Communication in the IT workplace: presenting information
Types of presentations

Written

Oral - informal

Oral - formal

Interpersonal communication

Your:
- Comm. skills
- Attitudes
- Knowledge
- Culture
- Values
- Feelings

Audience:
- Comm. skills
- Attitudes
- Knowledge
- Culture
- Values
- Feelings

©Trimtab
The AIDA principle

Your presentation should:

- get the Attention of your audience
- arouse their Interest
- make them Desire to do something
- and then take Action
Be Prepared

- When you want to inform or persuade:
  - make your **Point**
  - explain the **Reason**
  - give an **Example**
  - restate the **Point**
Written presentations: the progress report

- Purpose of the progress report
  - To inform management of progress in relation to a schedule, identify goals for a further stage or provide a forecast and persuades someone to take action on your report.

- Structure of the report
  1. Purpose of the report
  2. Body:
    1. Current status of the task compared to schedule
    2. Progress, successes, goals accomplished
    3. Problems and issues – how were they resolved or how will they be resolved.
    4. Recommendations and/or requests
    5. Plans for the next phase
  3. Conclusion (not essential)
    1. Summary of most important message in the report e.g. a critical request or recommendation

ALWAYS:
- Put a heading, page nos, date and author on a report
- Ask someone else to read your report before you deliver it
Effective oral presentation skills: The medium and the message

CONTENT OR DELIVERY?

• Most (93%) of the impact of your communication is made by your voice and body language.
• In preparation and rehearsal we spend most of the time on the remaining 7% i.e. the content.
• Go and practice in front of the mirror!

YOU THE PERFORMER

• You are probably unaware of the physical and vocal habits that detract from your performance.
• You are probably unaware of your strengths as a presenter.
• The greatest strength you have as a presenter is your individuality.
Voice and Body Matters

- 40% of the impact of communication comes from the quality and power of the voice.

- We restrict and constrict our voice in many different parts of the body:
  - toes curl
  - knees lock
  - buttocks tighten
  - hip sockets become rigid
  - stomach muscles pull in and prevent diaphragm from expanding and contracting
  - ribs are held tight
  - shoulder blades stiffen
  - upper chest freezes
  - neck tightens
  - jaw locks
  - tongue bunches
  - forehead clenches
Preparing an oral presentation

- Define the purpose of your presentation
- Analyse your audience
  - What is their purpose/need in being here?
  - What is their specialist knowledge?
- Identify your main ideas/points and how they link to each other (what stays and what goes)
- Know what you’re talking about
- Outline what you will say in the presentation
- Prepare a strong introduction and conclusion
- Use visual aids
- Practice, practice, practice – use the mirror
- Work as a team
References

- Or, there are many other excellent books in the management section of most bookstores on presentation skills.