

Transcript | Nerve-Busting Tactics for Confident Presenting

00:00:16.500 --> 00:00:34.160

Alice Sinclair: Hello, and welcome to this event on nerve-busting tactics for confident presenting. My name is Alice Sinclair, and I'm a communications manager here at Apolitical. It would be great to hear from all of you too, so please do post in the chat where you're joining us from, and what organization you work for.

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00:00:34.450 --> 00:00:52.050

Alice Sinclair: Just a technical note as well, that your messages might come through to only our backstage team due to your Zoom's default setting, so please be sure to select everyone from the blue drop-down menu that you'll see in your Zoom chat at the bottom, if you'd like to send a message to all of us here today, otherwise not everyone will be able to see it.

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00:00:52.710 --> 00:01:07.699

Alice Sinclair: Great. Right. Today, we're exploring techniques to speak with confidence when it matters most. We'll cover simple ways to manage nerves, use your voice and body language more effectively, and keep your audience with you throughout.

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00:01:07.850 --> 00:01:13.189

Alice Sinclair: Our speakers will share practical coaching tips you can try in your next meeting and presentation.

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00:01:13.660 --> 00:01:37.460

Alice Sinclair: For those of you who may be joining us for the first time, welcome! Apolitical is the world's largest online network of public servants, with half a million members from over 170 countries. Our mission is to make governments smarter, and we do this by equipping public servants worldwide with the knowledge and skills they need to lead change. And I can see some intros coming in in the chat, so I'm just going to say hello to a few people. Oops, scrolling up, we've got Amanda.

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00:01:37.460 --> 00:01:41.469

Alice Sinclair: Joining us from the Environment Agency in the UK, we have

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00:01:41.470 --> 00:01:51.840

Alice Sinclair: Nana from Ottawa in Canada, hi. And we have Jean from Environment and Local Government in New Brunswick in Canada as well. Hey, welcome.

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00:01:52.130 --> 00:02:12.829

Alice Sinclair: So, we're thrilled to extend an invitation to join your peers in the public sector from across the world in the Life in Government community. Whether you're new to the public sector or further along in your career, this forum is a space to share resources, ask questions, and learn from peers about the informal rules and everyday realities of government. The link is in the resources tab at the bottom of your screen.

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00:02:12.830 --> 00:02:19.300

Alice Sinclair: And my colleague is also posting a link in the chat now. Please do take a look, and we would love to see you in there.

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00:02:20.590 --> 00:02:24.979

Alice Sinclair: I'll get a few technical notes out of the way before we get into today's conversation.

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00:02:25.090 --> 00:02:40.009

Alice Sinclair: This event is recorded for on-demand viewing on the Apolitical website, so please don't record it yourself. Contact details for privacy concerns are in the apolitical homepage footer. Closed captions are available and can be toggled on or off in your screen settings.

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00:02:40.540 --> 00:02:57.319

Alice Sinclair: Right. Before we introduce our speakers, we're just going to run a few quick polls to get a sense of where you're coming from ahead of today's discussion. So the first poll is, what part of presenting makes you most nervous? Is it losing your train of thought?

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00:02:57.670 --> 00:02:59.819

Alice Sinclair: Seeing the audience disengage.

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00:02:59.950 --> 00:03:14.779

Alice Sinclair: Getting a tough or an unexpected question, running out of time, or if it's something else entirely, please do share in the chat, and I would love to see your answers. At the moment, I can see that losing your train of thought.

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00:03:15.080 --> 00:03:25.700

Alice Sinclair: is right up there with 45% of the votes, and running out of time is actually very low. Emily has said, not knowing the subject well enough.

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00:03:25.720 --> 00:03:38.760

Alice Sinclair: And Abby has said, the lead-up to the presentation itself, the anticipation, I can definitely identify with that. And Kate says, wavering voice. And hopefully these are all things that our speakers will cover in today's session.

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00:03:38.900 --> 00:03:43.700

Alice Sinclair: today's presentation. We have tech issues from Faith as well.

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00:03:44.580 --> 00:03:48.110

Alice Sinclair: Great, you should be able to see those results coming up from the poll.

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00:03:51.270 --> 00:03:57.889

Alice Sinclair: And our second question is, where do you present most often?

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00:03:58.610 --> 00:04:01.200

Alice Sinclair: Is it fully online calls?

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00:04:01.540 --> 00:04:19.459

Alice Sinclair: Fully in-person meetings, perhaps in hybrid sessions, so a mix of in-person and online. Maybe you record mostly async, so recorded rather than live video, or maybe it's somewhere else entirely. Again, please share in the chat those answers.

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00:04:20.450 --> 00:04:26.699

Alice Sinclair: Okay, most people are saying a mix of in-person online, that's not surprising.

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00:04:26.980 --> 00:04:36.849

Alice Sinclair: only a few people, 7%, are saying fully in-person meetings, so we're all getting used to these Zoom and Teams calls. And Eileen's saying boardrooms.

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00:04:37.350 --> 00:04:41.219

Alice Sinclair: And Dennis, mostly online, but some in person.

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00:04:43.700 --> 00:04:48.840

Alice Sinclair: Right, you should be able to see those results coming up now. Thank you for taking part in those polls.

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00:04:49.310 --> 00:04:51.449

Alice Sinclair: Now, introducing our speakers.

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00:04:52.130 --> 00:05:17.090

Alice Sinclair: We're fortunate to have two brilliant guests with us today, Marius and Maria. Marius Muller is a consultant and facilitator who helps leaders and teams navigate complex change through human-centered engagement and effective collaboration. He holds an MPA from the Harvard Kennedy School and brings a background in leadership and organizational development. Marius designs and facilitates workshops where dialogue, structure, and presence enable better decision-making

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00:05:17.090 --> 00:05:19.230

Alice Sinclair: and meaningful participation.

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00:05:19.450 --> 00:05:39.240

Alice Sinclair: Maria Rincon is a former TV host and United Nations communications consultant turned public speaking coach and TEDx speaker. Inspired by her multicultural Chinese-Columbian background and passion for storytelling, she works with non-native English speakers to improve presentation skills, build speaking confidence, and communicate effectively.

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00:05:39.540 --> 00:05:43.199

Alice Sinclair: Okay, let's start with an icebreaker to kick things off.

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00:05:43.440 --> 00:06:00.640

Alice Sinclair: You will each have 30 seconds to share your responses, and please, if you have your own responses, we would love to hear the answers of everybody here today in the chat as well. So, Marius and Maria, your icebreaker is, if your presenting style were an animal, what would it be, and why?

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00:06:00.670 --> 00:06:04.200

Alice Sinclair: Marius, we will go to you first, if that's okay?

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00:06:04.750 --> 00:06:12.959

Marius Möhler: Sure, I think it would be an owl, I don't know if you pronounced it correctly, like, with those huge eyes, so I could always see the audience and be...

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00:06:13.140 --> 00:06:17.130

Marius Möhler: Being crystal clear on what's currently happening in the audience and in the floor.

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00:06:17.670 --> 00:06:22.059

Alice Sinclair: Okay, I love that. And, Maria, what animal would you be?

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00:06:23.100 --> 00:06:33.090

Maria Rincon: My animal would be a dolphin, so friendly and cheery and positive, hopefully without the annoying squeaky voice, but it would be a dolphin, yes.

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00:06:33.620 --> 00:06:35.230

Alice Sinclair: Great. Everyone loves dolphins.

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00:06:37.160 --> 00:06:46.730

Alice Sinclair: Right, without further ado, I am going to hand over to Marius first. Marius, if you would like to bring up your slides, and I will give you the floor.

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00:06:48.020 --> 00:06:56.800

Marius Möhler: Sure. So, let me quickly, confirm with you that you're seeing my slides here. Yes, I can see them. Perfect.

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00:06:57.010 --> 00:07:05.719

Marius Möhler: the way we're gonna roll today is, Maria and I are gonna go back and forth, basically. So, so it will be first me, then over to Maria.

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00:07:05.730 --> 00:07:10.679

Marius Möhler: And then me again. So let's see how that plays out. And, for the...

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00:07:10.680 --> 00:07:26.480

Marius Möhler: My part today, I want to focus first on the inner level. So, basically, you can see presenting towards an audience as usually composed of two levels. Inner level, so what's currently happening in your body, in your mind, what you're noticing yourself, and the outer level, what's visible.

