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""Gaining Acceptance""""Building Audience Rapport""; ""Vulnerability""; ""Establish Common Ground""; ""Friendly is Good, Familiar is Not""; ""Acknowledge Knowledge and Know-How""; ""Working around Personal Quirks""; ""Questions and Answers""; ""Honoring Audience Expertise""; ""Increasing Visibility""; ""Changing an Audience's Point of View""; ""Agendas and Overviews""; ""Introductions and Openers""; ""Positive Communication""; ""Do's and Don'ts""; ""Chapter 5 - Put Teeth into Your Technique""; ""Purpose Drives Process""; ""Question and Answers""
 ""Delivering the Main Course: Information, Skills, and Message""""Limiting Content""; ""Reflections and Connections""; ""Motivating an Audience""; ""Generating New Thinking""; ""Understanding: Taking the Road Less Traveled""; ""Nonverbal Communication""; ""Small Groups to Enliven Learning""; ""Timing Group Work""; ""Maintaining Involvement""; ""Regaining Attention""; ""Ensuring Active Participation""; ""Tight Parameters to Ensure Success""; ""Do's and Don'ts""; ""Chapter 6 - Enthrall a€?Em all""; ""Job 1: Make Time Disappear""; ""Infusing Excitement into Sessions""
 ""Variety as a Vehicle""""Monitoring an Audience""; ""The 1a€?2a€?3 Rule""; ""Questions and Answers""; ""Introductions Set the Tone""; ""Change of State""; ""Movement: More Than a Sign of Life, the Glue for Learning""; ""Energizers""; ""Breaks""; ""Putting Lecture in its Place""; ""Covering Volumes of Content: Alternative Methods""; ""Accountability in Group Work""; ""Group Size""; ""Visuals to Enhance Meaning""; ""Directing Attention""; ""Applying Content""; ""Handling Questions""; ""Do's and Don'ts""; ""Chapter 7 - Rave Reviews: Making Sure You Still Have an Audience Left after Break""
 ""Appeal""

Sommario/riassunto

A do-it-yourself speaking coach, mentor, and image consultant rolled into one, this humorous book shows how to get your point across and win your audience.