



PRESENTATION AND FACILITATION SKILLS

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(RTCC)
Date: October 2017
Location: Entebbe, Uganda



Course objectives

- By the end of this course, participants should be able to:
 - Incorporate knowledge of Adult learning. i.e. principles, styles in training delivery.
 - Make effective Presentations & Facilitate training classes
 - Handle Questions & Answers effectively.



Course content

1. How Adults learn
2. Presentation Skills
3. Facilitation skills

Session 1

How Adults Learn

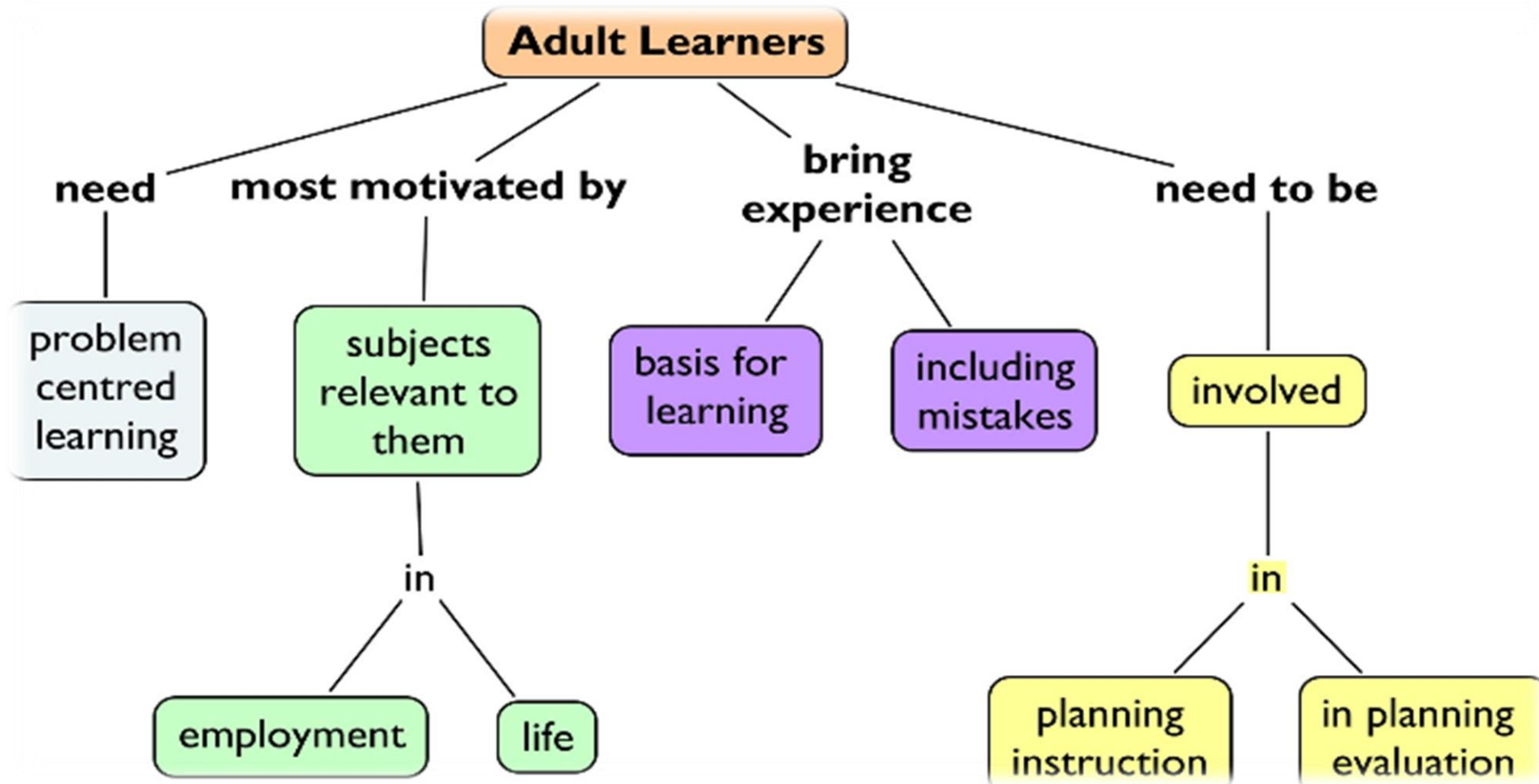




Session Objectives

- By the end of the session, participants should be able to:
 - Incorporate knowledge of Adult learning. i.e. principles, styles in training delivery.
 - Recognize why it's important to understand Adult Learners.
 - Incorporate knowledge of Adult Learning in training delivery.