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00:07:26.780 --> 00:07:36.189

Marius Möhler: With the audience. So your voice, your posture, maybe the many M's, so I'm actually not really good at minimizing the M's, you'll see that today.

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00:07:36.840 --> 00:07:55.399

Marius Möhler: And to focus on the inner level, I'd ask you to do the following. Please take out a pen and piece of paper, a little bit old school. If you don't have a pen and piece of paper ready, then just open a text processing tool, like Word or Notes.

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00:07:56.110 --> 00:08:11.870

Marius Möhler: And while you're doing this, think of an upcoming or recent presentation that you are quite nervous about, or that you were nervous about. I'll just give you, a few seconds to do that, so open a text file or piece of paper.

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00:08:13.780 --> 00:08:24.800

Marius Möhler: And what we're gonna do next is a small activity that's called automatic writing. So I'll give you a few prompts, sentence stems, if you will, and you will,

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00:08:24.960 --> 00:08:30.749

Marius Möhler: I will give you the prompt, and your task is to finish that sentence with whatever comes to your mind.

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00:08:30.990 --> 00:08:42.349

Marius Möhler: And please don't stop. And if I mean don't stop, that literally means if you don't know what to write, what to write else, and you write, I don't know what else to write, Marius is annoying, etc. Whatever comes to your mind.

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00:08:42.510 --> 00:08:50.789

Marius Möhler: Okay Alright, let's get this going. My nervousness before presenting shows up in my body as...

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00:08:52.840 --> 00:08:58.680

Marius Möhler: My nervousness before presenting shows up and in my body as, and you just complete the sentence.

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00:09:17.030 --> 00:09:17.890

Marius Möhler: Okay.

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00:09:18.690 --> 00:09:22.949

Marius Möhler: That feeling that I notice makes it difficult for me, too.

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00:09:25.000 --> 00:09:26.659

Marius Möhler: To do... to be.

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00:09:27.630 --> 00:09:29.929

Marius Möhler: Just... Write it down.

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00:09:30.590 --> 00:09:37.859

Marius Möhler: That feeling... Do you notice in your body when you think you're nervous, makes it difficult for me, too?

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00:09:45.480 --> 00:09:52.069

Marius Möhler: And the next one, that feeling makes... that's a small typo... that feeling makes it easier for me, too.

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00:09:53.510 --> 00:09:57.759

Marius Möhler: that feeling... Makes it easier for me to...

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00:09:58.170 --> 00:10:01.220

Marius Möhler: Maybe it makes... what does it make possible?

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00:10:17.230 --> 00:10:18.750

Marius Möhler: So,

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00:10:19.750 --> 00:10:34.400

Marius Möhler: looking at your, notes, just look at your notes while listening to that really short, impulse, input, that I wanted to share. So, a little bit based on... based on psychology, so I have a background in psychology.

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00:10:34.400 --> 00:10:51.839

Marius Möhler: And so, what I usually find super interesting is how certain elements in your body, but also in your mind, have, they're never only good or only bad. They usually serve different purposes. So sometimes certain things are functional, and sometimes they're dysfunctional.

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00:10:51.840 --> 00:11:03.710

Marius Möhler: So here, I want to show you, kind of, the... both the functionality and this functionality of nervousness along three dimensions. One is around everything around cognitive processes, so think about your mind. So...

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00:11:03.710 --> 00:11:14.409

Marius Möhler: Yes, nervousness actually can be quite beneficial, because it does sharpen your focus, it makes you more on point, and it signals to you, hey, this is quite important.

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00:11:14.730 --> 00:11:24.769

Marius Möhler: However, also dysfunctional elements, where it diminishes your working memory, you start forgetting something, and you start basically losing your mind.

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00:11:25.760 --> 00:11:34.539

Marius Möhler: The second element is anything around, social, social processes, so you interacting with your audience.

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00:11:34.890 --> 00:11:51.700

Marius Möhler: high nerve... actually, a little bit of nervousness can be quite functional, in a sense that it basically makes you this owl that I've... that I mentioned before, and basically you open up your eyes, you look around, and you pick up cues from your audience that you wouldn't have picked up, not being nervous at all.

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00:11:52.050 --> 00:12:10.270

Marius Möhler: However, if you overdo it, then it starts being a bit more about self-impression management, you start to being more turned inwards, you start to realize all these different, these different feelings in your body, and so you lose connection with your, with your audience.

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00:12:11.140 --> 00:12:15.420

Marius Möhler: And the second is all around... the third element is all around motivation. So...

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00:12:15.670 --> 00:12:33.569

Marius Möhler: Excitement and arousal and nervousness actually can be really, really powerful as a tool for you to be motivated, to be driven. And so, probably, once you are nervous, you start preparing better, you will increase your effort in putting in delivering a presentation.

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00:12:34.280 --> 00:12:38.149

Marius Möhler: However, this functional component of it to the right.

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00:12:38.460 --> 00:12:50.270

Marius Möhler: on that slide, is basically you can withdraw. You will actually see, I don't want to engage with that audience anymore, I don't want to deliver that presentation. So that's the dysfunctional part.

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00:12:51.560 --> 00:13:01.039

Marius Möhler: if you put all of this together, and that's kind of the, one takeaway I want you to, to leave with, is basically, is...

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00:13:01.040 --> 00:13:17.130

Marius Möhler: do not fight nervousness, but rather embrace it. So, actually, there are quite positive effects of being nervous. If you have no nervousness at all, so you have a really low arousal, that actually is detrimental to your

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00:13:17.130 --> 00:13:30.529

Marius Möhler: motivation, to your social radar, but also to your cognitive process. So we need some element, some level at least, of nervousness. However, if it's too much, so if the arousal goes too high.

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00:13:30.700 --> 00:13:34.609

Marius Möhler: Then you... these, detrimental effects start to kick in.

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00:13:34.750 --> 00:13:37.759

Marius Möhler: So yes, embrace it.

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00:13:38.010 --> 00:13:40.120

Marius Möhler: While not fighting it too much.

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00:13:40.600 --> 00:13:44.390

Marius Möhler: And there's a small, kind of,

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00:13:45.090 --> 00:13:50.270

Marius Möhler: This is more evidence, also, that both Marie and I will touch upon this.

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00:13:50.270 --> 00:14:11.529

Marius Möhler: And which is the following. Basically, you see here in this chart, we're not talking about arousal. And I'm not talking about nervousness, but around... but about arousal. And that's because arousal and nervousness, actually, they have the same physiological backgrounds. So, sometimes you might think that you are quite nervous, but what you actually are, you're super pumped up and you're super excited.

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00:14:11.560 --> 00:14:15.020

Marius Möhler: About a certain... about delivering a presentation.

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00:14:15.140 --> 00:14:34.159

Marius Möhler: How you can use that, we'll, hear later on by, from Maria, she'll touch upon this, about this reframing, and how you can use this, this common background of both the arousal and excitement, as well as the nervousness.

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00:14:34.360 --> 00:14:37.900

Marius Möhler: But I'll stop here and head over to Maria.

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00:14:42.150 --> 00:14:47.500

Maria Rincon: Thank you, Maurice. So... Let's continue here.

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00:14:48.830 --> 00:15:06.310

Maria Rincon: with techniques for stress management in public speaking. So, Marius gave a bit more of an in-depth academic way for you to understand yourself in public speaking, fears, what thoughts go on in your head before you go on, and understanding how they could actually be useful.

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00:15:06.310 --> 00:15:14.330

Maria Rincon: So now, we're gonna put these into techniques that we can actually use right before speaking, and also while we speak. So...

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00:15:14.840 --> 00:15:16.129

Maria Rincon: Some facts first.

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00:15:16.790 --> 00:15:21.310

Maria Rincon: Around 70% of people in the world are afraid of public speaking.

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00:15:21.310 --> 00:15:39.049

Maria Rincon: And this is just to say that this is something very common, its name is glossophobia, so fear of tongue in ancient Greek, and it actually originated from the fact that when we were in the caveman days, we were in herds, we were a collective society, we were always in group.

