

## **INSTRUMENT NUMBER 18**

### **1) Appropriate written communication**

Capacity to adapt the written text of presentations to the audience. Proficiency in written language, as well as knowledge about culturally appropriate design and text on the presentation. The visible care of the presentation's design and appropriate topic. Using less than 10 lines of text. Using appropriate size. The background must be simple, so the text is not hard to read.

### **2) Appropriate spoken communication**

Capacity to speak in public. Speaking in public requires a skills and posture. Never turn your back to the audience and do not read directly from the presentation. Using the presentation just for visual reinforcement will help the audience see that you master the subject. Speak calmly and with good volume, so everyone can hear you. Smile, and be willing to answer questions.

### **3) Presenting Data**

Presenting data is very compelling, however one should avoid overloading the audience with too many statistics.

### **4) Listening carefully to decode the para-verbal dimension**

Para-verbal is the whole range of expressions that make it possible to differentiate one person from another on the radio, for example. Voice, volume, intonation or diction: if the adult is destined to express him/herself in front of an audience of clients or collaborators, these ingredients must be carefully measured.

### **5) Monitoring non-verbal language**

Some clues may indicate the adult's level of confidence. Are the arms active or passive? Do they reflect an opening or closing posture? The distance chosen by the adult from the recruiter is also very telling, especially if he/she stands too close - in personal space - or on the contrary too far away, as if he/she

wanted to flee. Does the adult offer a frozen smile, or does he/she smile expressively in support of his/her arguments, for example? Does he/she look directly at the other person?

**Expected benefits:**

- ✓ Ability to express and present oneself
- ✓ Ability to convey ideas
- ✓ Better relationship with others: colleagues and partners
- ✓ Better understanding of the concerns expressed and not expressed
- ✓ More rapidity in adapting communication to the people you are talking to
- ✓ More ability to influence and engage partners
- ✓ Easier to deal with objections
- ✓ Significant increase in credibility
- ✓ Expansion of network: internal and external contacts
- ✓ Increases own effectiveness