

Lower Mekong Initiative Professional Communication Skills for Leaders

Core Curriculum

1st Edition

facilitated by
Assistant Professor Chulaporn Kongkeo, Ph.D.
ajarnjoykongkeo@gmail.com
Rawiwan Bupphanhasamai, Ph.D.
rawiwan.b@chula.ac.th
Chulalongkorn University Language Institute (CULI)



**ENGLISH
LANGUAGE
PROGRAMS**

Department of State
United States of America

Copyright Notice by americanenglish.state.gov
© 2017 by LMI PCSL English Project, Lower Mekong Initiative Professional Communication Skills for Leaders Core Curriculum for the Office of English Language Programs.



Professional Networking

Fill in the information below:

What is professional networking?	
Where can you network professionally?	
Why are professional networks important?	You can share knowledge and expertise to one another.



Image Source: LMI-PCSL Forum

What are the six most important words to use when you are networking?

Who?	
What?	
When?	
Where?	
Why?	
How?	

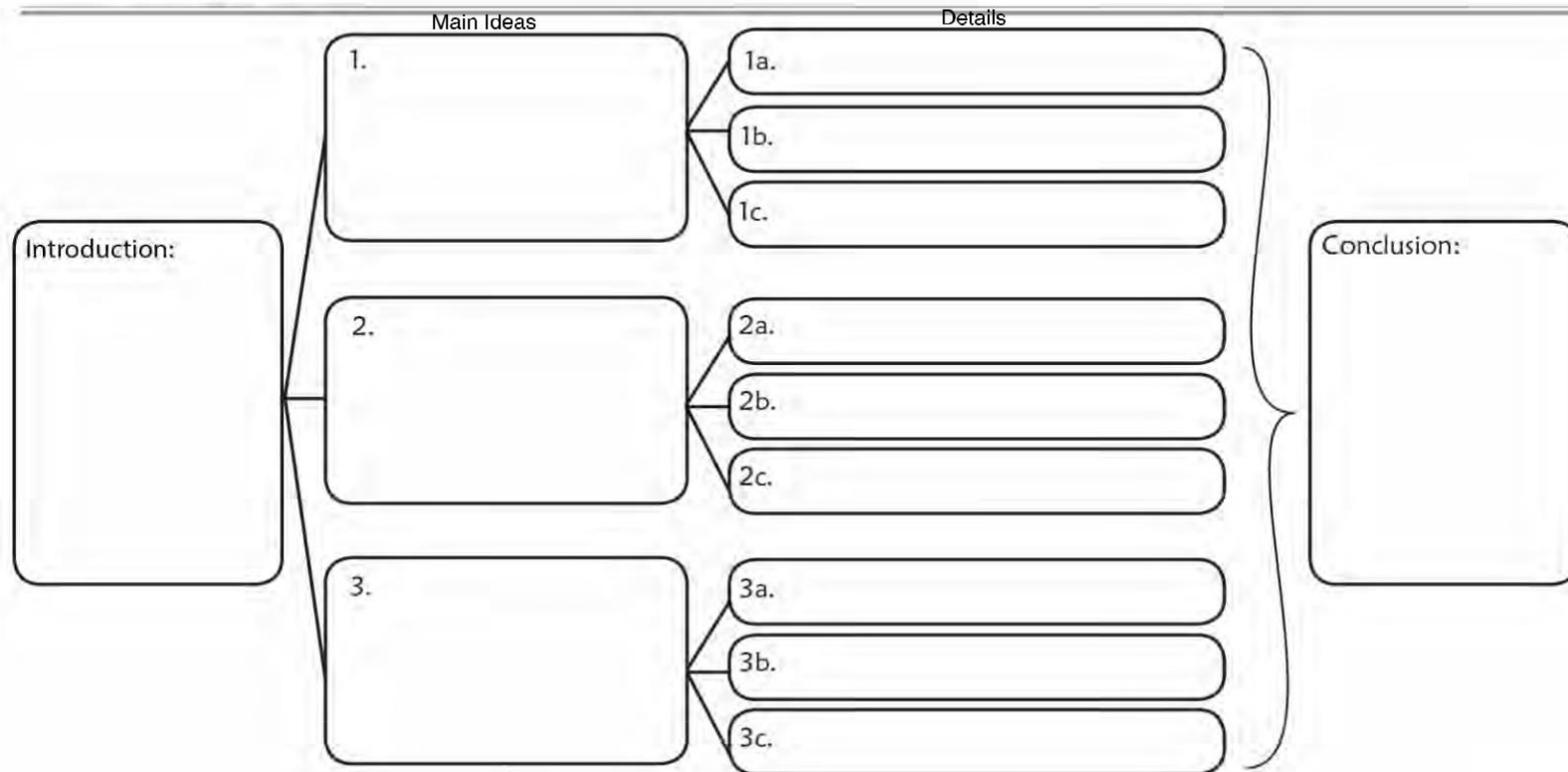


Idea Map

Name: _____

Date: _____

Title: _____





Public Speaking Skills Rating Scale

Speaker's Name: _____

Rate the speaker on the five different public speaking skills on a scale of 1 to 4.

4= Excellent- The speaker demonstrates the use of this skill frequently and appropriately.

3= Good- The speaker demonstrates the use of skill several times.

2= Acceptable- The speaker demonstrates the use of this skill once or twice.

1= Needs Improvement- The speaker never uses this skill.

Confident Stance	Smile	Eye Contact	Pause (After important information)	Gestures

Speaker's Name: _____

Rate the speaker on the five different public speaking skills on a scale of 1 to 4.

4= Excellent- The speaker demonstrates the use of this skill frequently and appropriately.

3= Good- The speaker demonstrates the use of skill several times.

2= Acceptable- The speaker demonstrates the use of this skill once or twice.

1= Needs Improvement- The speaker never uses this skill.

Confident Stance	Smile	Eye Contact	Pause (After important information)	Gestures



Parts of a Presentation

Introduction:

- 1)
- 2)
- 3)
- 4)
- 5)

Body:

- 1)
- 2)
- 3)
- 4)
- 5)

Conclusion:

- 1)
- 2)
- 3)
- 4)
- 5)



Introduction, Body, Conclusion

Introduction

Capture your listeners' attention: Begin with a question, a funny story, a startling comment, or anything that will make them pay attention and think. Your audience will watch a lot of presentations, so an attention-getter will make them sit up and listen.

Introduce yourself and establish credibility. Tell the audience your background and why you are the right person to deliver this presentation.

State your central idea. Let the audience know what the focus of your presentation will be.