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00:15:39.070 --> 00:15:57.059

Maria Rincon: When we became estranged from our group, or even if it's something like public speaking, when we're speaking to a crowd, that sends signals in our brain that, hey, we're alone, we're not safe, what we say might actually cut us off from the group, which will put our survival in death, actually.

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00:15:57.060 --> 00:16:11.850

Maria Rincon: However, what's fun here is that human beings are only born with two innate fears. The first one is fear of heights, and the second one is fear of loud noises. So, even though there are so many people afraid of public speaking, there are many contributing factors.

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00:16:11.970 --> 00:16:13.980

Maria Rincon: And some of these factors include

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00:16:14.160 --> 00:16:26.100

Maria Rincon: Number one, personality. So, you might identify someone that's more introverted or ambivert, so someone doesn't really do well with large crowds, or doesn't get energy from speaking to crowds.

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00:16:26.100 --> 00:16:40.319

Maria Rincon: It could be genetics, so I'm not saying there is a gene that's responsible for the fear of public speaking, certainly not true. However, there are people that are more predisposed to anxiousness and anxiety from the gene pool.

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00:16:40.350 --> 00:16:58.290

Maria Rincon: Another thing could be lack of exposure, so maybe you didn't go to classes in public speaking, or you didn't perform as a kid or in university. It could also be things like during COVID-19, when we were all stuck at home, and we had no social interaction, and it could have really...

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00:16:58.770 --> 00:17:09.490

Maria Rincon: helped us, no, could have really made us more insecure about being in large groups, talking to people, etc. And the last one is cognitive bias.

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00:17:09.589 --> 00:17:26.639

Maria Rincon: So, my favorite cognitive bias to share is something called the Spotlight Effect. So, in 2000, at Cornell University, researchers came up with a study that they wanted to test the spotlight effect to see if people... do people actually notice the small things about you when you are presenting in front of an audience?

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00:17:26.780 --> 00:17:38.000

Maria Rincon: What they did, they put an unassuming student in this Barry Manila t-shirt, and back then, everyone was listening to Britney Spears or NSYNC, and Barry Manila was just not that cool.

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00:17:38.300 --> 00:17:46.309

Maria Rincon: They sent the student around classrooms, where the students were facing the door, or at least the chalkboard, and the door was right next to the chalkboard.

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00:17:46.490 --> 00:17:54.920

Maria Rincon: They made him walk into many rooms in that university, and at the end of the day, they asked the student, what percentage of people do you think looked at your shirt?

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00:17:55.220 --> 00:18:00.129

Maria Rincon: And he said, oh god, this... this shirt, I don't know, maybe, like, 50%?

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00:18:00.980 --> 00:18:07.189

Maria Rincon: The researchers went back and surveyed the students that were in the classrooms where this student had walked in, and it was only

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00:18:07.400 --> 00:18:08.810

Maria Rincon: 25%.

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00:18:09.130 --> 00:18:22.020

Maria Rincon: So this just goes to show that we're always so focused on what will people think about us, or what if I get embarrassed because of this, or what about this stain on my shirt? But in reality, people don't care that much.

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00:18:22.240 --> 00:18:31.010

Maria Rincon: So, just remember that the spotlight effect is something that can contribute to our fear of public speaking, but it's something we can override.

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00:18:31.370 --> 00:18:33.069

Maria Rincon: So now, I'd like to...

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00:18:33.810 --> 00:18:45.040

Maria Rincon: Which factors do you feel contribute the most to your own public speaking nerves? Is it personality, genetics, lack of exposure, cognitive bias, or something else?

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00:18:45.490 --> 00:19:00.470

Maria Rincon: And just as you're inputting your answers, and I'll have Alice read them out, just wanted to share that I grew up as an immigrant kid in Vancouver, Canada, spoke no English growing up, and was very shy, lost a lot of confidence in myself when my parents got divorced.

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00:19:00.500 --> 00:19:16.050

Maria Rincon: And so, I really had to find my confidence through exposure therapy in theater classes, working in television, and I overcame this through that exposure therapy, which led to me where I am now, helping other people do that.

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00:19:16.250 --> 00:19:20.620

Maria Rincon: So, Alice, could you please share with us what people have written in the chat?

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00:19:20.860 --> 00:19:40.449

Alice Sinclair: Yeah, sure. So we have, NM says, lack of exposure and cognitive bias. Mandeep says, personality and imposter syndrome. Katie says, cognitive bias, personality, and lack of exposure. So we've got a lot of people saying, you know, more than one, you know, understanding it's more than one, factor that contributes.

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00:19:40.450 --> 00:19:47.010

Alice Sinclair: Chloe says, lack of confidence. Just scrolling down a bit, we've got, Jovanna says, the language.

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00:19:47.710 --> 00:20:05.469

Alice Sinclair: And Catherine says lack of exposure. We've got lots of lack of exposure, so people who don't feel that they've, you know, practiced enough, perhaps, in front of crowds. Personality, we've got a few personality, and a couple of cognitive biases coming in here. We've got loads of answers, actually, this is great.

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00:20:05.470 --> 00:20:07.790

Alice Sinclair: Thank you, everyone. I'll hand back to you, Maria.

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00:20:08.180 --> 00:20:11.580

Maria Rincon: Thank you, Alice, and thank you everyone so much for inputting your answers.

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00:20:12.280 --> 00:20:17.300

Maria Rincon: what I want to say about lack of exposure, the good news with this is that

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00:20:17.420 --> 00:20:34.659

Maria Rincon: public speaking is not something you're born with. Public speaking is a skill that you can work on, and the good thing is that you can use every opportunity you have, either at work or with friends, to use as an opportunity to do public speaking. So, it's not all bad news.

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00:20:35.140 --> 00:20:40.720

Maria Rincon: Okay, so what's really happening in the brain? I really want to go over this because it'll help us understand

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00:20:40.860 --> 00:21:00.779

Maria Rincon: how we're reacting, and how we can actually regulate it. So, I know Marius talked a little bit about this, but I'm just gonna go over the fun basics here. Okay, so, our CEO of the brain is called prefrontal cortex, and it's going around doing its thing, checking off checklists, writing down a script, thinks it's doing everything really awesome, really well, logical, rational part of the brain.

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00:21:00.800 --> 00:21:11.959

Maria Rincon: Now we have the amygdala, the little jellybin red-shaped thing there, and this is the alarm system of the brain, so it's looking out for safety. Its only concern is keeping us safe.

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00:21:12.270 --> 00:21:24.409

Maria Rincon: Now, back in the caveman days, that was keeping us safe from predators. However, now, standing up in front of a crowd can actually set off that amygdala and put us in something called fight-or-flight response.

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00:21:24.710 --> 00:21:33.680

Maria Rincon: What does that look like? Okay, so let's say I'm about to give a speech, and my amygdala is flaring up. This is the fight-or-flight response.

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00:21:33.680 --> 00:21:48.869

Maria Rincon: My heart races, my palms are sweaty, do I fight? Which means, like, oh, I gotta get through this, my cortisol is off the roof, I'm speaking very quickly, or do I fight? Do I just say I need to get out of here and I avoid any public speaking situations?

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00:21:49.350 --> 00:21:52.469

Maria Rincon: What we want to do is we want to start to reframe.

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00:21:52.620 --> 00:22:10.840

Maria Rincon: So, we want to take some deep breaths, inhale and exhale. I'll show you a breathing exercise later on, and we want to reframe those thoughts. So, this is what Maurice

talked about. When we're able to do that, a number of times, we're actually able to turn off that fight-or-flight response inside of us.

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00:22:10.990 --> 00:22:13.600

Maria Rincon: And get over our nerves of public speaking.

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00:22:14.730 --> 00:22:25.220

Maria Rincon: Now, here let's go over our managing nerves. So the first thing we want to tell you is that there is no shortcut. I'm sorry, but there is no easy shortcut. We do have to put in the practice.

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00:22:25.640 --> 00:22:34.920

Maria Rincon: This is because once we know our material, even though we get nervous, we'll be able to fall back on focusing on the message before the delivery.

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00:22:35.010 --> 00:22:47.560

Maria Rincon: So, here I like to use this rule called the 50-25-25 rule by Terry Saltzblatt. He was a speechwriter for Barack Obama. What he says is that research for 50% of the time.

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00:22:48.580 --> 00:22:56.979

Maria Rincon: 25% of the time, write the script, or the key points, or put the PowerPoint together, and 25% of that time, focus on practicing.

