

Presentation in English.

- 1) - The steps to a presentation
- 2) - Connecting with your audience
- 3) - Being positive and dramatic.

1) The steps to a presentation.

- * Welcome your audience
- Introduce yourself / Ask candidates to introduce themselves.
- Say what you're going to talk about.
- Benefits for audience
- Say the order
- "Please feel free to ask me any questions at any time"
- "I'd be grateful if you could leave any questions until ask at the end"

* The main body

Point 1 "Firstly ... Secondly ... Thirdly ..."

Point 2

3

How to articulate?

"Firstly, let's look at..."	"Now X will talk about..."
"Let's now move on to..."	"I'll let X move on to point 2"
"And finally on to..."	"Let me hand you over to Jim"
	"Now it's Jim's turn to talk about"

Referring to visuals

"As you can see in / from the graph
 (! not "on" the graph)

"Like this pie-chart shows..."

"If we look at this slide,..."

The ending

- conclusion / summary "To sum up, ..." "In conclusion, ..." "To conclude..."
- thank the audience "Thank you for / coming here today" "paying attention to..."
- questions "Now, are there any questions?" "Do you follow me?"
- say what happens next "and now we'll have a coffee break..." "now we're going to have a visit to the plant."

Specific audit: "From now on, the audit will be taken care of by Jim."
 "From now on, Jim will take charge of the audit."
 "So if you have any questions, please contact Jim."

The agenda / schedule → (us) ^{meeting (uk)}

- "We have outlined a rough agenda."
- "At 9 we will start with..."
- "Please bear in mind that the order may change or that we will need flexibility with time"

To introduce an exercise during a training.

- "Now let's practise that with an exercise."
- "Can I ask you to analyse this document?"
- "Prepare a meeting about..."
- "You have just half an hour for this, so you'll need to work quickly"
- "I'm going to split you into two groups"
- to spread the workload

Delay / Retard

- "The deadline is the 2nd of May"
- "You have two weeks to do this"
- "It's due on ..."
- "You are required to work on this for two weeks"
- "The project is running two weeks late."
- "The project ran over time by two weeks."
- "The date has been postponed / put forward."
- "The forecast date is ..."
- "The planned date is 30th March."
- "The date planned is ..."

→ Could we return back to the topic?

2) Connecting with your audience

- eye contact.
- body language
- don't speak to the visuals.
- ask your audience questions.
- "Do you have any experience to share with us?"
- "Is anyone familiar with this situation?"
- "Does anyone recognize ...?"
- "Does anyone recognize their ...?"
- "Can anyone tell me if ...?"

3) Being Positive and Dramatic

{ rubber 1! vs. 1
eraser

Power words / Positive words

Last year we sold 300,000 units, that's a 26% increase on 2009.
/ compared to/with 2009."

→ Pauses, Saying things slowly, Repeating, Simile *

*Forrest Gump: "Life is like a box of chocolates because you never know what you're going to get."

Metaphor : Life is like a box of chocolates..

Exercise:

"Let me outline our company ..."

We have a / broad range of skills.
| wide

To conduct meetings. Katie McCann.

How to manage interactions

To manage a meeting

What is the purpose of a meeting?

- to exchange information
- to build relationships
- to solve problems.

Categories of language?

- Content (Terminology)
- Language for managing interactions.

Essential elements

- Filler language
- Question forms.
- Clarification

Fillers:

agreement : exactly.
disagreement : actually, that's not ...
... : well ...
attention : So, Okay
→ : Sorry

