

## READING

**1a** Work in groups and discuss how you feel when you have to do these things.

- give a presentation
- participate in a seminar or meeting
- meet new people

**1b** What advice would you give to people who are nervous about all the situations above?

**2** Read the leaflet quickly. Are any of the points similar to your answers to Exercise 1b?

**3** Read the leaflet again. Match these extracts from Anika Bhaskar's course handouts with the weeks in the leaflet.

### A

Decide what you want to say before the seminar. Review it in your mind. Keep rehearsing it until you can say it confidently. There's truth in the old saying, 'Think before you speak'.

### B

People from Britain and the USA often leave more space around them than other nationalities. They are more likely to move away when they feel that others are invading their space.

### C

People judge you very quickly, so it is very important to make a good first impression. You look much more confident and capable when you have made an effort to smarten your appearance.

### D

Your voice gives people a clear indication of how you are feeling. If we are stressed, our voices can crack under pressure and get louder – giving away our emotions.

### E

Even when you are sitting still, your body is communicating with everyone in the audience. Aim to look confident. Remember, 'Actions speak louder than words'.

**4** Are these sentences true, false or not given?

This course will:

- 1 help you if you have a speech impediment such as a stammer.
- 2 teach you how to walk properly.
- 3 teach you how to be assertive and aggressive.
- 4 teach you to understand and be aware of your listeners.
- 5 teach you how to interact successfully with other participants in a seminar.
- 6 not help you to prepare for a presentation.
- 7 help you to show your true nature.

**5** Which communication skills mentioned in the leaflet are you good at? Which areas do you need to develop?

## Do you want to communicate confidently?

The world of communication is changing rapidly.

The need for people to do public speaking in their work and studies is rising, be it face to face or via the web.

Stress in the workplace is increasing dramatically – and one of the main reasons given by people is their lack of confidence in giving presentations.

More and more people are taking communication courses these days to help them in both work and home life.

If you find it difficult to speak up during seminars, or if you feel you can't get a word in edgewise when others are talking, then this small, friendly group will help you to manage these situations with more ease and confidence.

The course lasts for twelve weeks and aims to help you communicate more effectively.

### Week Aim

- 1 Remain in control of your emotions and your voice
- 2 Maintain good posture
- 3 Prepare what you want to say before the event
- 4 Use tone to engage people with interest and excitement
- 5 Dress smartly to make a good impression
- 6 Communicate in an assertive and not a passive or aggressive style
- 7 Stay calm and polite at all times
- 8 Participate actively in seminars
- 9 Consider your potential listeners
- 10 Be a good listener
- 11 Understand cultural differences
- 12 Be yourself

### Facilitator: Anika Bhaskar

Anika is currently carrying out research for her doctorate on communication barriers. She became interested in communication skills while she was studying for her MBA at Edinburgh University.

