

Presentation skills

[Sociology](#), [Communication](#)



Presentation skills relate to us as a person, its what other people see as they approach us, for example appropriate clothes and a smart appearance and the welcoming with give them and our face expression, every single thing we do sends a message to them about us. 1.

Body language – Using your body and hands to express yourself. 2. Verbal and non-verbal – Verbal communication is when you make speech with another person and non-verbal can be done by body language and/or sign language. 3. Listening – Pay interest to someone or something in order to hear them. 4. Seeking clarifications – Looking for something clearer or easier to understand by giving more details or a simpler explanation.

5. Responsiveness – Being responsive is when you make a positive and quick reaction to something or someone. 6. Eye contact – Looking at the person, or people, talking to show you're participating and paying attention to the conversation. • Employers must be clean and tidy all time because it

wouldn't be a pleasant to be around dirty and unhygienic people. Body Language Our body language is the term given to the messages we pass on by our gestures, facial expressions, posture and our body positions. Gestures is used to communicate who is a distance away, gestures usually reveal our feelings , it is very easy for someone else to relies that we are nervous for example touching out hair or smoothing down your clothes.

Every single thing we do gives someone an idea of what we are thinking for example, shrugging your shoulders which is inappropriate basically giving a impression that we don't care. Another example when a student is being spoken to they look around gives us a message that they don't care. Also if a

customer in your business is tapping a foot or drumming their fingers is a sign that they are getting impatient. Our body position tells others about you, • Facial expressions gives away your thoughts and emotions. You can always notice if a person is surprised , disappointed , bored, joy and even sexual attraction with our eyes and facial expressions. It is inappropriate as a worker you are yawning or raising your eye brow to your customer which would give them you don't like them, then that causes inconvenient arguments and fights. Your Posture displays your confidence and attitude, for example if you are a teacher you can not slouch and crossing your legs or arms is a defensive positions.

There's different ways of what we do gives a straight forward message where as if you are leaning forward means you are interested and sitting upright and relaxed shows a good positive look. • Your Body Positions tells others how you feel about them, its really like a relationship for example the closer you stand next to a person shows you like each other and other strangers would know you either are a couple or really good friends. It shows you are interested in them, sometimes when teachers nodding there head or shaking there head shows there agreeing with you or disagreeing.

Presentation skills are important to customer service because it is a good start point for your organization to keep their policies customer policies friendly, because companies have to provide excellent customer service, this ensures that employees know what to do when they are dealing with customers, which is a success to the business. Good customer service attracts more customers and increases sales. It also improves the business reputation which means customers just through recommendations.

Interpersonal skills • Behaviour If you are a friendly person then you will usually be acting normal and behave in a cheerful and friendly way.

It has been said if you enjoy your job and if you like working with people you will normally behave in a courteous and thoughtful way and respect their feelings. To be a good committed worker you can not cheat on your employer, tell lies, arrive late, leave early and also pretending being sick. You would have to be mature about your employers decisions and not sulk in a childish way. • Attitude Our attitude is influenced by the way we think, it more likely if you are depressed you would act negative, if you are fed up you will give up. Its about what you enjoy for example if you enjoy being around people then you person then you would be focused and motivated. You would have to be positive about your work and customers which would give an up beat image of the organisation. Interpersonal skills are the most important skill that anyone can have and should have to be successful.

This skill is how people judge one another, Interpersonal skills are related to communicational skills but are more specific about an individuals behaviour and include co-operating, sharing, listening, participating, leadership, and negotiation. Interpersonal skills that you have in your private life is different to the way you use at work. Without acting professional or if you don't show interest in helping your customers you would get fired by your employers because he or she wont be proud of your behaviour regardless how you feel personally. Communication skills Communication Skills Formal and informal Verbal and non-verbal Listening Seeking clarifications Responsiveness Eye contact Body language Use of business language Adapt

communication to audience Presentational skills Invite commitment
Regardless of what business you are in , a large corporation, a small company, effective communication skills are essential for success. You would need to speak to your customers politely and have a nice smooth tone just the way you talk to your tutor and the way you would talk if you was in ainterview. You would have to know when you should be formal and informal on the phone or speaking to your manager. Verbal communication is when you make a speech with another person and non verbal can be done by body language and sign language.

Being assertive in listening and speaking will mean that your intentions are clear to others and you understand others clearly and correctly. You would have to speak clearly so that your customer understands. Also the pace of your voice which you speak it is not a good impression if you speak slow which will make employers think your shy or nervous. In a company you would not be able to speak slang around business staffs. Communicating with all the other organisers will help meet the organisation function more effectively as the business will run a lot smoother and everyone in the business will know what is happening, and what they have to do to keep the business running. Keeping a steady frame of mind is good communication and when a problem crops up, each area leader should get together and talk through the problems and come to some sort of agreement. It is important that staff prevent themselves appropriately and prepare their work area before the djz arrive and visitors.

In life fm majority of customers are members of the public coming to advertise staff or radio or people that have interviews and because I was working at the reception area I was to be smartly dressed and also to be approachable to speak to this includes having good hygiene. It was extremely important that I had a positive attitude towards djs and my staff. It was important that the desk I was working at was clean and tidy before visitors arrive to provide a pleasant and sufficient environment to give the impression to the customers that radio station was looked well after. Dress Code I was instructed by my manager to wear a smart blouse with smart trousers and shoes no trainers. Positive attitude While on my work experience I was expected to be professionally present. Posture I had to have a good posture which means sitting down and looking confident, I had to look interested and not bored by yawning answering the phone in rude way. Personal space It was important that I was a desk top away from our Life Fm visitors when they came in, which is a comfortable way for both side, First impression The first impression of life fm was it looked clean and staff didn't look scruffy which looked like a successful organised business.