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00:22:57.440 --> 00:23:11.479

Maria Rincon: Because your brain is focusing more on putting the information together, it's more likely to remember what you're going to be talking about, and it's going to make it less likely for you to ramble on or freeze, because you have that self-trust in the content itself.

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00:23:12.380 --> 00:23:18.309

Maria Rincon: Another thing about practicing, it can look like something in front of the mirror. I can always recommend recording yourself.

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00:23:19.010 --> 00:23:31.609

Maria Rincon: putting it on pause, so not watching it right away, because we tend to be self-critical, but putting it off for an hour or two, and then coming back with observing eyes. So, just like Marius the Owl.

135

00:23:31.610 --> 00:23:39.349

Maria Rincon: Observe what you could do better, what you can do better next time, what you can improve on, without being so judgmental on yourself.

136

00:23:40.210 --> 00:23:41.269

Maria Rincon: The next thing.

137

00:23:41.310 --> 00:23:55.620

Maria Rincon: Deep breaths. So, before going on to a boardroom, or a meeting, or even turning on Zoom, I want you to sit with yourself and take deep breaths. The first thing is that this inhale and exhale helps

138

00:23:55.620 --> 00:24:11.410

Maria Rincon: activate the parasympathetic system, which is the one that's called rest and digest, will help lower the cortisol levels. Number two, the oxygen up to your brain helps you think more clear, and number three, the cortisol offset helps reduce the cortisol in your system.

139

00:24:11.410 --> 00:24:15.770

Maria Rincon: So, what I love to do here is a 4 and 4, so inhale slowly for 4.

140

00:24:17.440 --> 00:24:18.980

Maria Rincon: And exhale for 4.

141

00:24:21.900 --> 00:24:28.139

Maria Rincon: Practice that in your own time, just as a little reset. And I guarantee, the more present you are with your breath.

142

00:24:28.530 --> 00:24:34.220

Maria Rincon: The less shaky your voice will sound, and the less rambling you'll go off in your head, because you're more fully present.

143

00:24:34.970 --> 00:24:41.899

Maria Rincon: And the last thing, the shake-off. So, for some people who just have a lot of adrenaline in their system and just want to get it off.

144

00:24:42.510 --> 00:25:01.499

Maria Rincon: It's also cortisol. What we do is that we want to shake it off. If you want to be extra cheesy, have a little fun, pump up the music, and dance it off, this is actually based on science. So, in the 1970s, Dr. Peter Levine observed that wild gazelles, after they've been chased by predators, something super traumatic in their lives, they just shook it off.

145

00:25:01.500 --> 00:25:10.080

Maria Rincon: And went along with their day. And this is something that we can learn to literally shake off the excess adrenaline and cortisol in our body before going on stage.

146

00:25:10.320 --> 00:25:23.670

Maria Rincon: There's an example of Tony Robbins, he's a motivational speaker, and he brings a mini trampoline to whatever live show he does, and he jumps on the trampoline to get rid of that cortisol and bring up some excitement before going on stage.

147

00:25:23.670 --> 00:25:33.050

Maria Rincon: So finding out what really works for you specifically, there is no one-size-fits-all formula, but here are some ways that are scientifically proven to help you deal with those nerves.

148

00:25:33.890 --> 00:25:49.579

Maria Rincon: And this is the one Mario was talking about, cognitive reappraisal. So, instead of saying, oh god, I'm nervous, I'm so nervous, oh, this is gonna suck, I'm so nervous, switch it to, I'm excited. Or, if you feel that sounds like total BS, then say, I'm nervous, and I'm excited.

149

00:25:49.740 --> 00:25:54.250

Maria Rincon: That way, you're tricking your brain into helping you think into a positive

150

00:25:54.390 --> 00:25:58.259

Maria Rincon: Association with the feelings that you feel in your body.

151

00:26:00.100 --> 00:26:19.090

Maria Rincon: Now, now we've learned how to manage our nerves before a presentation, here's what to do during a presentation to help you appear more confident. Number one, set tone for

credibility. So, I want you to never, ever, ever again minimize your own authority by starting with, hello.

152

00:26:19.210 --> 00:26:24.319

Maria Rincon: I want you to take away the ums before your introduction, because

153

00:26:24.530 --> 00:26:32.860

Maria Rincon: it takes 7 seconds for a first impression to be made. And if your first sentence has a lot of ums in it, it takes away a little bit of your credibility.

154

00:26:33.060 --> 00:26:42.009

Maria Rincon: I get it, filler words are just part of how we speak as people, and they're not a big deal, but I want you to remove them from the first sentence, if possible.

155

00:26:42.530 --> 00:26:54.850

Maria Rincon: Also, avoid sentences like, I'm just going to talk about... I'll briefly talk about, unless it's actually time-limited, things like, this might be obvious, but... or, I'm not sure if this is the right place.

156

00:26:55.080 --> 00:27:12.649

Maria Rincon: Like, even listening to you right now, I feel like you think, oh god, she doesn't really know what she's talking about, or she seems really nervous. So, instead of saying these sentences, I want you to, bam, start with delivering value, or setting the objective from the very beginning. So, instead of saying, today I'm talking about

157

00:27:12.980 --> 00:27:22.429

Maria Rincon: X topic, I want you to do... today I'm talking about X topic, because it will help you, or us, learn to understand something valuable.

158

00:27:22.590 --> 00:27:33.529

Maria Rincon: When we hook the audience with a value proposition from the very beginning, especially with a confident phrase like this, you're more likely to engage and keep your audience, but also appear more confident.

159

00:27:34.990 --> 00:27:38.879

Maria Rincon: And the last thing I want to touch on is body language. So...

160

00:27:39.400 --> 00:27:50.189

Maria Rincon: Posture not only helps you appear more confident because of something called, of taking up space physically, but also it helps you breathe better.

161

00:27:50.200 --> 00:28:02.760

Maria Rincon: So, when we're breathing with bad posture, we're sinking into our lungs and squeezing our diaphragm, and that is cutting off the air needed for our voice to come out clear and loud.

162

00:28:02.900 --> 00:28:12.299

Maria Rincon: When you stand up straight, you're also having this loopback into yourself that, hey, I've got this, I'm standing tall, I can talk about something.

163

00:28:12.410 --> 00:28:19.519

Maria Rincon: with authority, with grace, with confidence. So, the trick here is just to roll your shoulders back, stand up straight.

164

00:28:19.520 --> 00:28:38.449

Maria Rincon: and walk like you're on a mission. So even if it's to the podium, or even if it's to the front of the room, I want you to walk to that spot with a mission in mind, being like, hey, I'm going to walk there and have a message to deliver. So just tricking your brain into these little tips and tricks that can help you become more confident as you speak and present.

165

00:28:39.270 --> 00:28:41.130

Maria Rincon: That's all from me.

166

00:28:41.610 --> 00:28:44.960

Maria Rincon: Thank you so much, I look forward to your questions, and now back to Marius.

167

00:28:45.860 --> 00:28:51.920

Alice Sinclair: Thanks. Just before you jump in, Marius, thank you very much, Maria, that was absolutely great. I was,

168

00:28:51.920 --> 00:29:10.460

Alice Sinclair: probably not the only person sitting here with my back very straight for that last slide. Maris, I'll hand over to you in just a second. I just wanted to take a moment to encourage everyone to get their questions submitted in time for the Q&A. So, for both Maria and Maris, if you have any burning questions you'd like to ask, then please do pop them in.

169

00:29:10.630 --> 00:29:13.749

Alice Sinclair: Marius, after that interruption, back over to you.

170

00:29:15.190 --> 00:29:29.159

Marius Möhler: Thanks, I was literally about to do the same, because I realized there's very little questions coming in, and I was already frantically looking for the questions and saying, what are the ones I should respond to? But yeah,

171

00:29:29.720 --> 00:29:39.809

Marius Möhler: I'll, switch over to a different part, and I would, encourage a little bit of interaction here, by sharing...

172

00:29:42.320 --> 00:29:44.669

Marius Möhler: Middoms... one second...

173

00:29:44.770 --> 00:29:56.640

Marius Möhler: by sharing, the following question, which is, if you think about how Maria and I, we delivered our presentations today,

174

00:29:56.650 --> 00:30:07.010

Marius Möhler: Or, specifically, how we interacted with you. What felt different today from other presentations that you usually deliver or experience?

