

# Speaking with Confidence: Anytime, Anywhere

A Practical, Interactive 90-Minute  
Audio Conference for Administrative Assistants,  
Secretaries and Other Office Support Staff

Featuring **Lisa Trudel**

PRESENTED BY

**The Office  
Professional**

# Session Objectives

- **To help you project a vocal image for powerful impressions**
- **To review the barriers to public speaking and provide techniques to reducing anxiety and fear**
- **To give you new strategies to avoid the language of the powerless**
- **To provide 7 steps to become a confident communicator and public speaker so you can be at your best when it matters the most**

# The Past

- **Secretarial positions rarely included the expectation of public speaking**
- **Speaking was often relegated to the specific position of receptionist**
- **Primary skills: dictation, business writing, typing, filing and planning**
- **The role was one of invisibility**

# The Present

- **Administrative work includes telephone communication, audio conferencing, staff presentations and a variety of situations that require influencing others**
- **The skill of communication:**
  - **Writing and speaking so others will pay attention and understand**
  - **Listening and asking questions to understand and appreciate the points of views of others**
  - **Sharing information using a range of technologies**
- **The role is one of visibility**

# It's Not What You Say...

- **It's how you say it!**
- **What makes communicators compelling is not the data they have to impart, but their unique personality wrapped around that data**
- **The key to being a top communicator is knowing and understanding the intention of the message**

# Personal Intentions

## Communicator:

- **Madonna**
- **Mother Teresa**
- **Meryl Streep**

## Description:

**Entertainer, singer, mother, constantly redefines self-style, creative and stands her ground**

**Catholic nun, selfless, loved the poor, helped the dying, founded an order of nuns**

**Actress, mother, dialect expert, erases herself, plays broad range of characters in a natural way**

# 7 Steps to Become a Confident Communicator and Public Speaker

- 1. Understand presentation parts and categories**
- 2. Recognize different types of presentations**
- 3. Analyze and know your audience**
- 4. Research your presentation topic**
- 5. Understand the types of delivery**
- 6. Prepare to overcome the fear or anxiety of speaking**
- 7. Create powerful conclusions to your presentations**

# How Well Do You Communicate?

**Answer with a yes or no response.**

- 1. Have your key ideas ever gotten lost due to a lengthy explanation of your thoughts?**
- 2. Are there times when you want to share your ideas or opinions, but fear it won't come out right?**
- 3. When you decide to speak up, do you find yourself either over-emphasizing or under-emphasizing your point?**

# How Well Do You Communicate?

- 4. Have you ever gotten feedback from others that your use of language is too complex or unclear?**
- 5. Do you often leave a conversation aware that your communication was misunderstood?**
- 6. Are people often asking you for clarification?**

# 1. Presentation Parts

## 1. Introduction

- Gains audience attention
- Focuses the listeners to your topic

## 2. Body

- Contains 75% of the information you will speak about
- Divided into 3 to 6 main points

## 3. Conclusion

- Reviews the main points and provides closure

## 2. Types of Presentations

### 1. Informative speech, report, lecture or workshop

– Designed to explain, clarify or teach

### 2. Persuasive speech, debate and sales presentation

– Designed to influence, convince or sell

### 3. Evocative Speech

– Designed to entertain, inspire, celebrate or commemorate

# 3. Analyze Your Audience

## **Who, Why, What and How:**

- **Who is your audience?**
- **Why are they there?**
- **What is their age, gender, attitude and status?**
- **How will their reaction be? Will they disagree, remain neutral or agree with your message?**

## 4. Research Your Topic

- **Determine the purpose of your presentation and select a topic**
- **Consider the occasion and your own background and knowledge**
- **Create a thesis statement and write it in one sentence**

# **My Thesis Statement** (usually never provided to the audience)

- **To provide information and inspiration to experienced administrative professionals, on the topic of public speaking, in order to encourage hopefulness next time someone is asked to give a presentation**

# Put Some POP into Your Research

## **POP**

- **P = Print**
- **O = on-line**
- **P = People**

# 5. Types of Delivery

## (a) Modes of Delivery

- **Manuscript**
- **Memorized**
- **Impromptu**
- **Prepared**

# 5. Types of Delivery

## **(b) Practice Vocal Delivery Skills**

### ***3 Elements of Communication***

- **Words = 7%**
- **Tone of voice = 38%**
- **Body Language = 55%**

**(Albert Mehrabian, 1971)**

# Words and Tone of Voice

- **Volume**
- **Rate**
- **Pitch**
- **Rhythm**
- **Pauses**
- **Emphasis**

***Did you hear that she stole  
the money?***

# Tricks to Tangle Thick Tongues

- 1. Peter Piper picked a peck of pickled peppers. A peck of pickled peppers Peter Piper picked.**
- 2. Sister Suzy sewing shirts for soldiers. Such skill at sewing shirts Sister Suzy shows.**
- 3. She sells seashells by the seashore.**
- 4. Two twin trains travel twisted tracks.**
- 5. Lemon liniment.**
- 6. Preshrunk shirts.**
- 7. Mixed biscuits.**
- 8. Unique New York.**

# 5. Types of Delivery

## **(c) Physical Delivery**

- **Posture, facial expressions, and your silence**
- **Appearance, hairstyle, clothes and color choice**
- **Expression in your eyes, your smile and how you listen**
- **How close you stand to others and your physical boundaries**

# Unexpected Quiz

- **Deep water**
- **Cancer**
- **Flying**
- **Dogs**
- **Loneliness**
- **Heights**
- **Financial Problems**
- **Death**
- **Thunder Storms**
- **Confined Spaces**
- **Insects and Bugs**

## 6. Reducing Anxiety

- **Know your topic**
- **Organize your presentation**
- **Practice out loud**
- **Visualize the presentation**
- **Use relaxation methods**
- **Replace negative thoughts with positive ones**

# 7. Powerful Conclusions

- **Summarize the main points**
- **Give the audience a sincere compliment**
- **Use a humorous one-liner or amusing antidote**
- **Use a famous question or verse of poetry**
- **Appeal for action**

# Last Words of Advice

**“Years of actually getting up in front of audiences have taught me only 3 lessons: (1) You don’t die. (2) There is no right way to speak, only your way. (3) It’s worth it.”**

**– Gloria Steinem**