Explain to the audience why the information presented is important. This will let your audience know why they should take a personal interest in your presentation, and will encourage them to pay attention.

Present an outline of your talk. You need to let the audience know the main points of your presentation. This will make it easier for them to follow along during your presentation.

Body

Present your main points one by one in logical order. Be sure that the main points follow the same order as your outline in your introduction.

State a main point, then follow it with supporting details. The supporting details will give more information about the main point.

Pause at the end of each point. Pauses give people time to take notes, or time to think about what you are saying.

Make it clear when you move to another point by using transitions (also known as "signposts"). Transitions will help the audience to follow along and to understand how your main points are connected.

Make reference to and clearly explain your visuals. You need to explain to the audience how the charts, graphs, or pictures you include tie in to your presentation.

Conclusion

Announce to the audience that you are coming to the end of your presentation. Signposting that you are almost finished serves as a transition into the summary of your presentation.

Summarize the main points. Very briefly review the main points that you talked about in your presentation. Do not give any new information; review what the audience has already heard.

Refer back to your introduction. This will tie the end of your presentation to the beginning of the presentation, which helps your audience to remember what you talked about.

Thank the audience. This is a common courtesy since audience members have chosen to attend your presentation and given their time and attention.

Invite questions. Be prepared to take questions from the audience about the content of your presentation.



Useful Phrases for Introductions

Introducing Self and Establishing Credibility

First of all, let me begin by introducing myself.

To begin, I'd like to introduce myself.

For those of you that don't know me...

My name is _____ and I work with _____.

I work as a _____ (job title) for _____ (work organization). I've been working there for _____ years now.

I study _____ (major) at _____ (university). I'm now in my _____ year.

I work with _____ and I specialize in _____.

I've been working at _____ for the past _____ years.

Introducing the Central Idea

Today, I'd like to talk to you about...

My presentation today is about...

Over the next _____ (length of presentation), I'm going to be discussing...

I'm here today to inform you about...

This morning/afternoon/evening I'd like to share my topic...

In my presentation today I'll be discussing...

Today I'm going to explain to you...