175

00:30:07.140 --> 00:30:11.629

Marius Möhler: And if you could share one aspect in the chat, what have you noticed, what Maria and I

176

00:30:11.770 --> 00:30:13.340

Marius Möhler: We're doing differently.

177

00:30:23.380 --> 00:30:29.879

Marius Möhler: Okay, Steven says no ums. I think that goes to Maria, because I noticed, as always, I'm doing many ums, but I'm working on it.

178

00:30:31.250 --> 00:30:35.280

Marius Möhler: Interactive, it says. Engaging. Enthusiasm.

179

00:30:36.650 --> 00:30:42.990

Marius Möhler: Interactive, good pacing, so pacing being the speed of, moving onwards.

180

00:30:44.040 --> 00:30:45.310

Marius Möhler: convoys.

181

00:30:47.690 --> 00:30:53.919

Marius Möhler: you actually enjoy presenting the subject. Okay, that's... that's... that's good. I'm happy, I'm happy to hear that, to read that.

182

00:30:54.140 --> 00:30:56.060

Marius Möhler: Engaging, enthusiastic.

183

00:30:57.260 --> 00:31:08.699

Marius Möhler: talking with a smile. That's something, hard feedback I received, that I usually look very grumpy when delivering presentations, so I'm glad, finally, that feedback,

184

00:31:09.940 --> 00:31:12.160

Marius Möhler: is... is landing. Good.

185

00:31:13.260 --> 00:31:29.360

Marius Möhler: Excellent. So, what... what we wanted to achieve is basically, and I'll share here, it's basically the following. So, what we've done so far is we've focused... content-wise, we've very much focused on, let's say, this... this column of my delivery.

186

00:31:29.610 --> 00:31:43.989

Marius Möhler: So I talked at the beginning about self-regulation, what you can do to manage your stay before and during the presentation. Maria also built up on this, and then added a few more on technique. This was basically the surface level.

187

00:31:44.070 --> 00:31:56.650

Marius Möhler: But what we also did underneath, behind our run sheet, so to say, was also this, this other element at the bottom right, connection.

188

00:31:56.660 --> 00:32:06.850

Marius Möhler: So, we wanted... we wanted this webinar to also be, looking at your kind of experience, and also considering this outer level.

189

00:32:07.850 --> 00:32:23.129

Marius Möhler: This is, at least from my experience, something that is usually missing or not touched upon a lot in presentation, which is, how can you actually also place a focus onto the audience and building connection?

190

00:32:23.290 --> 00:32:25.580

Marius Möhler: So here, I wanted to share

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00:32:25.880 --> 00:32:37.299

Marius Möhler: Briefly, three things that you can do in order to create that connection or that engagement. One, and that's something you've actually witnessed at the beginning, which is activation.

192

00:32:37.760 --> 00:32:49.569

Marius Möhler: So, it can be as simple as, think of the last time you experienced this. I employed this automatic writing exercise, so basically taking you back to the moment when you were nervous the last time.

193

00:32:49.800 --> 00:33:04.250

Marius Möhler: That connects to the second point around self-awareness. So asking... asking your audience, your participants, to then self-connect what they heard to their own experience. So that is another level of creating connection and engagement.

194

00:33:04.380 --> 00:33:16.819

Marius Möhler: And the last one, this is something that you haven't seen in today's session, but it's usually also a quite, quite common approach, which is providing choice, yeah? And I'm specifically, specifically saying here.

195

00:33:16.820 --> 00:33:26.380

Marius Möhler: choice, and not necessarily engagement or discussion, because still, we're talking about delivering a presentation, yeah? We're not talking about workshop.

196

00:33:26.450 --> 00:33:46.090

Marius Möhler: which I like a lot, but it's not the topic of today's session. So, how can you provide a glimpse of autonomy and choice into your presentation? Where you say, I've prepared two more elements, would you rather have a concrete case study, or do you want to have tools and techniques? What would you like to hear?

197

00:33:46.160 --> 00:33:55.649

Marius Möhler: and then you, respond based on the feedback that you provide. So these are 3 smaller elements that you can employ.

198

00:33:56.380 --> 00:34:01.460

Marius Möhler: And as I said just now, our goal was to show

199

00:34:01.900 --> 00:34:05.209

Marius Möhler: To show it through action, basically.

200

00:34:05.380 --> 00:34:10.750

Marius Möhler: Show and... through a show and tell, how you can create more connection in your...

201

00:34:11.679 --> 00:34:14.099

Marius Möhler: In your deliveries of presentation.

202

00:34:14.550 --> 00:34:21.239

Marius Möhler: And with that, I'm... Handing it over to our moderator, Alice, to guide us through the Q&A.

203

00:34:21.920 --> 00:34:44.999

Alice Sinclair: Thank you very... thank you very much, Marius. That was, that was great. That was really, really interesting. And thank you, Maria. Please do keep sharing any questions. We do have lots of great questions coming in, both pre-submitted and in the Zoom Q&A. And just a reminder, to ensure that your question doesn't get lost in the chat, please use the Q&A, which you should see at the bottom of your Zoom screen.

204

00:34:45.000 --> 00:35:09.979

Alice Sinclair: And just before we do dive into your questions, I want to let you all know that we've also created a great follow-on resource to today's topic that we think you'll all find useful. It's a 5-minute practice activity for your presentation skills to apply everything that you've learned today. To receive your link to the practice activity, just go to the Life in Government community and leave a comment on the post pinned at the top of the page. It'll be under my name, Alice Sinclair.

205

00:35:10.530 --> 00:35:18.810

Alice Sinclair: And we will send you a link after the event. My colleague has also posted a link to that thread in the chat just now, so you should be able to see that in there.

206

00:35:19.320 --> 00:35:25.090

Alice Sinclair: Okay, on to the Q&A. We've got loads of great questions.

207

00:35:25.090 --> 00:35:34.090

Alice Sinclair: I... I'm just gonna have a look through them. The first one I'm seeing here is from Louisa, and I think this is... this has come from a couple of different people.

208

00:35:34.090 --> 00:35:47.710

Alice Sinclair: Any tips on managing your voice as a part of regulating nervousness? You know, that shakiness that you... that you can get if you're nervous? Maria, I'm going to go to you first, if that's alright, and then Marius, if you have anything you'd like to add, then please do.

209

00:35:49.590 --> 00:36:09.539

Maria Rincon: Thanks, Alice. So, for the voice, it still goes back to the breathing. When our nerves are up and running with the cortisol and adrenaline, our voice is also going to get a bit shortened, or a bit squeezed up inside because of the diaphragm. So, what I want you to focus on here is...

210

00:36:09.630 --> 00:36:11.780

Maria Rincon: Doing a little hack, which is...

211

00:36:12.550 --> 00:36:25.289

Maria Rincon: taking a glass of water in the middle of your presentation, or in the middle of a talk, to just calm yourself a bit, or take a deep breath. So, essentially, you're not going to be able to fix it right away in real time.

212

00:36:25.290 --> 00:36:34.919

Maria Rincon: However, if you just take a pause to take a deep breath, you're going to be able to relax the nervous system a little bit, as well as the diaphragm, to help you control your voice.

213

00:36:35.180 --> 00:36:40.400

Maria Rincon: What I can also recommend to avoid that is some...

214

00:36:40.680 --> 00:36:48.880

Maria Rincon: Tongue twisters or some practice drills before you do some speaking, especially if you have a very early morning presentation or a talk.

215

00:36:49.120 --> 00:37:02.809

Maria Rincon: What this can also help do is release some tension in the jaws, as well as help you release, relax your tongue, so that you can speak eloquently, and warm up the voice before you do that. So, it can even look like something

216

00:37:02.810 --> 00:37:12.910

Maria Rincon: go onto Google and search up some fun tongue twisters, but also something that I learned from a voice teacher is do lip trills, so it could look silly, but it's like this.

217

00:37:14.510 --> 00:37:25.910

Maria Rincon: So it's not only warming up your lips and your tongue, but the vibration is actually helping you soothe and help pre-prepare and warm up your voice and your throat before you start speaking.

