

Communication, Problem Solving and Future Planning are important



Introduction (takes ~ 1 minute)

- ✓ **Impact statement** "It's easy to give a good talk"
- ✓ **Welcome people** "It's great that you have stayed on to the end"
- ✓ **Introduce yourself**
 - ✓ Name
 - ✓ Credentials, e.g. organisation, experience
- ✓ **Set the framework**
 - ✓ Time of the talk "10 minutes"
 - ✓ Topic "Top Talk Tips and Problem Solving"
 - ✓ 2-5 simple main points up front "Structure and engagement"
 - ✓ How it will run – visuals/questions/handouts
- ✓ **Purpose** of the talk "better job next time"

How to structure a good talk

- Introduction – 1 minute
- Main body – 2-5 points
- Winding up – 1-2 minutes
- Closing position/action/challenge

Main body – point by point

- **State** "Structure"
- **Explain** "People need to know where you/they are – sign posting"
- **Examples**
 - "X had no content page and too much material"
 - "TNS survey"



Communication and Problem Solving

TNS Ranking of employee attributes

Ranking	Attribute	Distribution of points
1	Effective communication skills	1280
2	Problem solving skills	1269
3	Practical, hands on skills	1130
4	Ability to seek/interpret new information	1065
5	Planning, organising, self management	1035
6	Teamwork	1010
7	Client focus	802
8	Knowledge of technology	778
9	Theoretical skills	715
10	Global perspective	435

Winding up (~ 1 minute)

- **Signal** conclusion "so in summary..."
- **Thank** audience "thanks you for your attention...."
- **Reminder** about questions/handouts/references
- **Repeat** 2-5 points "structure and audience engagement"

Closing position/action/challenge

- “So with these tools do better next time...”
- “So you can now go home and communicate better...”



Some Tips

- Pose the main question/purpose in the talk title
- Give sources of information for credibility
- Don't read from notes
- Spell check
- Give structure of talk early with sign posts
- A picture paints a thousand words
- Repeat main points
- “structure and engagement”



Problem solving – 7 steps

1. Define problem (ask why 5 times)
2. Define objectives
3. Generate alternatives
4. Develop action plan
5. Trouble shoot
6. Communicate
7. Implement



Acknowledgements

Funding from AWI, MLA and the Australian Wool Education Trust

