



2020 Virtual User Conference

10.15.20 1:00 - 5:30 PM EST

***BECOME A BETTER, MORE
ENGAGING PRESENTER***

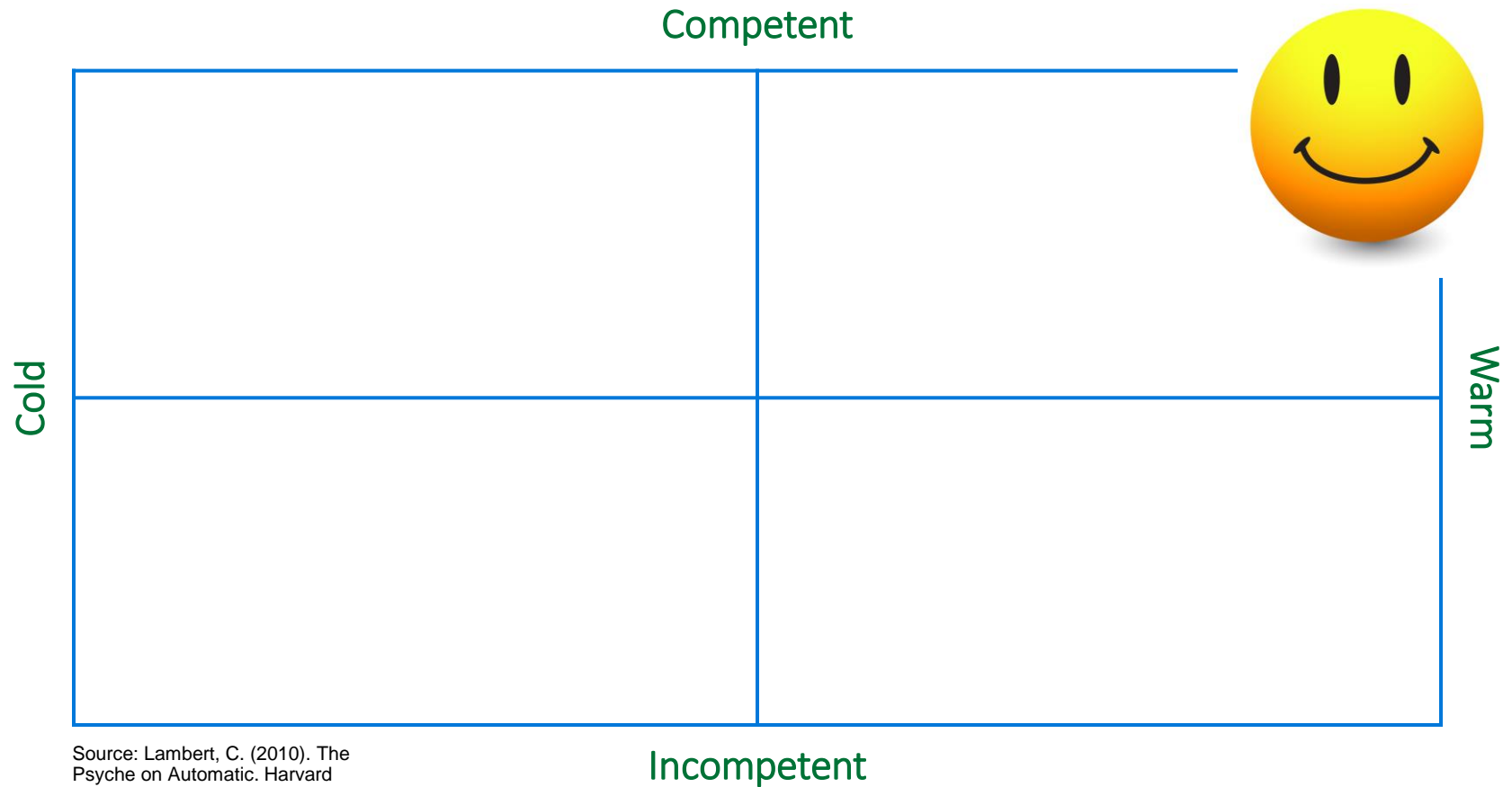


Tammy Palazzo



HOW ARE IMPRESSIONS FORMED?