218

00:37:25.910 --> 00:37:35.990

Maria Rincon: So, it can also put you in a better mood, because humming is supposed to, you know, help calm the nervous system a little bit. So, even if you feel silly doing it, I definitely recommend it.

219

00:37:37.080 --> 00:37:40.660

Alice Sinclair: Amazing, thank you, Maria. Is there anything you'd like to add to that, Marius?

220

00:37:43.720 --> 00:37:59.489

Marius Möhler: I'd like to take a different angle on that, and combine it with a few other questions that I've seen in the Q&A, which is around, basically, if I notice that I'm nervous, what to do about it? And that comes also with a symptom of maybe a shaky voice.

221

00:37:59.600 --> 00:38:05.290

Marius Möhler: And the perspective that I would like to add is here is, Accepted.

222

00:38:05.850 --> 00:38:18.520

Marius Möhler: And don't fight it. So, that's kind of stemming from acceptance and commitment therapy, which is a psychological, therapy approach, but it's one that I'm using a lot in coaching also, is basically, instead of

223

00:38:19.570 --> 00:38:29.550

Marius Möhler: kind of first step is noticing that you're nervous, and that's okay. So, being in connection with your own body and realizing, oh, that's interesting, I'm nervous at the moment.

224

00:38:29.640 --> 00:38:42.189

Marius Möhler: Maybe you want to reframe it and say, oh, that's actually... can be productive, something that we've tried to touch upon today. But also, instead of fighting it, and so placing your entire focus on this nervousness, and just saying.

225

00:38:42.470 --> 00:38:55.150

Marius Möhler: coming from a place of curiosity and saying, oh, that's interesting, I'm... I'm nervous. Oh, stop. Oh, that's interesting, my voice is shaky. Interesting. Oh, that's interesting, I'm swimming. Interesting. And... and so that's...

226

00:38:55.470 --> 00:38:59.390

Marius Möhler: That kind of frees up your cognitive space.

227

00:38:59.580 --> 00:39:15.480

Marius Möhler: in your headspace, if you will, to then really focus again on the audience. And speaking of headspace, maybe some of you know this meditation app. They actually use the very same technique, which is basically this cloud that comes up, and you say, you notice it. Oh, interesting, there's a cloud in the sky.

228

00:39:15.540 --> 00:39:32.949

Marius Möhler: And that's the similar approach you should take with your nervousness, with your nervousness, with your voice, with your arms, etc. So that's kind of my approach in dealing with this. Like, I won't ever get to that excellence in delivering as Maria does, so that's kudos to Maria. So my approach is rather...

229

00:39:33.010 --> 00:39:36.850

Marius Möhler: embrace that I'm... I'll do a lot of M's, and that's... that's okay.

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00:39:39.670 --> 00:39:56.200

Alice Sinclair: That's great, thank you for taking that... that different perspective. Another question from Anonymous this time. How can you get past imposter syndrome when presenting? So, thinking that everyone in the audience knows more than you do, and there's been a couple of different questions coming at this from a couple of different angles.

231

00:39:56.620 --> 00:40:06.950

Alice Sinclair: you know, how do you... how do you... how do you get over the fact that you think you're the least experienced person in the room? Maria, again, I'll go to you... you first, if that's all right?

232

00:40:08.020 --> 00:40:27.159

Maria Rincon: Yes, I definitely think Marius will have a great answer for this. What has worked out for me, and that's something I use with my clients, is keeping track of something called an evidence log. So it's undeniable proof that what you've done in the past, or what you've done today, is recognizable, is worthy.

233

00:40:27.160 --> 00:40:40.369

Maria Rincon: it's the proof to show you that even though you might feel like you don't belong at the table, you actually do. I mean, you got the job for a purpose, you're speaking about a topic for a purpose, you have X amount of years

234

00:40:40.370 --> 00:40:47.789

Maria Rincon: an experience for a reason. And you've been chosen to speak about something for a very good reason, so to trust that more.

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00:40:47.790 --> 00:40:51.320

Maria Rincon: The evidence log... evidence log just consists of a date.

236

00:40:51.810 --> 00:40:58.260

Maria Rincon: An activity, or a proof, something that went well, how you felt afterwards, and what this tells you about you.

237

00:40:58.380 --> 00:41:16.950

Maria Rincon: And this is because our brain has a negativity bias, so it always remembers all the bad stuff and not all the great stuff. And with this piece of paper, it's even better if you write it out, but you can also type it out. Just by reading this, you can also already, in real time, increase your confidence to tackle that imposter syndrome.

238

00:41:18.720 --> 00:41:19.070

Alice Sinclair: That's great.

239

00:41:19.070 --> 00:41:20.779

Maria Rincon: Marius, would you like to add to that?

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00:41:22.540 --> 00:41:26.210

Marius Möhler: probably you already know what kind of response I'll give.

241

00:41:27.060 --> 00:41:33.439

Marius Möhler: I think it would be outrageous for me to... we have 382 participants here,

242

00:41:33.560 --> 00:41:37.999

Marius Möhler: Of course, there are many people who are way better than me in delivering presentations.

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00:41:38.490 --> 00:41:51.990

Marius Möhler: Of course. So... but that's okay. I can still add another perspective here. So I think it's a little bit too bold to think that I can only deliver a presentation if I'm the absolute master and expert on that topic.

244

00:41:52.400 --> 00:41:57.060

Marius Möhler: How about you shift this and just say, I can add another perspective here?

245

00:41:57.130 --> 00:42:09.519

Marius Möhler: And adding to this, maybe there are some more experts here in this, in this round. I would love to hear from them. So, I mean, even... even... even here, there, again, 391, one person left, oops.

246

00:42:09.520 --> 00:42:19.789

Marius Möhler: So maybe there are... there are many people who actually say, hey, this is another tip I... that served me really well in this... in delivering presentations, so I'd love to... I'd love to read that in the chat as well.

247

00:42:19.790 --> 00:42:24.960

Marius Möhler: So that's, that would be my approach to that imposter syndrome, which...

248

00:42:24.970 --> 00:42:26.750

Marius Möhler: I think we all... we all experience.

249

00:42:28.450 --> 00:42:30.859

Alice Sinclair: That's really lovely, thank you.

250

00:42:31.260 --> 00:42:42.640

Alice Sinclair: Marius, I'll go to you with this one from Melissa. What if I have a difficult topic to speak about with staff or a group of people that would mean a change in their work or not positive news?

251

00:42:42.780 --> 00:42:56.619

Alice Sinclair: How would you... what are some suggestions to frame the discussion? How would you approach it if you're going to be talking to a group of people and you know they're not

going to enjoy the outcome of your talk, which obviously increases your own nerves and means you're going to be facing people who aren't happy?

252

00:43:00.030 --> 00:43:00.910

Marius Möhler: So...

253

00:43:02.750 --> 00:43:11.399

Marius Möhler: put yourself in... I'm like, no, actually, let me restart. So, I think it's... it's easy to put your own comfort in first place and sugarcoat it.

254

00:43:11.710 --> 00:43:19.160

Marius Möhler: What usually works best in delivering bad news, and that is even... Firing someone is...

255

00:43:19.390 --> 00:43:24.070

Marius Möhler: Going straight to the... to the truth and say, this is the decision.

256

00:43:25.680 --> 00:43:35.479

Marius Möhler: Then... kind of normalizing, and I can imagine how that this must feel disorienting, this must feel...

257

00:43:35.700 --> 00:43:38.050

Marius Möhler: Heart-wrecking, this must be this.

258

00:43:38.380 --> 00:43:53.729

Marius Möhler: And I'm happy... I'm happy to talk about this. And then the third step is to orient. And this is what we're gonna do next. This is how your future will look like. So it's basically delivering the bad news right away, then providing space for...

259

00:43:54.460 --> 00:43:56.640

Marius Möhler: Yeah, for emotions, yeah?

260

00:43:56.750 --> 00:43:59.729

Marius Möhler: And again, not sugarcoating it, but just...

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00:44:00.590 --> 00:44:10.060

Marius Möhler: Just, yeah, seeing as it is. And then the third is around orienting. What's... what's gonna happen afterwards? So that's... these three steps are quite important, yeah.

262

00:44:11.980 --> 00:44:13.839

Alice Sinclair: Thank you very much, that's great.

