

# Delivery Tips

## 1. Be Prepared

This might seem obvious but being prepared is probably the most essential part of running a successful Boost Workshop. The good news is that we have done most of the hard work for you by designing the delegate notes, slides and trainer guide, however you will need to take some time to run through these prior to delivering the Boost workshop.

Make sure you are familiar with how the trainer guide is laid out, when you will required be to ask questions, run an activity or play an audio recording. We've added some useful symbols throughout the trainer guide to help you:



**Activity** – This could be a group or individual activity and will always have a time allocated to the activity. Try and keep to the time indicated or you run the risk of your workshop overrunning significantly. Some activities may require separate handouts or role plays to be used – ensure that these are available prior to the workshop. When running any type of activity always check delegates are clear on what they have been asked to do. During the activity, continually check delegates progress and ensure they are happy.



**Discussion point** – Many of the workshops will include several discussion points – these are perfect to check delegates understanding of the topics and to create some interaction. Try to run through these discussion points prior to the workshop and be prepared for the possible responses from your delegates.



**Video/Audio** – Some workshops have audio or video clips included in the slide deck to assist with the explanation of models or theories. Ensure you are familiar with these prior to the workshop and check also that they play correctly on your laptop or screen.

On the day of your session, take time to arrive early, get set up, and make sure you're completely comfortable with all of your material. Especially if you're presenting in an unfamiliar location, schedule time in advance to check the room's AV capabilities, seating space, and other factors that might impact your ability to present as planned.

## 2. Room Layout

Not all Boost workshops can be run in a venue specifically designed for the purpose, so you may have to make do with a room that is less than ideal. Where possible ensure that your slides can be seen from every seat and are displayed effectively.

### **3. Ensure delegates receive a warm and friendly welcome**

Welcome the group to their Boost session with a warm smile and energy (even if you are feeling a little nervous). If delegates are relaxed, they are more likely to feel comfortable enough to ask questions and create a valuable workshop.

In most cases, people will know each other already but if they don't, ensure you allow time for relevant introductions.

### **4. Project your voice**

Delegates are often unwilling to interrupt, especially very early into a workshop, so if you're talking too quietly many delegates will just sit there struggling. Nerves impact on trainers too, but ensure everyone can hear you, and keep asking questions so you know your audience is listening and engaged.

### **5. Reading from a slide is not presenting**

It's a bugbear that many of us have (and rightly so); sitting through a presentation or workshop and listening to the presenter read the slides word for word. Your training should add additional information and clarity than can be seen in your slides; otherwise you could just send a printed document out and save costs on a trainer and venue.

An effective trainer is one who uses the slides to give the course a framework but talks freely and engages the students in the discussion.

Where complex training models or theories have been included, we have inserted audio recording within the slides, allowing you to simply click 'play' and we will do the rest!

### **6. Be dynamic and engaging**

In your Boost Workshop you need to hold the delegates' attention for some time. You need to be animated and excited, ask questions, build rapport, ask people their opinion and use relevant examples where possible.

Learning is more effective when it involves all of your senses, so regardless of how great your slides are, people will simply not learn as much if they are just sitting and listening.

## **7. If something goes wrong – don't panic**

The reality is that sometimes things go wrong! If this happens, don't gloss over it; take responsibility. Write it down so you can ensure it doesn't happen again, and so your delegates know you take these things seriously. A good reaction to a mistake can turn a neutral person into a vocal advocate for you.

## **8. Take your lead from the delegates**

Keep an eye on your delegates and react accordingly. If they seem disengaged or uncertain, don't keep going, hoping for the best. Pause the workshop and check their understanding before resuming the session.

## **9. Summarise!**

It is important to sum up your key messages and use the last part of the course as an opportunity for delegates to reflect properly. Take the last fifteen minutes for a quick review and to answer any questions the group may have.

- Hand out 'Commit to Action' sheets and ask each person to complete and hand back to you. Explain that these will be passed to the relevant line manager for follow up in a few days.
- Hand out personalised Completion Certificates that should be retained for CPD purposes.
- Remind and encourage them to create the Personal Action Plan (back page of their delegate notes).
- Thank the group and wish them good luck!

Plus, if people don't have questions now you should let them know where they can go to get additional support. The **Zing365** website has a huge amount of 'free' learning resources where the delegates can continue their learning.

## **10. Have Fun!**

When you've spent a lot of time preparing, and things are moving along nicely, it's okay to relax a bit and enjoy the experience. You don't need to become a stand-up comedian, but you can definitely intersperse humour and personal anecdotes into your workshop—it can help your delegates relate to you and stay interested in what's going on.