before you begin speaking—especially the first seven seconds. It will help create a strong first impression. Stand straight when standing – and sit straight when sitting. Relax the pacifiers in your hands and arms by using those warm-ups we discussed. Remember to plant your feet when not moving to project a solid, grounded presence. Don't forget to BREATHE and SMILE before you start to speak! Know your intention and objective before you begin and focus on the intention cues you need to make your points. Articulate clearly so all words can be understood (especially the "l" and "r" sounds). 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. The more relaxed you were, the more comfortable you appeared

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

The exercises and video quick tips selected for you 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.

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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
- X Creating Spontaneous Gestures
- X Finding Your Core Breath
- Interview Preparation
- Maintaining Eye Contact
- Mastering Impromptu Speaking
- Mastering Negotiations
- Memorization Techniques
- Memorization Techniques
- Overcoming Stage Fright
- Presenting to Senior Executives
- X Reducing Monotone in the Voice
- 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
- X 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
- Effective Storytelling
- X Eliminating Verbal Viruses
- Facial Expressions as a Tool
- Finding the Core Theme
- X Finding Your Home Base Position
- Gaining Commitment
- 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
- 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

Great job, Michael! Congratulations on the great work! Keep practicing and good luck with your next presentations at UL! 😊