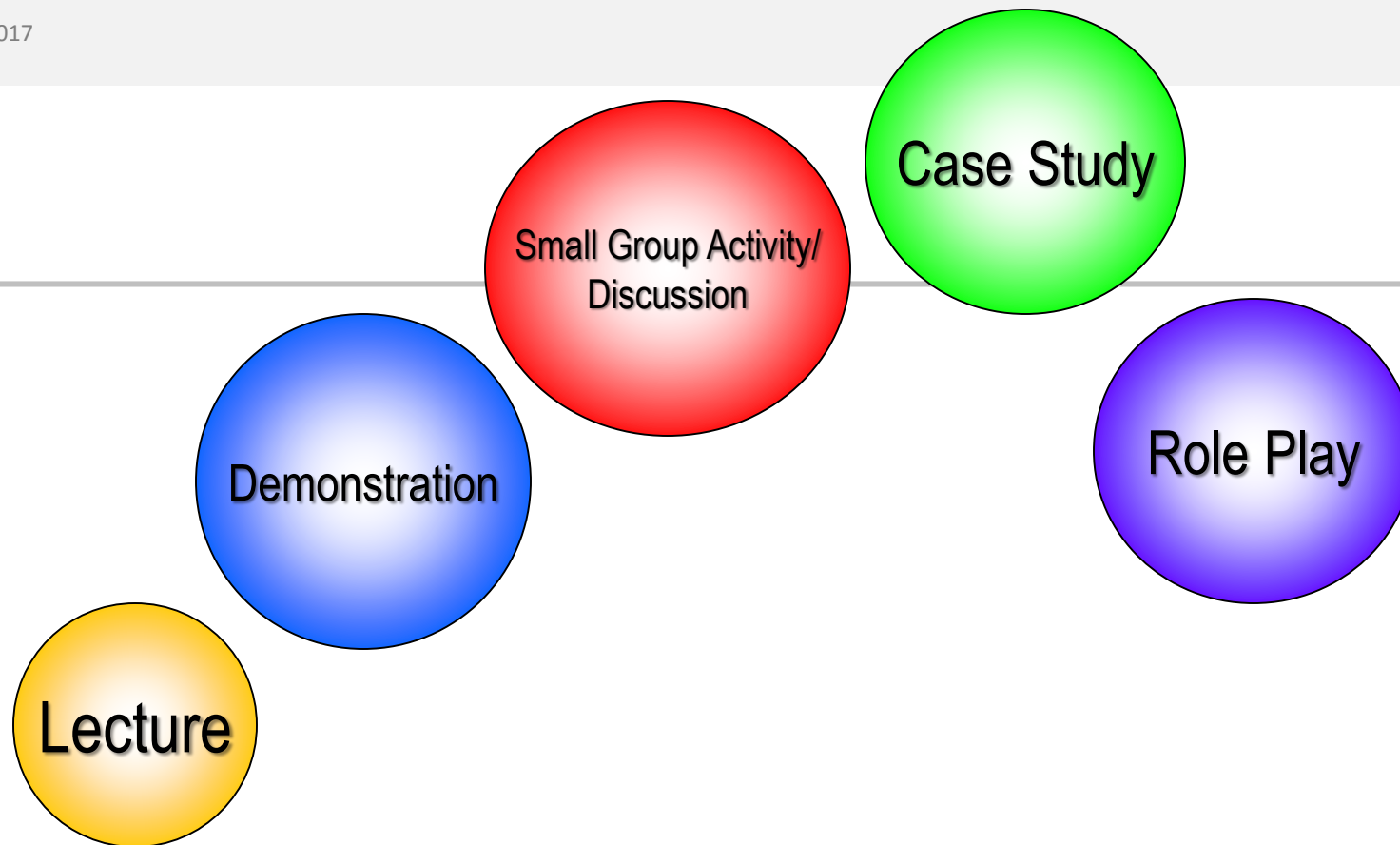
Principles of Adult Learning





Learning domains and Styles

Cognitive	Affective	Behavioral
Lectures	Clarification exercises	Role plays
Brainstorms	Nominal group process	Simulations
Discussions	Consensus-seeking activities	Teach backs
Visual	Auditory	Kinesthetic
Videos/slides	Lectures	Role plays
Flip Charts	Group discussions	Simulations
Readings	Informal conversations	Writing/note taking
Demonstrations	Stories and examples	Activities
	Brainstorms	Practice demonstrations