263

00:44:14.090 --> 00:44:33.060

Alice Sinclair: Maria, I'm going to move on to a different question for you that has been asked by Anonymous for you specifically. They say, I've been living in Canada for 10 years, I came without any English, and now when I want to speak to more than 3 people in a meeting, it gets tricky. With the language in my mind, I feel the words are too basic, and I get nervous. What tips or what advice would you have?

264

00:44:33.360 --> 00:44:34.620

Alice Sinclair: For that person.

265

00:44:35.220 --> 00:44:38.350

Maria Rincon: I can still relate to that as an immigrant kid.

266

00:44:39.870 --> 00:44:57.909

Maria Rincon: There is something called foreign language speech anxiety, and that's because when we are not speaking in our native language, we don't feel as eloquent or as fluent as we do in our mother tongue, and that can also cause some raising thoughts in our head.

267

00:44:58.080 --> 00:45:05.979

Maria Rincon: Recognizing that is one thing, but also understanding that just because you use smarter words doesn't mean you're a smarter person.

268

00:45:06.050 --> 00:45:25.949

Maria Rincon: And going back to delivering value in the way you see fit, and going back to what Maria said, you bring your own perspective, and that is valuable as it is. You don't need to fit exactly right in, like the people that you're talking to, and focus more on speaking your truth instead of trying to fit in.

269

00:45:28.740 --> 00:45:44.149

Alice Sinclair: Great, I love that, thank you. We have a couple of people, Helen and Katie, asking about what happens if you lose track, or lose your flow in the middle of a presentation, or lose your trail of, yeah, lose your trail of thought. How do you prevent this from...

270

00:45:44.150 --> 00:45:48.820

Alice Sinclair: affecting your confidence? How do you prevent this from, you know.

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00:45:48.820 --> 00:45:58.809

Alice Sinclair: grinding to... grinding to a halt. I'm opening the floor to either of you. You both will have great questions... great answers to this, so... so please do hop in.

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00:46:01.150 --> 00:46:02.650

Alice Sinclair: Yep.

273

00:46:02.650 --> 00:46:08.199

Maria Rincon: Sure. So, have something called an anchor phrase, and it could be something just as simple as...

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00:46:08.650 --> 00:46:19.999

Maria Rincon: what I was referring to... so, catching yourself is the first thing, being like, oh, that's interesting, I was rambling there for a bit. Okay, catch yourself, it's no big deal, don't sweat it. Pause for a second, take a breath.

275

00:46:20.630 --> 00:46:29.050

Maria Rincon: And use an anchor phrase. So, what I was trying to say, or... or the key point here is, or the main takeaway is.

276

00:46:29.680 --> 00:46:35.190

Maria Rincon: And then... Summarize what you were saying in one sentence, and then move on.

277

00:46:35.450 --> 00:46:39.520

Maria Rincon: So, it's totally normal that it happens. It happens to all of us.

278

00:46:39.690 --> 00:46:49.030

Maria Rincon: Catch yourself, if you can, take a breath, use an anchor phrase, and then just move on. And don't beat yourself up about it, so just continue. It's all good.

279

00:46:50.890 --> 00:46:53.509

Alice Sinclair: Great. Marius, do you want to... do you want to hop in?

280

00:46:54.250 --> 00:46:56.480

Alice Sinclair: If you lose your train, if you.

281

00:46:56.480 --> 00:46:57.869

Marius Möhler: Things are changing development.

282

00:46:57.870 --> 00:47:00.129

Alice Sinclair: How do you deal with that?

283

00:47:01.380 --> 00:47:07.479

Marius Möhler: I'd pump it up to the next level, which is, imagine yourself even having almost a panic attack.

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00:47:07.740 --> 00:47:09.650

Marius Möhler: But you're literally just freaking out.

285

00:47:09.970 --> 00:47:25.729

Marius Möhler: what served me well, and I actually have... I've had a few panic attacks so far, which is literally, in... in German, you say fluch nach vorne, so basically the, the, the, you flee forwards. So you say, basically, look, I'm just realizing

286

00:47:26.100 --> 00:47:27.580

Marius Möhler: I'm crumbling here.

287

00:47:28.020 --> 00:47:45.180

Marius Möhler: who could help me here? Or, I'm just realizing I'm losing my thoughts here. Any ideas on how I should approach this? So, play it back to the audience. Of course, this only

works with a smaller team or a smaller audience, but that's usually, kind of, you are still owning the space.

288

00:47:45.480 --> 00:47:47.439

Marius Möhler: You're still here?

289

00:47:47.880 --> 00:47:55.610

Marius Möhler: And you're the one who's leading the process, and then you probably have time to get back again and say, okay, this was really helpful.

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00:47:56.400 --> 00:48:11.530

Marius Möhler: And then you step in again. So you can see how this kind of, overarching theme of vulnerability plays... plays a kind of a key theme in my... in my approach, but I think it is... it is just, human to be vulnerable, and that happens to all of us.

291

00:48:13.440 --> 00:48:26.109

Alice Sinclair: Actually, that leads into... kind of leads into another question from Naomi. Marius, I'll throw this one to you. How do you cope with a lack of interaction with an audience? So if people aren't giving you anything back,

292

00:48:26.210 --> 00:48:34.460

Alice Sinclair: You know, if you'd... if you'd asked your question today, and nobody had answered in the chat, and nobody had said anything, how do you... how do you get the energy up again?

293

00:48:36.680 --> 00:48:42.680

Marius Möhler: This goes towards workshop facilitation, but there's one approach that I...

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00:48:44.570 --> 00:48:51.319

Marius Möhler: that is actually employed a lot, at the Kennedy School, where I did my MTA, which is called warm calling.

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00:48:51.550 --> 00:49:03.610

Marius Möhler: So it's basically, instead of cold calling, we just say, hey, Maria, what do you think about this? I basically say, Maria, in a minute, I'm gonna ask you about topic XYZ,

296

00:49:04.530 --> 00:49:18.399

Marius Möhler: or I'm gonna give you the following question, and then you continue presenting a little bit... a smaller bit, and then you say, so Maria, I told you that I would approach you. What's your take on that?

297

00:49:18.440 --> 00:49:32.610

Marius Möhler: So that is, you can use also chat function here, that's something I do a lot in virtual workshops, where basically I select a few participants, say, hey, I'm gonna shoot the full-on question to you in a second, maybe you want to be prepared.

298

00:49:33.110 --> 00:49:36.490

Marius Möhler: And that's actually a gentle way of.

299

00:49:36.690 --> 00:49:47.559

Marius Möhler: pulling in people in a way that they're still prepared and they don't feel, yeah, anxiety and being called out. So that's one simple approach that I'm... that I'm doing, yeah.

300

00:49:47.920 --> 00:49:49.489

Alice Sinclair: Cares on what Maria says.

301

00:49:50.280 --> 00:49:53.969

Alice Sinclair: Nice, yes, Maria, do you have any tips for audience interaction?

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00:49:55.440 --> 00:50:05.030

Maria Rincon: So, what I would say here is that we can always try our best, but if the audience does not want to engage, then sometimes it's...

303

00:50:05.210 --> 00:50:07.730

Maria Rincon: It's not very possible to push it.

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00:50:09.070 --> 00:50:16.379

Maria Rincon: So, from here, from the beginning, what I can say is in a presentation, have an interactive component straight from the beginning.

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00:50:16.660 --> 00:50:33.949

Maria Rincon: Because if we don't have that in the beginning, then people might actually not get the hint that this is a very interactive session, and they'll just turn off their camera, put themselves on mute, and then just be like, okay, this is a lecture style that I'm not going to take part in. When that already flips off in their brain, then they're less likely to engage.

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00:50:33.990 --> 00:50:50.309

Maria Rincon: So, starting off with an interactive component, and also feeling people... letting people feel heard. So when they do give their input, something just like reading it out loud or acknowledging it can also warm up people to continue to, give their input.

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00:50:51.370 --> 00:51:00.410

Marius Möhler: I'm gonna add one more thing, which is specifically around online workshops. The simplest, most simple technique is stop your screen share.

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00:51:01.120 --> 00:51:12.700

Marius Möhler: Basically, when you are delivering, and you're presenting something, you're sharing your screen, then use the screen share as a... as a signaling tool on now it's interaction, now it's presenting mode.

