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### Overview

This standard is about preparing for, delivering and evaluating a formal presentation. It includes making contingency arrangements for potential problems, using voice tone, pace, volume and body language to re-inforce the presentation's message and maintain audience interest and reflecting on the outcomes to identify learning points and improvements for the future. It is for administrators who make formal presentations.

Links: Communications; IT

Specific skills:

1. communicating
2. evaluating
3. managing time
4. organising
5. planning

# CFABAA623

## Deliver a presentation

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### Performance criteria

- You must be able to:*
- P1 choose equipment and plan how to use the equipment's features to best effect
  - P2 develop contingency plans in case of equipment failure or other problems
  - P3 practise and time the delivery of the presentation
  - P4 obtain feedback on the presentation and make necessary adjustments
  - P5 make sure the equipment and resources are in working order
  - P6 make sure the audience receive presentation materials
  - P7 introduce self to the audience and state the aims of the presentation
  - P8 address the audience by speaking clearly and confidently, using language which is appropriate to the topic and the audience
  - P9 use equipment, where appropriate, to enhance the presentation and deal with any problems that may occur
  - P10 vary your voice tone, pace and volume to emphasise key points and maintain the audience's interest
  - P11 use your body language in a way that reinforces your message
  - P12 gauge audience reaction during the presentation and adapt accordingly
  - P13 summarise the key points
  - P14 provide the audience with the opportunity to ask questions
  - P15 listen carefully to questions and respond in a way that meets the audience's needs
  - P16 collect feedback on the presentation
  - P17 reflect on own performance and identify learning points
  - P18 evaluate the presentation and identify changes that will improve future presentations

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#### Knowledge and understanding

*You need to know and understand:*

- K1 different ways of delivering presentations and their features
- K2 how to tailor the presentation to the audience
- K3 the purpose and benefits of rehearsing presentations and how to do so
- K4 how handouts can complement presentations
- K5 the types of equipment used for presentations and their features
- K6 the purpose and value of checking equipment in advance
- K7 how to use equipment to make presentations
- K8 the purpose and benefits of contingency planning
- K9 the types of problems that may occur with presentation equipment and how to deal with
- K10 how to gauge audience reaction to the presentation
- K11 methods of collecting feedback from the audience on the presentation
- K12 how to evaluate the presentation

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**Relevant occupations** Business, Administration and Law; Administration; Administration and Secretarial Occupations; Animal Technologist

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**Suite** Business and Administration NOS (2013); Animal Technology

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**Key words** business, administration, presentation, communication