Trainer must have the skill to juggle various balls.....

Questions?



Actions

Reflections

Answers!



Session 2

Presentation Skills





Course objectives

1. By the end of this session, participants should be able to:

- ✓ Describe effective presentation techniques
- ✓ Appreciate effect of presentation on learning
- ✓ Use skills acquired for effective delivery
- ✓ Use audio/visual to enhance presentations



Presentation Skills

- Background check
- Facilities
- Training Materials preparation
- Making a favourable impression on participants
- Facilitator/Trainer's credibility
- Vocal variety



Background Check

- ➔ Agenda
- ➔ Time allocation
- ➔ Location
- ➔ Type of audience



Facilities

- ✓ Seating and lighting
- ✓ Bathrooms; coffee shop; smoking areas
- ✓ Set up of room



Training Materials preparation

➡ Effective audio and visual Aids

- ❑ Flip charts
- ❑ Slides
- ❑ Erasable boards
- ❑ Projectors i.e LCDs & overhead
- ❑ Videos/audiotapes



Making a favorable impression

- ➔ Great openings and closings
- ➔ Establishing friendship and trust
- ➔ Appearance and body language
- ➔ Enthusiasm
- ➔ Gestures and movements
- ➔ Eye contact
- ➔ Posture
- ➔ Names



Trainer/facilitator credibility

- ➡ Knowledgeable about subject
- ➡ Depth of experience
- ➡ Physical appearance
- ➡ Positive attitude and energy



Vocal variety

- ➡ Tone
- ➡ Pace
- ➡ Pause
- ➡ Pitch
- ➡ Pronunciation

Questions?



Actions

Reflections

Answers!



Session 3

Facilitation Skills



Session objectives

- By the end of the session, participants should be able to:
 - Describe effective facilitation techniques
 - Use facilitation skills to lead classes effectively.
 - Use listening, questioning and summarizing skills
 - Adapt training to meet needs of the learners.



Facilitation Skills

- Importance of facilitation skills
- Questioning skills
- Handling Q & A during training
- Listening and summarising skills
- Giving feedback
- Adapting Training to your audience



Importance of facilitation skills

- ➡ Engages the participants
- ➡ Learner accountability
- ➡ Relationships in classroom
- ➡ Facilitator assessment of understanding



Questioning skills

- Closed questions and Open questions
- Categories of audience
- Categories of questions



Categories of audience

- Prisoners
- Vacationers
- Sponges



Categories of questions

- Importance and relevance
- Context
- Feasibility
- Timing
- Competence



Listening and summarising skills

- ➡ Concentrate on participant when listening
- ➡ Detect emotional issues
- ➡ Avoid interrupting or completing participant's statements
- ➡ Always summarise what you understood



Giving feedback

- ➔ Immediate
- ➔ Factual
- ➔ Specific
- ➔ Delivered in a positive, non judgmental way
- ➔ Correct errors
- ➔ Respectful



Adapting Training to your audience

- ➡ Be flexible
- ➡ Spend less time on concepts already known
- ➡ Spend a little more time on difficult concepts
- ➡ Provide pauses/breaks between sessions
- ➡ Meet energy levels of participants

Questions?



Actions

Reflections

Answers!



Thanks!

A hand-drawn illustration in black ink. It features a large, stylized smiley face with a wide, curved mouth and two dots for eyes. To the left of the face, a hand is drawn with fingers spread, pointing towards the word 'Thanks!'. Above the face and hand is a long, slightly curved horizontal line. The word 'Thanks!' is written in a large, bold, cursive font above the line. In the bottom right corner of the drawing, there is a small signature that appears to be 'MC'.