What I'd like to present to you today is...

The subject/topic of my presentation is ...

Importance of Talk

Today's topic is important because...

My talk is more relevant than ever today because...

As many of you know, this topic is particularly relevant because...

This topic is very important to all of us because...

By the end of this presentation you will know/understand/be familiar with...

Outline of Main Points

Let me go over the outline of my talk today.

My presentation will focus on three main points.

I've divided my presentation into three sections/main points. They are ...

My presentation will consist of _____ main ideas. Point one deals with _____, point two _____, and point three...

I'll begin by looking at _____, then I'll move on to _____, after that I'll discuss...

I'll start off by discussing _____, then I'll move to the second section which is _____, finally...

I'll end with...



Attention-Getter Strategies

Strategy: *Interesting Story*



A story of an interesting, funny, or surprising event. A common mistake speakers make when telling a story is to make it too long, so make sure to keep it short and to the point.

Strategy: *Personal Story*



A personal story is when you share your own personal experience. Starting with a story about yourself and helps the audience to connect with you, and also confirms your qualifications to address the topic.

Strategy: *Rhetorical Question*



A rhetorical question is a question that doesn't require an answer. Rhetorical questions make people think. This type of question can involve your audience and get people to think about the answer in their own minds. Make sure to pause after asking the question to give your audience time to think.

Strategy: *Audience Surveys*



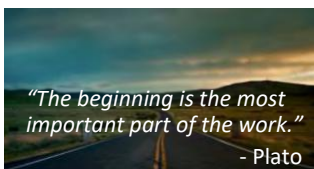
An audience survey is when you ask the audience a yes/no question and have them physically answer. Taking a verbal survey is one excellent opening, because it provides good information and gets the audience involved. Make sure to tell the audience how you want them to answer: raise hands, stand up, etc.

Strategy: *Shocking Statistic*



A statistic involves facts and numbers. Choose one that will have an intense impact on your audience to get them to pay attention. Be careful not to use too many statistics at once, because people only remember one or two at a time.

Strategy: *Quotation*



Quotations are actual statements, usually made by famous people. They are popular, and people will recognize them. A quotation can focus the attention of your audience quickly, just make sure that it relates to your topic.



Body of the Presentation: Transitions

“Good transitions can make a speech more important to the audience because they feel they are being taken to a positive conclusion without having to travel a bumpy road.”—Joe Griffith

Once you have the main points and supporting points of your speech, you need to include transitions to move smoothly between them.

What are transitions? Transitions work as signposts to let the audience where the speech is going to go next. They are brief statements that tell the audience that one idea is ending and another one is beginning. Transitions work to hold the speech together, maintain a smooth and connected flow of ideas, and allow the audience to know where the next portion of the speech will go. They also allow the speaker to clearly state each main point of their presentation at the start of each section.



Examples of Transitions between the Introduction and the First Main Point:

The first point I'd like to talk about is...

Let's begin with my first point...

Let's begin by discussing...

I'd like to start out with my first main point...

Examples of Transitions between Main Points:

The next/second/final point that I'd like to talk about is...

That brings us to the next part...

Now we come to my second/third/final point...

That brings me to my next/second/third/final point...

I'd like to draw your attention to my next point, which is...

Now that I've talked to you about...let's discuss...

Let's move on to ...

Now I'd like to look at...

The next thing I'd like to talk about is...

Keeping these points in mind...

Now that we understand...let's move to my next point...

This leads me to my next point...

Image Source: <https://pixabay.com/en/directory-wood-shield-signposts-973993/> License: CC Public Domain



Referencing and Explaining Visuals

Useful Phrases:

As you can see from this graph/chart/table/picture...

I have chosen this table/graph/chart/picture to show you...

As this graph/chart/table/picture shows...

