

# Confident Delivery

It's not just *what* you say - it's *how* you say it.



## Eyes

### AVOID

- ✗ 'Thinking spots' – talking to the wall, ceiling or floor
- ✗ Scattered, scanning eye contact
- ✗ Biased eye contact to the same few people

### PRACTICE

- ✓ 3-4 second conversations with individuals
- ✓ Talk to one person at a time
- ✓ Aim for balanced eye contact around the room
- ✓ Only glance at visual aids for a content cue, be quick to come back to a confident mini-conversation

“There is no such thing as presentation talent, it is called presentation skills.”

- David JP Phillips

## Voice

### AVOID

- ✗ Rapid pace that's hard to follow
- ✗ Cramming in too much information in too little time
- ✗ Filler words: umms, ahhs, sos, and ahhs...
- ✗ Monotone voice that lulls audiences to sleep
- ✗ Up-talk at the end of your sentences that make it sound like a question or unfinished

### PRACTICE

- ✓ Honoring your punctuation – linger at commas and pause for a beat at periods
- ✓ Vocal inflections to express passion and conviction
- ✓ Less commas and more periods, shorten your long-winded sentences
- ✓ An unhurried, confident pace

## Hands

### AVOID

- ✗ Small gestures appearing timid and guarded
- ✗ Bouncing or flippant gestures that are distracting (caution to 'hand-talkers')
- ✗ Gestures that only pivot from the elbows (tucked in)
- ✗ Putting your hands in your pockets where they may get stuck

### PRACTICE

- ✓ Meaningful gestures that illustrate your ideas
- ✓ Larger gestures to make you look more confident
- ✓ Lingering gestures to make them look slower and more casual
- ✓ Building a gesture library, create a mental library of possible gestures for certain words or phrases
- ✓ Resting them half the time in an open posture, let your arms rest at your side instead of clenched in front of your sternum

## Purposeful Movement

### AVOID

- ✗ Rocking, shifting, or swaying that appears anxious
- ✗ Pacing quickly that looks aimless or wandering
- ✗ Staying in one spot (podium) that makes you look stuck and uncomfortable
- ✗ Dropping your eyes to the floor when you walk

### PRACTICE

- ✓ Using a 'puller', a 3-4 second conversation with one person to draw you across the space
- ✓ Planting yourself confidently after moving
- ✓ Less movement – a little movement goes a long way, take your time
- ✓ Synchronizing movement to slide transitions to avoid fast pacing