

Advanced Management Program

*Advanced Communication
Sample Slides*

Projecting Confidence

**Know exactly what
you are trying to
say**

**Downplay
uncertainty**

**Ask only a few
questions**

**Don't react
emotionally when
you are challenged**

**Make bold
statements**

The Central Idea

Write a one
sentence
summary of
speech

This is what
people should
absolutely
remember

Does It Have
Logical Divisions?

Are There Reasons
Why It Is True?

Can You Support
It?

Can you narrow it/

Building rapport

People will then trust you and feel that you care

Start Before You Begin

- Mingle; Learn Names
- Opportunity to reinforce or correct audience assessment
- Make a good first Impression

People listen to people they like

Presenting the main points

Main Point-Transition-Main Point-Transition-Main Point

**Supporting
Evidence**

Examples

**Feedback &
Questions From
Audience**

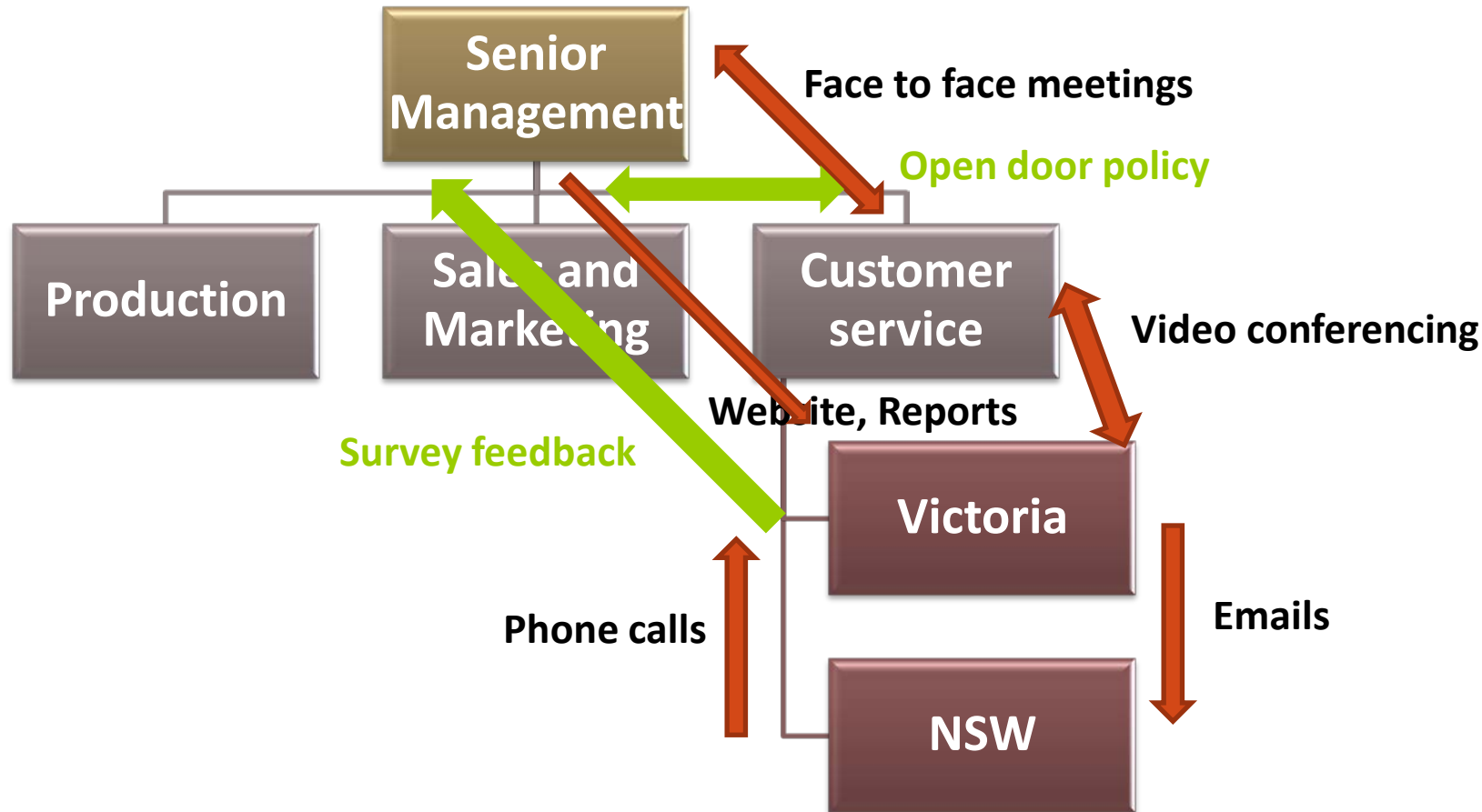
**Attention to, and
Focus on,
Audience
(Listening)**

Delivering Speech - Transitions

A word or phrase that indicates when a speaker has finished one thought and is moving on to another.

- “In addition to ...
- “Now that we’ve seen...
- “Not only...
- “So the evidence is...
- “Let’s look at...
- Eg “Now that we have seen how serious the problem of faulty credit reports is...

Communication systems exercise - example



Downward communication examples

**Ensure
every
person
receives
a copy
of**

- the strategic plan, which includes the organisation's mission, vision, values statement, strategic goals and strategies about how those goals will be reached.
- an employee handbook that contains all up-to-date personnel policies.
- A basic set of procedures for how routine tasks that are conducted
- their job description and the organisation chart.
- yearly performance reviews, including their goals for the year, accomplishments, needs for improvement, and plans to help the employee accomplish the improvements

A defensive communication climate

Judgemental

- Emphasis on apportioning blame, making people feel incompetent

Non-caring

- Detached and impersonal, little concern for others

Deceptive

- Hidden meanings, insincerity, manipulative communications

Superior

- Status and skill differences emphasized in communications

Controlling

- Conformity expected, inconsistency and change inhibited

Dogmatic

- Little discussion, unwillingness to accept views of others or compromise

Silos

Reasons silos develop

- Lack of top management awareness and involvement
- Absence of cross-functional knowledge, processes, and tools
- Fear of sharing knowledge
- Misaligned metrics
- “I win – you lose” mentality