

SDC

Tracks 2 & 3





HANDLING PARTICIPANTS/AUDIENCE WITH PROBLEMS

As a presenter, you should remember that participants/audiences who exhibited dysfunctional or disruptive behavior are usually “people with problems.” They have the tendency to become

T-R-O-U-B-L-E-M-A-K-E-R-S.

T-alkative

R-ambler

O-bstinate

U-ninterested

B-usy-busy

L-ate comer

E-arly leaver

M-onopolizer

A-rgumentative

K-now-it-all

E-xcited/Interrupter

R-escuer

S-ilent person



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thank
you

The words 'thank you' are written in a dark purple, cursive script. The text is surrounded by several colorful hearts in shades of orange, pink, purple, blue, yellow, and red. The hearts are scattered around the text, some overlapping it, creating a warm and appreciative visual.

HANDLING THE QUESTION & ANSWER PERIOD

HANDLING THE QUESTION & ANSWER PERIOD

A QUESTION is the most important weapon you can use in getting your audience's attention.



HANDLING THE QUESTION & ANSWER PERIOD

However, to keep the audience's interest, a Question must be:

♣ **well-thought out**

♣ **planned**

♣ **prepositioned**

HANDLING THE QUESTION & ANSWER PERIOD

The Question & Answer Period helps you send a CLEAR message.

C - Clarify points

L - Listen to feedback

E - Emphasize more significant points

A - Allow active participation from the audience/
participants

R - Recall your last remarks

HANDLING THE QUESTION & ANSWER PERIOD

For questions to become your tools, they must be RARE.

R - elated to the key points you are discussing

A - lways clear and concise

R - eveal stimulating and thought-provoking ideas

E - mphasize one point only

HANDLING THE QUESTION & ANSWER PERIOD

The most common type of questions are SMART.

S - ing-along



M - ultiple choice



A - sk and answer



R - icochet/rebound/rifle shot



T - ime bomb



HANDLING THE QUESTION & ANSWER PERIOD

Tips for handling questions effectively:

» Prepare

» Listen

» Concentrate

» Understand

HANDLING THE QUESTION & ANSWER PERIOD

When answering a question, bear in mind the following:

1. Be brief and clear.
2. Be honest.
3. Refer to your visuals.
4. Gain “think time”.

HANDLING THE QUESTION & ANSWER PERIOD

(3) most common mistakes in answering questions:

1. Answering too much.
2. Answering too soon.
3. Answering only one person





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MAKING MEETING PRODUCTIVE

What's and Why's

A **meeting** is a gathering of three or more people for specific purpose.



Meetings can be an effective means of:

- 😊 Sharing information
- 😊 Creating teamwork
- 😊 Developing solutions



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Types of Meetings

- ◆ Information
- ◆ Discussion
- ◆ Problem-solving
- ◆ Decision making



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Thank you!



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MAKING MEETING PRODUCTIVE

PLANNING A MEETING



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PLANNING A MEETING

“A meeting is only worth having
when it produces the results you
desire”



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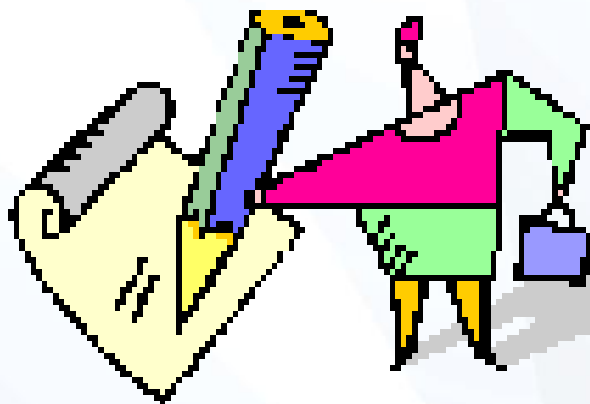
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- An agenda is a list of items or points (in priority order) to be discussed in a meeting.