309

00:51:12.750 --> 00:51:23.410

Marius Möhler: So that is what I'm using most in online workshops, or, like, online webinars. So stop your screen share, and now everything... everyone knows that it's... it's into action mode.

310

00:51:25.380 --> 00:51:27.439

Alice Sinclair: That's great, thank you.

311

00:51:27.720 --> 00:51:46.610

Alice Sinclair: Maria, to you. From Eileen, a practical question. Where do you place your hands while presenting when there is no podium to help reduce visible nervousness? I might add to this as well, as a question of my own, if you're holding something without a podium, how do you stop your hands from shaking and the paper from shaking, for example?

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00:51:46.660 --> 00:51:47.360

Maria Rincon: Hmm.

313

00:51:48.100 --> 00:51:51.089

Maria Rincon: Yeah, I get that. I've been there when I've,

314

00:51:51.140 --> 00:52:11.559

Maria Rincon: done emceeing, and I would... I loved it when there was a podium standing there, because then I could kind of hide behind it and have my hands on the podium, and if they were shaking, then they would be shaking, and no one could see them. So, I totally understand that when there is no podium, we feel very naked, especially having to hold the mic or notes, etc.

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00:52:12.480 --> 00:52:17.770

Maria Rincon: Going back to the, kind of, pre-game ritual, so...

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00:52:18.370 --> 00:52:23.110

Maria Rincon: Taking some deep breaths, observing what you're feeling, and then

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00:52:23.510 --> 00:52:29.290

Maria Rincon: at the end of the day, spotlight effect. So, if your hands do shake a little bit, if your voice does shake a little bit.

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00:52:30.140 --> 00:52:31.880

Maria Rincon: That's alright.

319

00:52:31.940 --> 00:52:51.340

Maria Rincon: each time you do it, it's going to get better and better, and each time you do it, it's essentially exposure therapy. So, what I do not recommend is putting your hands behind you. That's because... there's a fun side story to this. So, back in the caveman days, we saw that palms were trust signals.

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00:52:51.340 --> 00:53:01.649

Maria Rincon: So essentially, if we saw your palms, we're like, oh, it's safe to be around you. If the hands were behind you, we didn't know if you were holding a snack, or if you were holding a weapon.

321

00:53:01.700 --> 00:53:16.539

Maria Rincon: So, essentially, having your hands visible and in open body language can also help you seem more confident and, just, yeah, more open in general to your audience. So, you can always class them together in front of you, I would just not recommend behind you.

322

00:53:16.540 --> 00:53:30.999

Maria Rincon: And try to keep your hand away from twirling with your hair, or your collar, or maybe your skirt, or your pants. If your hand is absolutely jittering and you can't do anything about it, which is okay, you can always put it in your pocket.

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00:53:31.380 --> 00:53:44.999

Maria Rincon: However, try to focus on the pregame ritual, maybe stuff we talked about today, observing, accepting, taking a bit more breath, getting more prepared, and just knowing that every time it will get better.

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00:53:46.210 --> 00:54:05.549

Alice Sinclair: Nice. I'm going to move on to another question for Marius. We've got so many questions still. Anonymous asks, I can sometimes play on my vulnerabilities and almost act up to them. For example, poke fun at my own weakness, or things like that, to encourage empathy, but I think it can make me look less competent or professional. What do you think?

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00:54:14.740 --> 00:54:24.929

Marius Möhler: I think there's... there's a... there's truth in that. I think that is... it would be unfair to say that it does not have an impact on perceived credibility.

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00:54:28.060 --> 00:54:34.620

Marius Möhler: So, yes, I think there's still, to Maria's point, how can you ensure that the very first moment are

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00:54:35.350 --> 00:54:40.740

Marius Möhler: In a way, effective, or in a way that you present your best.

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00:54:41.500 --> 00:54:42.889

Marius Möhler: At the same time.

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00:54:43.620 --> 00:54:53.319

Marius Möhler: I would like to challenge that professionalism is kind of the highest value, or the absolute definition of excellence, and not connection.

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00:54:53.490 --> 00:54:55.550

Marius Möhler: Or not,

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00:54:56.910 --> 00:55:04.449

Marius Möhler: likability, or... I don't know, different... the different definition of good, so that's... that's something I would like to stress.

332

00:55:04.630 --> 00:55:08.369

Marius Möhler: And you can probably find your own sweet spot.

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00:55:09.460 --> 00:55:21.179

Marius Möhler: That would be my... my... my thinking about this, but yes, it does... there is a certain trade-off between, yeah, competence, or perceived competence, and vulnerability.

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00:55:21.640 --> 00:55:22.430

Alice Sinclair: Yes.

335

00:55:23.430 --> 00:55:43.879

Alice Sinclair: Thank you very much. Right, I think we have time for one more question, and I'd like to answer it... ask it of both of you, but if you could just keep it to, like, a one-minute answer, that would be fantastic. How do you respond to challenging or unexpected questions? So, you know, those tricky questions you might get partway through a presentation, or at the end. Maria, start with you.

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00:55:45.560 --> 00:56:03.789

Maria Rincon: So the first thing I would do is to acknowledge. So, listen to what's behind that tricky question. Is it uncertainty? Is it something they're worried about? And acknowledge that. I wouldn't say directly, but say, hey, I hear where you're coming from, I understand why you would bring this up. A lot of the times.

337

00:56:03.980 --> 00:56:18.449

Maria Rincon: the people asking these questions know that they're not going to get the exact right answer they want. However, once you acknowledge them, you allow them to feel heard,

seen, and then you can strategically continue with the rest of your answer. So that's one of my first tips.

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00:56:19.610 --> 00:56:20.690

Alice Sinclair: Fantastic.

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00:56:22.070 --> 00:56:23.800

Marius Möhler: Yes, and...

340

00:56:24.170 --> 00:56:33.619

Marius Möhler: if you give an answer, don't expect to give a perfect answer. Instead, then follow up and say, have I answered your question? What else is missing? So that...

341

00:56:33.620 --> 00:56:51.750

Marius Möhler: even more stresses the, kind of, the feeling of, I'm being heard, I'm being... I'm being seen here as a participant, because usually that's what is... what is driving the biggest resistance in presentation and workshops, is when people don't feel seen. So I think that's quite important.

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00:56:53.130 --> 00:57:10.960

Alice Sinclair: That's really great. Both those answers are fantastic. We've had some incredible wisdom from both of you. Thank you so much, and I think I speak for everybody, when I say I've really enjoyed that, and I feel like I've got a lot out of... out of that. So I'd like to ask everyone to join me in giving Maria and Marius a virtual round of applause.

343

00:57:11.150 --> 00:57:27.220

Alice Sinclair: And most importantly, thanks to you, the attendees as well, for investing in your learning and being so engaged in this topic. Thank you so much for all your questions and all your engagement in the chat. It's been really great. The team is going to pull up a quick poll to find out how you felt about today.

344

00:57:27.350 --> 00:57:33.590

Alice Sinclair: Which will help us continue improving our content, and we would really appreciate your responses and that.

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00:57:33.730 --> 00:57:54.590

Alice Sinclair: And before you go, and whilst you're responding to that poll, I just want to share a few more events that you can register to join us at again soon. If you're not available to join live, remember that you can always register for the event in order to get sent the recording to catch up whenever suits you. So we have Delivery 101 this Thursday for practical tips to build your delivery skills in complex government environments.

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00:57:54.590 --> 00:58:04.350

Alice Sinclair: Our next AI Skills Lab will be on AI for Research, which is next Tuesday. And then next month, we'll be exploring how to make meetings more productive.

347

00:58:04.690 --> 00:58:20.429

Alice Sinclair: Okay, that is all we have time for today. We hope you found it helpful, and we want to say a huge thank you to our speakers, and today... to everyone who's made today happen, and to you, the attendees, for taking time out of your busy days.

348

00:58:20.530 --> 00:58:38.720

Alice Sinclair: Maris and Maria, thank you so much. And everyone, keep an eye out for the email coming your way with today's recording and resources, and don't forget to find my post in the community, and we hope to see you at another apolitical event very soon. Have a great day, everyone, and thank you. Goodbye.

349

00:58:38.720 --> 00:58:39.250

Marius Möhler: Thank you.