

SPEAKING WITH CONFIDENCE

OVERVIEW

Expressing themselves clearly at work is a task many employees find challenging, whether in day-to-day interactions, during a meeting, or with someone in a position of authority. Even so, beginning with the initial job interview, the ability to speak confidently is vital for success at work. In addition, many organizations today ask employees to express their opinions, make suggestions, and present ideas.

The four-step process in this module helps participants prepare and deliver a clear message. The module includes practical tips on overall organization and presentation, and helps participants look at the information from the listener's point of view. Via multiple practice opportunities, participants gain the confidence and skill to speak out in ways that help them achieve positive results through a positive impact on their listeners.

LEARNING OBJECTIVES

- Use a four-step process-TALK- to prepare and deliver a message with confidence.
- Explain the importance of speaking with the listener's point of view in mind.
- Describe and use several techniques to help a speaker organize his or her thoughts in preparation for delivering a message.
- Describe and use several techniques to deliver a message confidently.

SKILL STEPS

- T**hink about your listener's point of view.
- A**rrange your thoughts.
- L**et your confidence show.
- K**eep checking for understanding.

LENGTH OF SESSION

- 2 Hours, (two 50-minute sessions).