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Elements of an agenda

- Title
- Time and location
- Theme and definition
- Attendees
- Topics

PLANNING A MEETING

“A meeting is only worth having when it produces the results you desire”



Criteria for selecting participants

- knowledge of subject area
- commitment to solve the problem
- time to participate
- diversity of viewpoint
- expressiveness
- open-mindedness



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Selecting meeting site

- Physical requirements
- Equipment
- Facilities
- Accessibility
- Size and location



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Thank you!

LEADING A MEETING



LEADING A MEETING

- Remember, at the meeting the spotlight is on...



Components of a meeting

- **Content**
- **Interaction**
- **Structure**

Steps in conducting a meeting

- 1) Starting a meeting
- 2) Encouraging ideas
- 3) Keeping discussion on track
- 4) Deciding on actions
- 5) Closing the meeting

Encouraging & stimulating discussion

- S** – tart/initiate action
- P** – araphrase suggestions
- A** – sk for clarification
- R** – espond to questions
- K** – eep notes
- S** – top simultaneous speakers

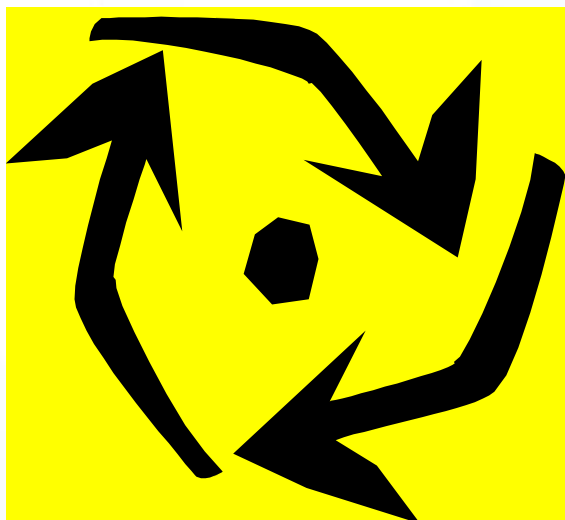
Generating Alternatives

- Brainstorming
- Nominal Group Technique

Deciding on Actions

- Voting
- Consensus

Consensus is...



a decision process that makes full use of available resources and resolves conflicts creatively.

Decision Making Procedures

- Nominal Group Technique
- Criteria Based Rating
- Criteria Based Ranking
- Criterion Based Paired Comparison



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SAMPLE CRITERION BASED RATING WORKSHEET

	1	2	3	4
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note: Evaluations can be either on a subjective scale such as High, Moderate, Low; an objective scale such as 1 to 5 or 1 to 10; or actual values can be used as as a price, weight or delivery time

SAMPLE CRITERION BASED PAIRED COMPARISON WORKSHEET

Yes = X

No = Blank

	A l t e r n a t i v e s									
	1	2	3	4	5	6	7	8	9	10
1										
2										
3										
4										
5										
6										
7										
8										
9										
Number of Blanks										
Number pf X's										
TOTAL										
Priority										

Instructions:

- List each alternatives twice – on a horizontal line and the corresponding vertical line.
- 2. Compare alternative 1 to alternative 2. if 1 rates higher put an “x” in the b/fsox; if 2 rates higher leave blank. Continue across comparing 1 to all the other alternatives. Then go to the next line and repeat the process.
- 3. Counts the “x’s” across for each alternative & put the number in the far right column then transfer the totals to the line at the bottom labeled “number of X’s.”
- 4. Count the blanks down and enter in the appropriate line.
- 5. Add the number of “x’s” & Blanks for each alternative & enter in the line marked “Total.”
- 6. The largest total will be the number 1 choice, next highest number 2, etc. In case of a tie, go back and compare the two again.

“When two person communicate with each other by word of mouth, there is a twofold hazard in that communication”



Causes of Conflicts

- Poor communication
- Different perceptions
- Different values
- Different preferred outcomes

The Essential Elements of an Effective Meeting





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you