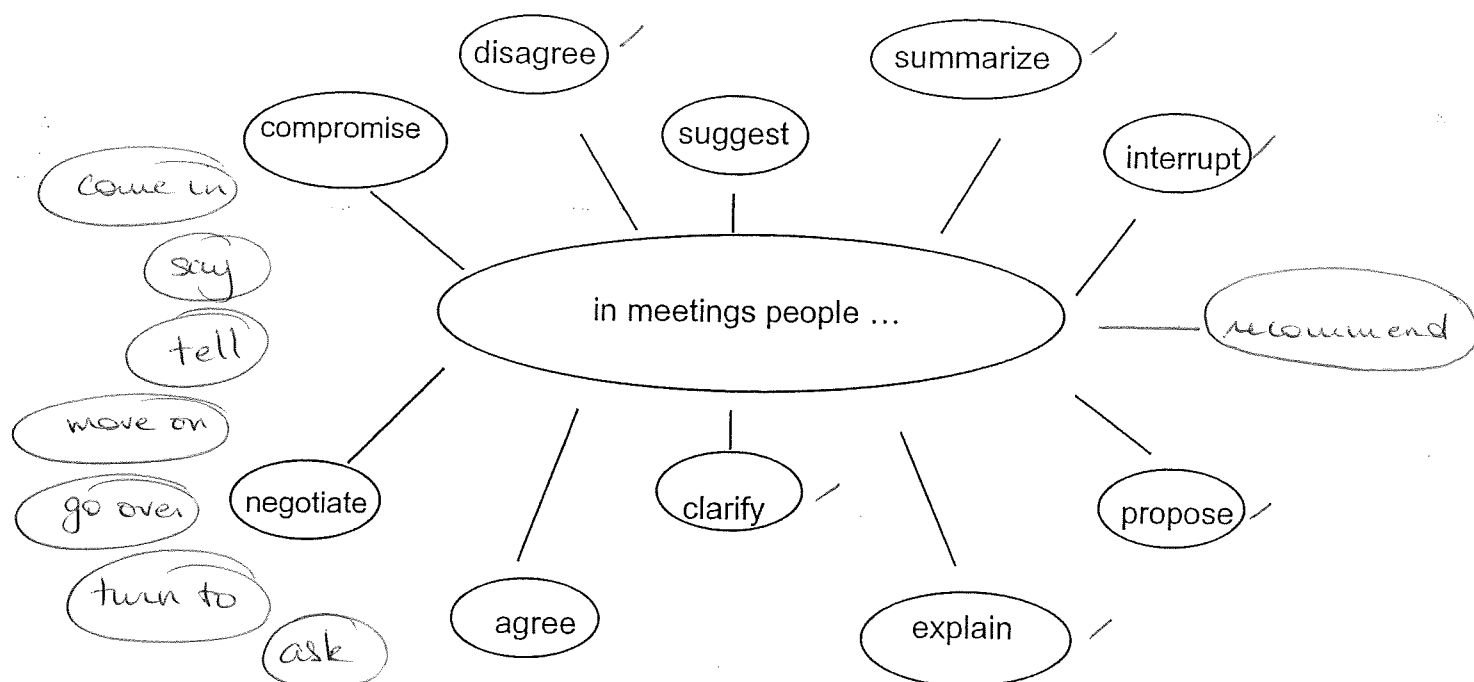
Question Forms:

- Requests = asking sm. to do smthg.
- Invitations = if they would like to do smthg.
- Enquiries = asking for information
- Offers = offering to do smthg.
- Permissions = asking if it is okay to do smthg.
- Suggestions = making proposals/giving ideas.

Meetings

The Language of Meetings

Formal English.



Complete the following sentences using one of the words above.

1. I'm afraid I must ^{strong disagreement} disagree with you. I don't think that's a good idea.
2. Is it possible to negotiate? I feel 15% is too low.
3. Please don't interrupt me. Kindly let me finish what I'm saying.
4. I feel we must all be prepared to compromise or we will never reach an agreement.
5. You're absolutely right. I agree with everything you have said so far.
6. Could I propose an alternative? Why don't we launch the new product in America, not in Europe?
7. Do you see what I mean? Let me explain by giving another example.
8. Are you ready to start, Ladies and Gentlemen? I suggest that we build the new plant in South America. Now can I have your comments?
9. I'm not sure I understand what you mean. Could you clarify your position?
10. We're running out of time. Allow me to summarize the main points of the meeting.

9.6

Checking understanding and summarizing

Worksheet

A These phrases are used for checking understanding. Complete the missing words.

when it's
around you
don't know

* Global question ..

- 1 Sorry, can I intercept t? I'm afraid I don't understand. *
- 2 Sorry, could you explain in a little more detail l? *
- 3 I'm sorry, it's still not clear to me. What e exactly y do you mean by 'a short delay'?
- 4 Could you be a little more sp ecific - c? *
- 5 Are you s aying that ... ?
- 6 So, in other words, ... Is that right?
- 7 So, if I understand c orrectly y, we can either ... or ... Is that right?

confirmation
rephrase
say in other
words

- Can you see why the phrases have been put into two groups?

B Summarizing is a useful technique. Answer these questions.

1 Which of the following can 'summarizing' be used for?

- | | |
|---|---|
| ☒ checking understanding | ☒ keeping a positive atmosphere by reviewing progress |
| ☒ giving yourself time to think | ☒ finding a way out of a difficult situation |
| ☒ taking the initiative | ☒ preparing to close the negotiation |

2 Put these words in the correct order.

a Sorry, that can just again you over go?

Sorry, can you just go over that again?

b Can go I points through just those again?