Warmth and Competence



Source: Lambert, C. (2010). The Psyche on Automatic. Harvard Business Review, Nov - Dec 2010.

SIGNALS

Visual

Eye Contact
Gestures
Movement
Body Stance

Vocal

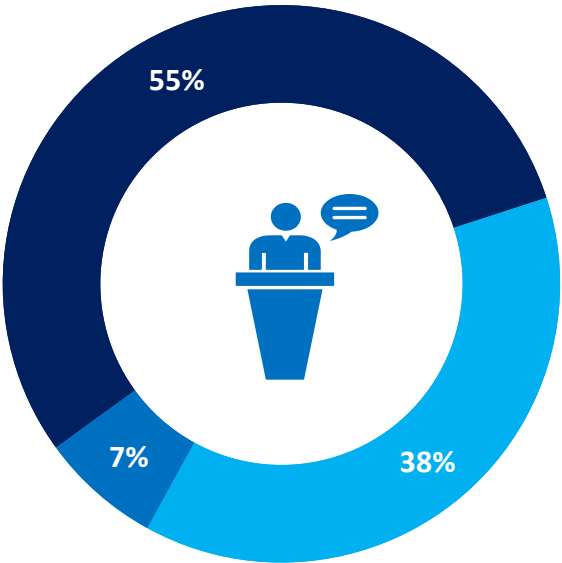
Volume
Tone
Pace

Verbal

Words
Pauses
Sentence Structure

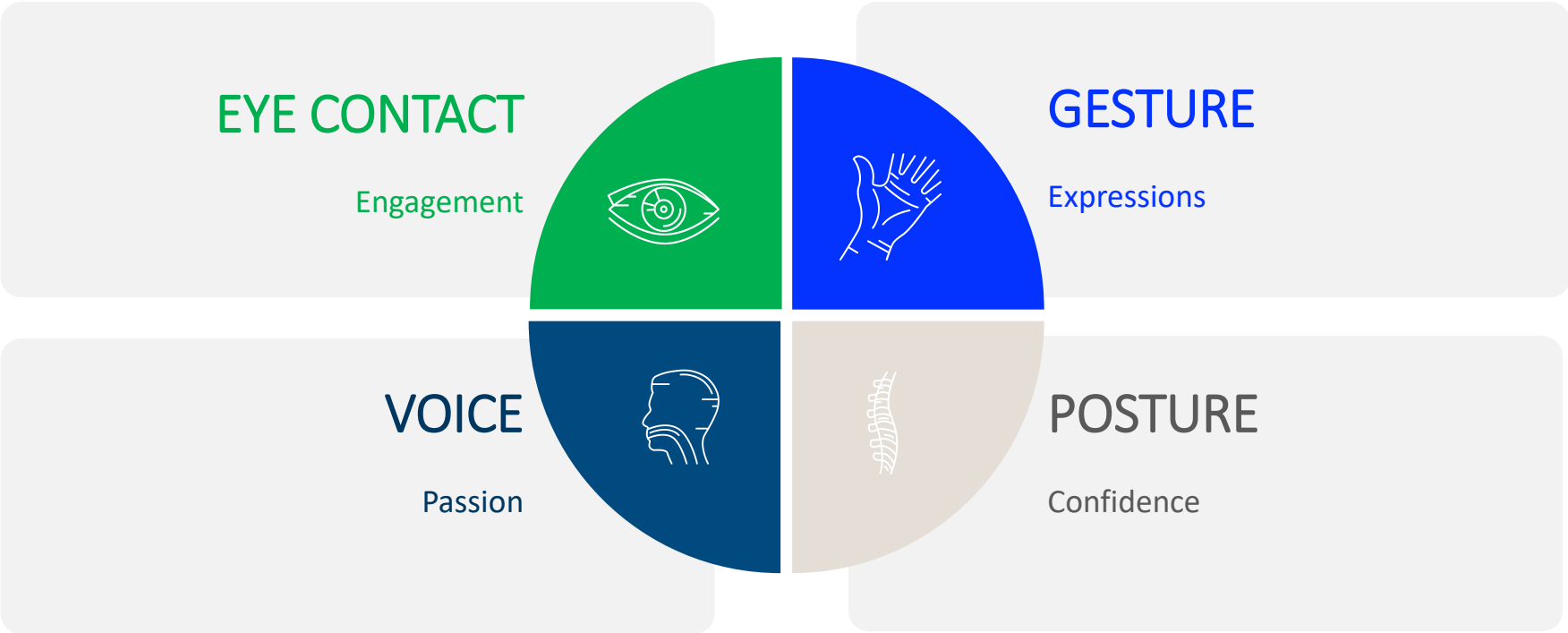


Elements of Communication

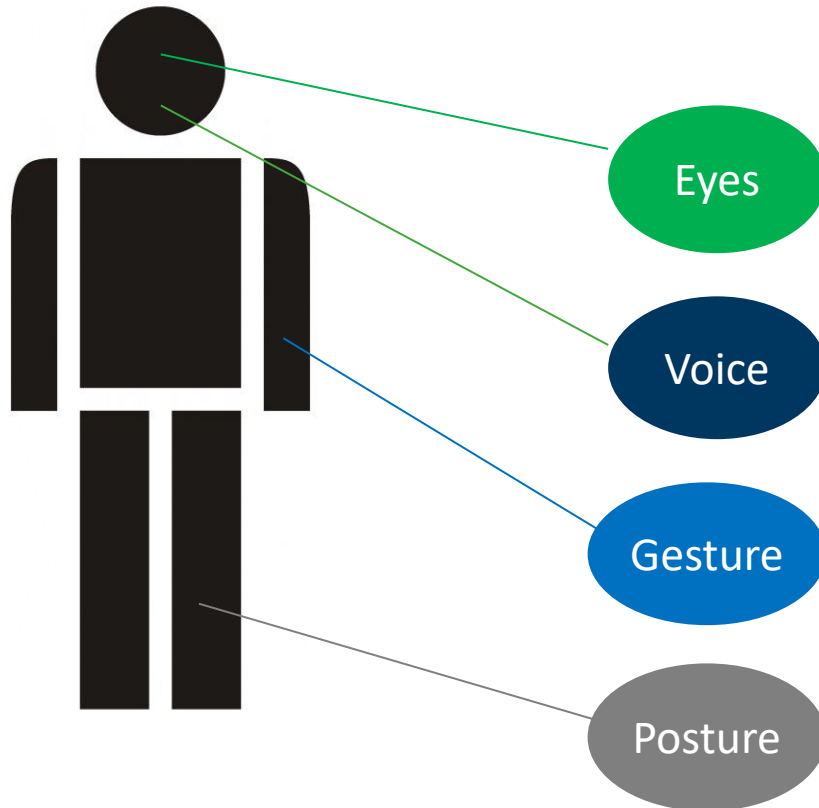


Visual	What you see
Vocal	What you hear
Verbal	Spoken words

Delivery Skills



Delivery Skills



1:1 Conversation

When you take a breath or there is a punctual pause, find a new set of eyes

Voice = Passion

- Louder volume creates inflection
- Pauses create impact
- Replace filler words with silent pauses

Neutral and Natural

Manage frequency and duration of gestures. Rest hands by your side when not gesturing.

Balanced

Feet hips width apart. Move with intention.

