

Sales & Customer Care Effectiveness	
Session Code	SC04
Session Title	Presentation Skills
Topics Covered	Prepare and deliver compelling presentations and become a speaker who is really heard
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Employees at all levels

<p>Content</p> <p>What is a presentation?</p> <p>Preparing the presentation</p> <p>Planning and delivering a presentation</p> <p>Using visual aids</p> <p>Presentation etiquette and the use of words</p> <p>Non-verbal communication</p> <p>Better responses to questions</p>	<p>Benefits</p> <ul style="list-style-type: none"> ▪ Understand what a presentation is ▪ Know what is more important - the content (what we say) or the form (the way we say it) ▪ Build a positive relationship with the audience ▪ Design visual aids that impress ▪ Handle audience questions
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