

PUTTING CUSTOMERS FIRST

High Impact Training Session



Who should attend?

Individuals who are required to communicate with clarity and engage audiences large and small. This is a drama based High Impact Session that will build your presentation delivery skills to maximise vocal and visual impact in front of an audience.

High Impact Session topics

- Components of an exceptional presentation
- Profiling your audience
- Planning content and delivery notes
- The presentation: tips on being effective and memorable
- Delivery
 - Non-verbal communication
 - Relaxation techniques to overcome nerves under pressure
 - The voice: projection, pitch, articulation and pace
 - How to keep your audience engaged
- Common pit-falls
- Identifying key points for improvement
- The feel good factor