



Effective Communication in the Workplace

Handout 7

Techniques to Use When Presenting

Lecture type



- Referred to as 'talking to' or 'talking at' a group.
- To be effective, presenters need to be on top of things at all times and to be interesting and amusing to the audience.
- A significant advantage of lecturing is that the lecture time can be judged to the last minute.
- The presenter must be aware of the audience at all times.
- The lecture does not allow for any form of immediate evaluation.
- No two-way communication between presenter and audience.

Facilitation

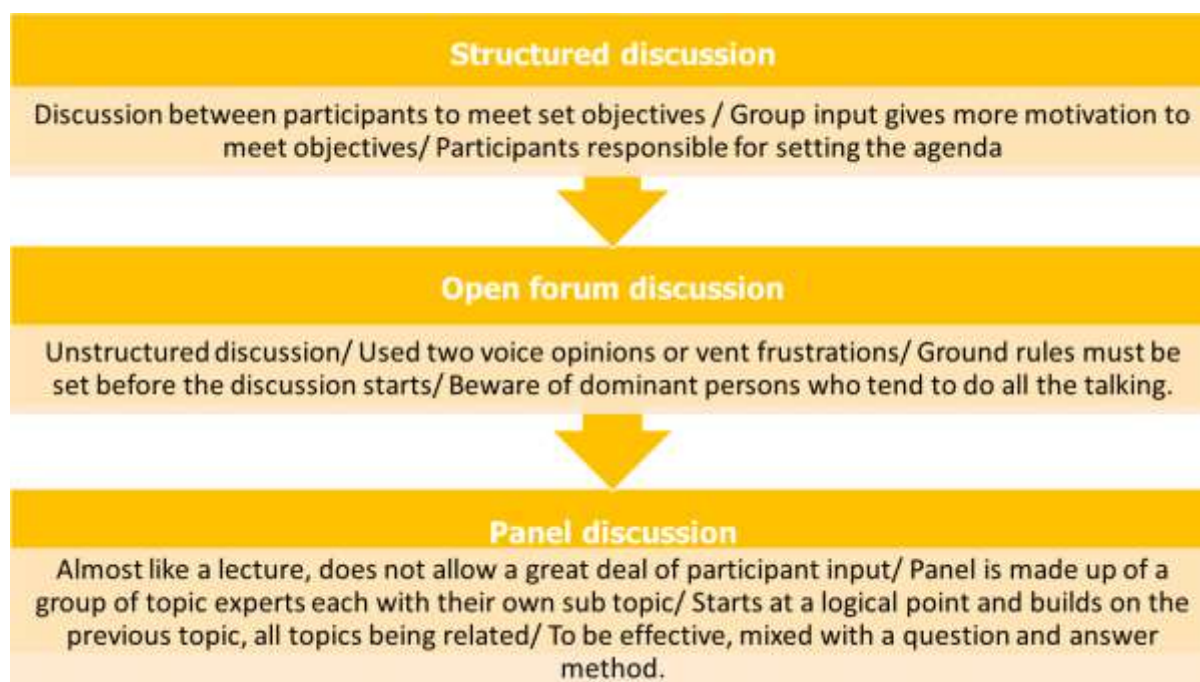
- Similar to lecture except that facilitator encourages some group participation.
- Common in adult training, facilitator relies on participant experiences to generate some discussion.
- Questions are encouraged.
- This form of lecture should allow some evaluation at the end.
- This method of instruction is extremely efficient.
- When preparing allow sufficient time for group participation.

Roleplays



- Involves the presenter and the group.
- Design a simple script about the situation the participant may be placed in.
- Get group members to act out the situation in identified positions.
- Participants do most of the work, this gives commitment to follow the role play.
- Make show fast moving and get everyone involved.
- Hold a debriefing session after the role-play exercise is finished.
- Gives everyone feedback on the process and highlight important points or issues.

Group Discussion



Structured discussion:

- Discussion between participants to meet set objectives.

- Group input gives more motivation to meet objectives.
- Participants responsible for setting the agenda.

Open forum discussion:

- Unstructured discussion.
- Used to voice opinions or vent frustrations.
- Ground rules must be set before the discussion starts.
- Beware of dominant persons who tend to do all the talking.

Panel discussion:

- Almost like a lecture, does not allow a great deal of participant input.
- Panel is made up of a group of topic experts each with their own sub topic.
- Starts at a logical point and builds on the previous topic, all topics being related.
- To be effective, mixed with a question and answer method.

Simulations

- Used for team-building exercises.
- Complex structure that requires more participant input.
- Break group into smaller teams with different exercises.
- Groups are placed into situations where they must solve problems or build on visions.
- Groups must present their findings and results to all the participants.
- Simulations are used for training of individuals.
- Used to give flight and driving training.
- Complex and expensive to set up.

Student Practice

- Should be allowed after method of instruction.
- This is the most effective form of practice and ultimately the most important evaluation.