Can I just go through those points again?

c Can go far we we've over so what agreed?

Can we so far go over what we've agreed?

d Let understand check just I me that

Let me just check I understand that.

3 Which two-letter word is often used on its own for summarizing?

So, ...

C Work with a partner and change roles when you finish.

Student A Choose a complicated topic that Student B knows nothing about. Talk about it for about five minutes. These phrases will help you:

Perhaps I didn't make myself clear. What I meant was ...

I'm sorry, that's not what I meant. If I can put it another way, ...

I'm afraid there's a slight misunderstanding. What I'm trying to say is ...

Student B Listen very carefully to Student A. When he/she finishes you have to explain back to him/her what he/she has said. So you should:

- interrupt regularly to ask questions (see section A)
- summarize at regular intervals (see section B)

D Discuss how successful you were as Student B in the last activity.

1.5

Business Builder
Teacher Resource Series

Thinking time and turn-taking

Worksheet

A Practise this conversation extract. Put a short pause after each underlined 'filler'.

Did you see that programme last night? (1) Well, it was all about the crime problem in American cities. It was presented by that man, (2) you know, the one with the glasses. (3) Anyway, they said it's all because of violence on TV. (4) Still, I suppose it could be worse. (5) So, what were you saying about Andrew? (6) By the way, did you hear about my sister's operation? (7) Actually, she's recovering very well. (8) So, what are you doing at the weekend? Are you going to your parents - (9) I mean you often go there, don't you? (10) Anyway, I have to go now. Give my love to the kids. Bye!

Study each example 1-10 and decide if:

- | | |
|---|---|
| a the speaker continues with the same topic | (1) <u>2</u> <u>4</u> <u>7</u> <u>9</u> |
| b the speaker goes back to a previous topic | (3) <u>5</u> |
| c the speaker prepares to introduce a new topic | (6) <u>8</u> <u>10</u> |

B Study the table below. *Make a pause*

Gaining time to think	Well,, you know, ...
Explaining what you just said	I mean ... Well, ...
Saying something surprising (or true)	Actually, ... In fact, ...
Going back to a previous topic	So, ... Anyway, ...
Saying something is not worth worrying about	Still, ...
Changing the topic	So, ... By the way, ... Anyway, ...
Closing a topic by summarizing in a few words	Anyway, ...
Showing you want to end the conversation	Anyway, ... (followed by a long pause)

Now look back at section A and use the table to check how each underlined filler is being used. For example, filler (1) is used for 'Gaining time to think'.

C Fill in the gaps using words and phrases from section B. Several answers may be possible.

- Well, let me see.
- It's a very good restaurant. Actually, it's probably one of the best in town.
- (after talking a long time about your holidays) Anyway, we had a wonderful time.
- (after talking about your holidays) By the way, what are you doing at the weekend?
- He was a bit, in fact, strange.
- Anyway Still, it's not the end of the world, is it?
- You! Go on a diet! Actually / I mean you're not exactly fat!
- Anyway So, what were you saying about Fernanda and Marco?
- I mean / In fact that's not really what happened.
- (there's no more to say) Anyway, I guess you've got a lot to do this afternoon.

Strategy for managing interactions

- A - Fillers ex: So, ladies & gentlemen
- B - Names
- C - Question Forms

Exercise.

1) Could I come in.

Could we move on.

to go over = repeat = summarize.

to turn to = to change subject .. a secondary subject.

to ask for clarification / to give clarification

Clarification - Checking / understanding

- So, what you're saying is ...
- So, what you mean is ...
- What I'm saying is ...
- What I mean is ...

- in the near future / in the coming year / months.
- to go to
- in the UK
- I'm not sure if I understand.

1) Invite someone to start the discussion.

So, David, shall we begin?
Would you like to start?

2) Give your opinion

Well, I think ...
In my opinion ...
To my mind ...
From my point of view ...
Actually, I was thinking that ...

3) Get a reaction from someone else.

Well, are you okay with that?
So, David, what do you think about that?

4) Agree with what has been said.

I'm okay with that.
Exactly, David, I think it's right.
I'm sure that's right!

5) Disagree with what has been said.

Actually, I'm afraid I don't think that's right.
- I don't think it's a good idea.
- I wouldn't say that.
I'm not sure I agree.

6) Move on to the next point on the agenda.

Anyway, we shall move on to the next topic.
Shall we move on?

7) You are talking and someone interrupts you. Deal with it.

Sorry, would you mind asking your question when I'm finished?

May I carry on?

Could you let me finish? Could I just finish?

8) Interrupt someone to ask a question.

