

## Presentation Instructions

Who is this presentation for?

The trainer and learners.

What is in this Presentation?

- Course information that matches the Learner Guide content.
- Review questions and model answers.
- Slides contain summarised content, with full notes and information for the trainer, visible when the slide show is shown in "Presenter View" (see instructions on next slide).
- Use this presentation to support and reinforce the training information from the Learner Guide.

What do you need to do before you use it for the first time?

1. Rebrand the presentation.
2. Review the presentation as part of your validation process.

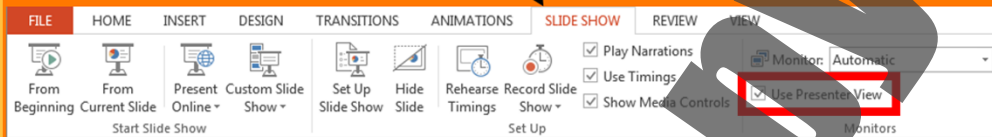
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## Instructions for Viewing in Presenter View

**NOTE:** This view is only applicable when the computer is connected to a second screen or a data projector.

Once the second screen/projector is connected make sure that the "Use Presenter View" box is ticked.

This is found in the "SLIDE SHOW" tab as shown below.



**BSBMM411**  
**MAKE PRESENTATIONS**



**TRAINING**  
**PRESENTATION**

**Evaluation only**

## Training Presentation Sections

Click on a box to go to that section.



Section 1: Prepare for Your Presentation



Section 2: Deliver Your Presentation

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Section 1:  
Prepare for Your Presentation



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## 1.1 Introduction

This training course is based on the national unit of competency **BSBCMM411 Make Presentations**.

This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

No licencing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.



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## 1.1 Introduction

This unit applies to individuals who may be expected to deliver presentations for a range of purposes, such as marketing, training or promotions. They need to utilise well-developed communication skills in presenting a range of concepts and ideas.

The materials in this course cover the procedures and requirements for:

- ◆ Preparing a presentation.
- ◆ Delivering the presentation.
- ◆ Reviewing the presentation.



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- ◆ Reviewing the presentation.

## 1.2 Plan Approach and Intended Outcomes

There are a number of reasons that you could be required to make a presentation.

It may be to:

- ◆ Persuade your audience.
- ◆ Challenge your audience.
- ◆ Entertain your audience.
- ◆ Educate your audience.
- ◆ Sell something to your audience.
- ◆ Build goodwill with your audience.
- ◆ Motivate your audience.



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### **1.2.1 Determine Intended Outcomes and Presentation Approach**

The first step in planning your presentation is to determine your intended outcomes. This will help you to choose an appropriate approach for the presentation.

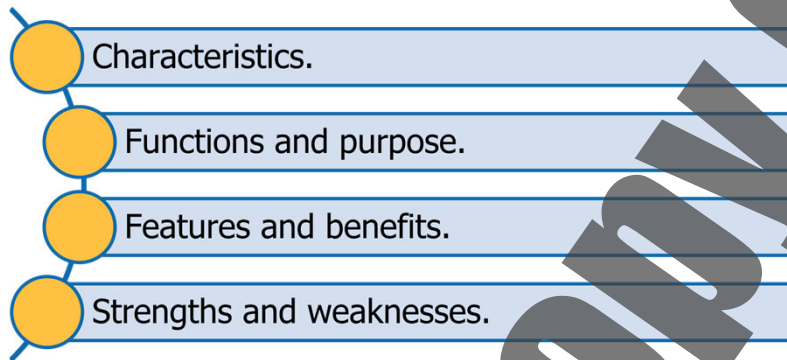


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## 1.2.1 Determine Intended Outcomes and Presentation Approach

In working out your intended outcomes, think about the following aspects of your industry, product or service that you will be presenting:



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- ◆ Characteristics.
- ◆ Functions and purpose.
- ◆ Features and benefits.
- ◆ Strengths and weaknesses.

## 1.2.1 Determine Intended Outcomes and Presentation Approach

To find out this information you can:

- ◆ Read your organisation's policies and procedures.
- ◆ Read brochures or other information.
- ◆ Read the information on the boxes or packaging.
- ◆ Attend training sessions.
- ◆ Try the products or services.
- ◆ Compile a product or service knowledge checklist.
- ◆ Talk to your colleagues.
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## 1.2.1 Determine Intended Outcomes and Presentation Approach

In planning your presentation approach you should consider the following:

- ◆ The type of presentation that is suited to the information you need to present.
- ◆ The intended outcomes.
- ◆ Your target audience.
- ◆ Key topics to be covered and the information you will include.
- ◆ Venues.
- ◆ Dates and schedules.
- ◆ Budgets.



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## 1.2.1 Determine Intended Outcomes and Presentation Approach

- ◆ Presentation aids or materials.
- ◆ Other resources required.

If you are unsure of how to assess the information you have collected, or whether it complies with your workplace policies and procedures, speak with your supervisor, manager or other relevant personnel.



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## 1.2.2 Understand Your Organisational and Legislative Requirements

You will also need to consider the key legislative and regulatory provisions that may affect the way your organisation operates. You may need to comply with laws and regulations involving:

- ◆ Anti-discrimination.
- ◆ Ethical principles.
- ◆ Codes of Practice.
- ◆ Privacy laws.
- ◆ Environmental issues.
- ◆ Occupational Health and Safety/Work Health and Safety (OHS/WHS).



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### 1.2.2.1 Anti-Discrimination

Laws about anti-discrimination are made at both the Commonwealth and state or territory levels.

These laws provide a range of grounds for a person to lodge a complaint if they feel they have been discriminated against on the basis of:

- ◆ Age.
- ◆ Race.
- ◆ Sex.
- ◆ Disability.



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### 1.2.2.2 Ethical Principles

Ethical principles focus on values such as trust, good behaviour, fairness and kindness. Organisations usually set their own ethical standards.



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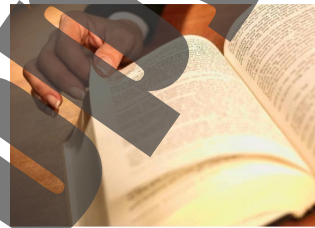


### 1.2.2.3 Codes of Practice

Codes of practice are a set of ethical principles guiding the way an organisation operates. They may use an industry code of practice.

These codes are not mandatory like laws but are honorary codes.

Alternatively, an organisation might have its own code of practice that you are expected to operate within.



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#### 1.2.2.4 Privacy Laws

There are federal, state and territory legislation and regulations surrounding privacy. Under these laws, you need to be careful how you handle, store and dispose of personal information.

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## Section 1 Review Questions

1. When working out your intended outcomes, what aspects of your industry, product or service should you think about?



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Answer may include:

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