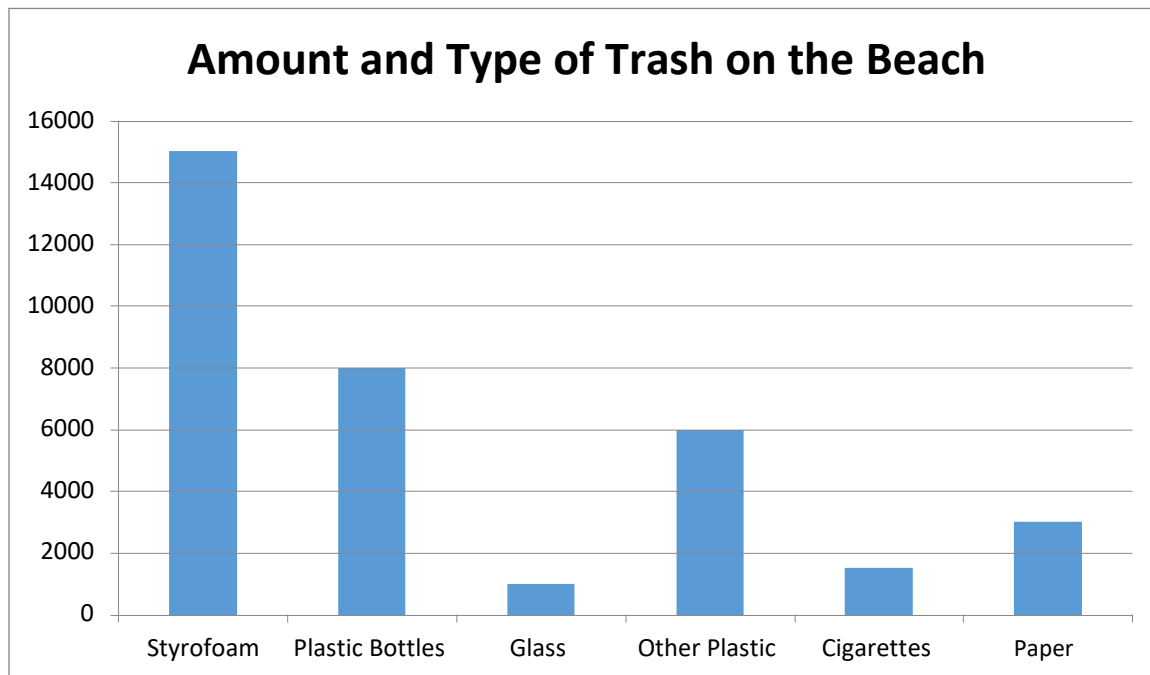
As you look at this graph/chart/table/picture, you can see...

This graph/chart/table/picture clearly illustrates...

I'd like to draw your attention to this graph/chart/table/picture...

The next graph/chart/table/picture shows...

Example:



"I've chosen this graph to show you the types of trash on one of the most popular beaches in Thailand. The data was collected from a one-kilometer stretch of beach over a period of two weeks. The numbers on the side indicate the number of items collected; on the bottom of the graph we can see the different categories of trash. This graph clearly illustrates that littering on the beach and dumping garbage in the water is a major problem that needs to be addressed if we want to keep our beaches clean and safe."



Parts of a Presentation: Conclusions

Signal the End

This brings me to the end of my presentation.

That completes my presentation.

That covers everything that I wanted to talk about today.

Summarize the Main Points

I'll briefly summarize the main points that I talked about. First...Then...Finally...

To sum up, we talked about three main points; The first point was...The second point...The third point...

Let's review what I just talked about.

I'd like to review the main points...

Refer Back to the Introduction and Main Idea

In conclusion, I'd like to remind you ...

As I said at the start of my presentation...

I hope that you now understand...

Thank the Audience

Thank you for your attention.

It was pleasure talking to you today.

Thank you so much for listening to me today.

Invite Questions

Does anyone have any questions?

I'd be happy to answer any questions at this time.

Practice: Pretend you are giving a presentation with the following points. Use the phrases above to write a conclusion. Remember to include all of the parts of a conclusion.

Attention-Getter: *The ten-member ASEAN bloc is home to more than 600 million people and 1,000 languages*

Main Idea: *Joining the ASEAN Economic Community will make it possible for member states to advocate for their people and environmental protection for their country* **Main Point #1:** *The background of ASEAN*

Main Point #2: *The expansion of ASEAN*

Main Point #3: *ASEAN Environmental Agreements*

Read your practice conclusion aloud to a partner.



Analytical Rubric for Evaluating a Presentation

Presenter Name: _____

Content and Organization

Category	Score 1-4	Comments
Content		
Introduction		
Body		
Conclusion		

Speaking Skills

Category	Score 1-4	Comments
Speaks Clearly		
Gestures and Expressions		
Volume		
Posture and Eye Contact		

Evaluated by: _____