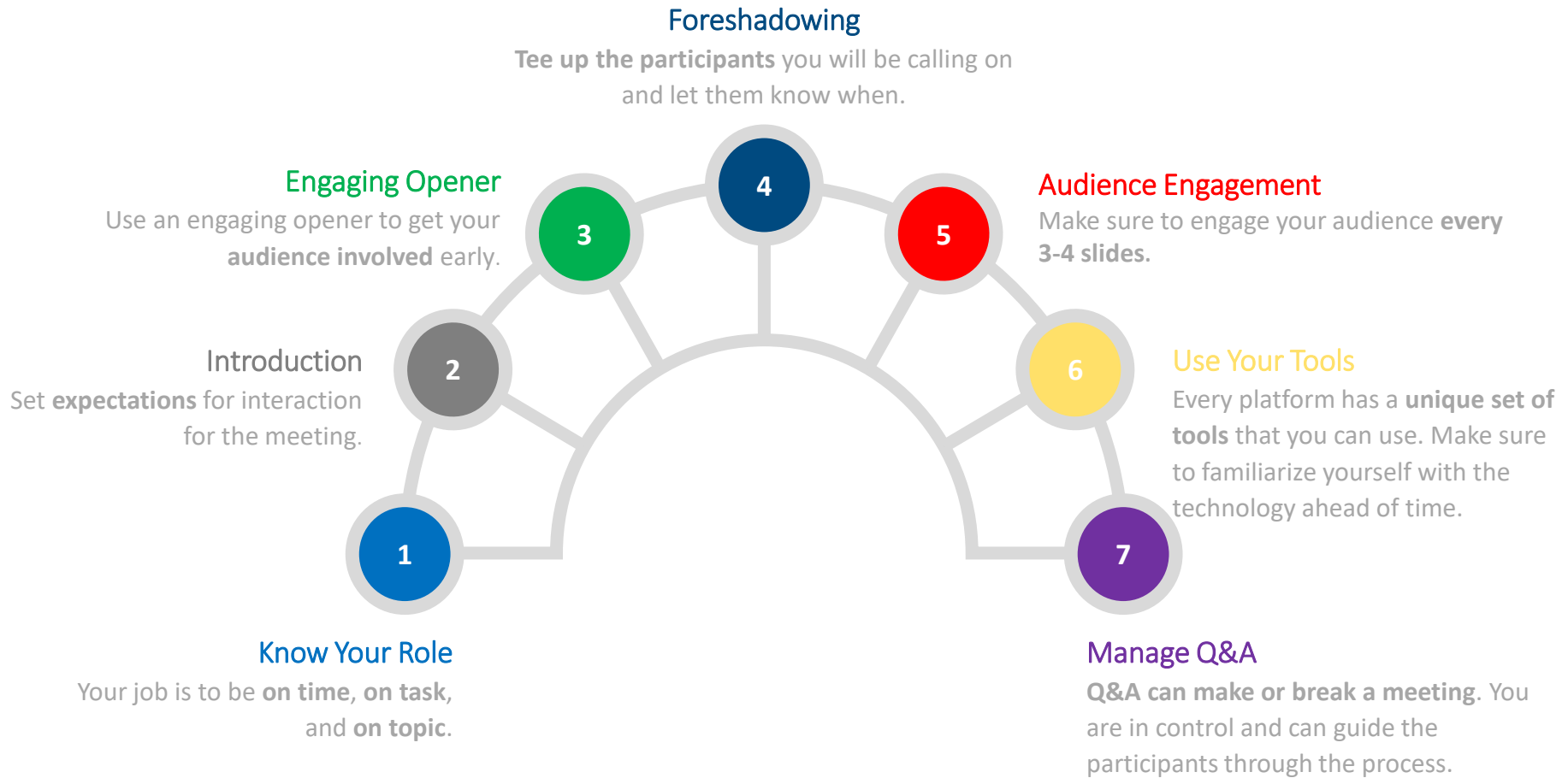
Delivery Skills

What changes when we are communicating virtually?

	In Person	Virtual
Eye Contact	One to One	Camera vs Screen
Voice	Animate with volume	Animate with facial expressions
Gesture	Open and to your side	Open and to your side
Posture	Balanced	Anchor Pose

Facilitating Dynamic Virtual Meetings

7 Key Steps for Success





THANK YOU!

Tammy Palazzo
Co-Founder and CEO
Presentr
www.presentr.me
tammy@presentr.me