



THE UNIVERSITY OF
SYDNEY

Listen and Speak Under Pressure Course

*Centre for
Continuing Education*



Listen and Speak Under Pressure Course

You might imagine that listening and speaking under pressure is a natural ability - you either have it or you don't. In fact, with good preparation and a structured approach you can develop the confidence to be spontaneous and articulate when presenting a proposal, public speaking, strengthening your case or selling your ideas. This lively course will show you a four-step system for doing this, so that, even under pressure, you can speak accurately, fluently and flexibly.



Outcomes

By the end of this course, you should be able to:

- demonstrate your improved skill in planning to listen and quickly understand questions
- use 'pause gaps' and improve your use of honouring silence
- utilise methods of improving confidence and perceived confidence through addressing your physical presentation and vocal abilities
- utilise a range of easy to use talk structures to respond to any question
- quickly translate ideas to speech.



Content

- How to build your thinking and speaking on your feet 'identity'
- What the 'client' perceives is what matters
- Creating perceptions of confidence when listening
- Creating perceptions of confidence when responding
- A beginning, middle and ending, and other talk structure techniques
- How to build your fluency and flexibility with 'under fire' practice



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face



Dates

Browse available
[course dates](#)

Materials

Course materials, including a presentation and a course booklet, are provided electronically.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Featured facilitators



Michael Kelly

Michael Kelly is a highly experienced personal communication speaker and trainer. Michael has been coaching and training leaders for more than 20 years. He loves helping leaders 'own' any type of interaction, encounter, meeting and presentation through how they listen, speak, present, handle, carry and conduct themselves.

Michael believes the best leaders lead by example. He believes the best leaders, are highly self-aware of themselves and how they are perceived by others.

Michael holds a Master of Science degree in Speech Pathology from the University of Redlands in Redlands, California and a Bachelor of Arts degree in English from Worcester State College in Worcester, Massachusetts.

With former Premier of New South Wales, Bob Carr, Michael has produced the popular audio programme, Choice Voice - Lessons from great speaking voices. He has also produced a novel video learning programme entitled, Confident Personal Communication.

Michael's top-level, life-organising goal is to use ever-improving, field-tested ideas and techniques to help people maximise their communication potential.



Delivery style

This workshop is one of a trilogy of courses that Michael Kelly delivers. It repeats the core principles and reinforces the content of the courses: [Presentation Skills: Plan and Deliver Memorable Presentations](#) and [Communication Strategies for Becoming an Inspiring Leader](#). However, the focus of this course is on projecting confidence in any pressured interaction, including Q&A at the end of a group presentation, responding to ad hoc questions in a sit-down meeting and handling chance encounters with senior executives.

One process of the course involves 'repeated practice attempts' of a technique, followed by feedback. These practice attempts can seem artificial to some people. Michael's fieldwork with his top performing clients indicates these practice attempts with feedback are critical to improving his clients behaviour in real interactions. In effect, these top performers focus and care more about improving, than about any artificialness involved in the practice attempts.



"My team and I got a chance to step out of our comfort zones, be vulnerable and put ourselves in situations we are likely to want to avoid in our everyday environment. Almost every area we touched on is an area I need to improve on myself. I think it was a great foundational day course."

Stephanie Martinez



Getting the most from your attendance

You're making an investment of your time and money by enrolling in this course. Here are three suggestions to help you reap benefit from your attendance:

1. Consider what work colleague/friend you could teach an idea/technique to. This means, arrange a five minute catch-up appointment with a work colleague/friend the next work day after your course to teach that person the most memorable idea/techniques you learned in the course. This 'teaching' will help you retain the idea/technique. Until you can teach an idea/technique to other people you don't really know it yourself.
2. Plan to participate/volunteer. In all of Michael Kelly's courses, he offers various opportunities, throughout the day, for you to have additional attempts at practising techniques/interaction types. The people that volunteer for these opportunities get more worth from the course. So come prepared to participate and volunteer.
3. Before the course day write down in one sentence or phrase a specific thing/behaviour/attitude etc. that you'll like to exit the day with. You'll get the opportunity to share this thing/behaviour/attitude at the start of the day.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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