Sorry, may I ask you a question?

do you mind if I ask you a question?

9) Someone is talking, but you can see that someone else wants to say something. Manage the situation so that the second one can speak.

Sorry, may we hear David?

David, what were you just saying?

10) You feel that the discussion is not relevant to the objectives of the meeting --.

Anyway, may I suggest we talk about the subject in another meeting?

Sorry everyone, could we focus?

Exercise

Well ... You know? ... Anyway ... Still ... ~~it could be~~ ...
So ... By the way ... Actually ... So ... I mean ... ~~don't~~
you ... anyway ...

Exercise

Requests :

Invitations :

Can you / Would you ...
You should ... If I were you, I would do ...
Excuse me, could you please ... , May I ask you
to do this? ...
Would you mind doing this for me?
It would be nice of you ...
Would you like to do this?
Would you be kind enough to do ... ?

Correction :

Request ⇒

Can you / Could you / Would you / Would you mind ...
please is extra ... put it at the end of the sentence
if you put it

Invitation ⇒

Would you like

Requests ⇒

Could you give me / Could you send me / ...
Could you possibly.

Offers ⇒

Can I / Could I / Shall I ... ?
Would you like me to do smthg?

Permission ⇒

Would you mind if I closed ...
Can I ... / Could I ...
May I ...

Suggestions ⇒

Why don't we ... ?
Could we, shall we ... ?
What about doing ... ?

Preparation and presentation

- A** Read the brief and prepare your own presentation. Don't forget to KISS (Keep it Short and Simple)!

Full presentation practice: Giving information

Subject and structure

Choose from the following list or think of your own subject.

- My department and / or my company
- My industry
- My university
- My research
- My country

Take any direction you wish with your chosen subject, but divide your presentation into three clear parts using the structure below.

START POINT 1 POINT 2 POINT 3 FINISH

Your audience

You are making this presentation to a group of people who are very important for your future career. This could be your board of directors, a group of external professors, an assessment centre panel or an audience at an international conference, for example. Describe your audience before you start your presentation.

Your targets

- To have a fluent 'who', 'why', 'what', 'how' start
- To have a well-structured and signposted presentation
- To finish well with a summary and clear conclusion
- To leave a good impression by giving a well-prepared presentation

- B** Give your full presentation.

1 Be positive

Power words

The Yale 12

- A** A Yale University study identified the following words as the twelve most powerful words in the English language. Why do you think these words are powerful?

The Yale 12	
discover(y)	easy
guarantee(d)	health
love	money
new	proven
results	safety
save	you

- B** Put the words from the Yale 12 list into the gaps in the presentation extract below.

(1) You are going to (2) love the (3) new features we have incorporated into our updated software package. As you will (4) discover, the software is very (5) easy to use and (6) results from extensive testing have (7) proven its success. Its enhanced parental controls offer increased online (8) safety for children and also monitor the length of time spent online. You can compare these times with the World (9) Health Organisation's (WHO) maximum recommended times. In fact, we're so confident that we (10) guarantee that our software will (11) save you both time and (12) money.

Common power words

- C** Brainstorm more power words. Check in the answer key on page 116 and see how many words you have included from the list of common power words.

Find Your Voice

Prepare to describe the features and benefits of a product or service, using as many of the Yale 12 and the other power words as possible. Present this.

The table below lists useful expressions that you can use to signpost the various parts of your presentation.

Signposting	
Function	Language
Introducing the subject	• I'd like to start by... • Let's begin by... • First of all, I'll... • Starting with... • I'll begin by...
Finishing one subject...	• Well, I've told you about... • That's all I have to say about... • We've looked at... • So much for...
...and starting another	• Now we'll move on to... • Let me turn now to... • Next... • Turning to... • I'd like now to discuss... • Let's look now at...
Analysing a point and giving recommendations	• Where does that lead us? • Let's consider this in more detail... • What does this mean for ABC? • Translated into real terms...
Giving an example	• For example,... • A good example of this is... • As an illustration,... • To give you an example,... • To illustrate this point...
Dealing with questions	• We'll be examining this point in more detail later on... • I'd like to deal with this question later, if I may... • I'll come back to this question later in my talk... • Perhaps you'd like to raise this point at the end... • I won't comment on this now...

Summarising and concluding	• In conclusion,... • Right, let's sum up, shall we? • I'd like now to recap... • Let's summarise briefly what we've looked at... • Finally, let me remind you of some of the issues we've covered... • If I can just sum up the main points...
Ordering	• Firstly...secondly...thirdly...lastly... • First of all...then...next...after that...finally... • To start with...later...to finish up...