

A warm welcome to



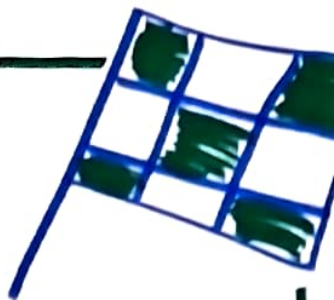
— your workshop —

Competence in  
communication &  
appearance



with Matthias Kating  
Falkenberg Seminare

# GOALS



Exercise

Try out  
new ideas

& have fun

# AGENDA

9:00 Welcome!

9:15 Getting to know each other via presentations & feedback

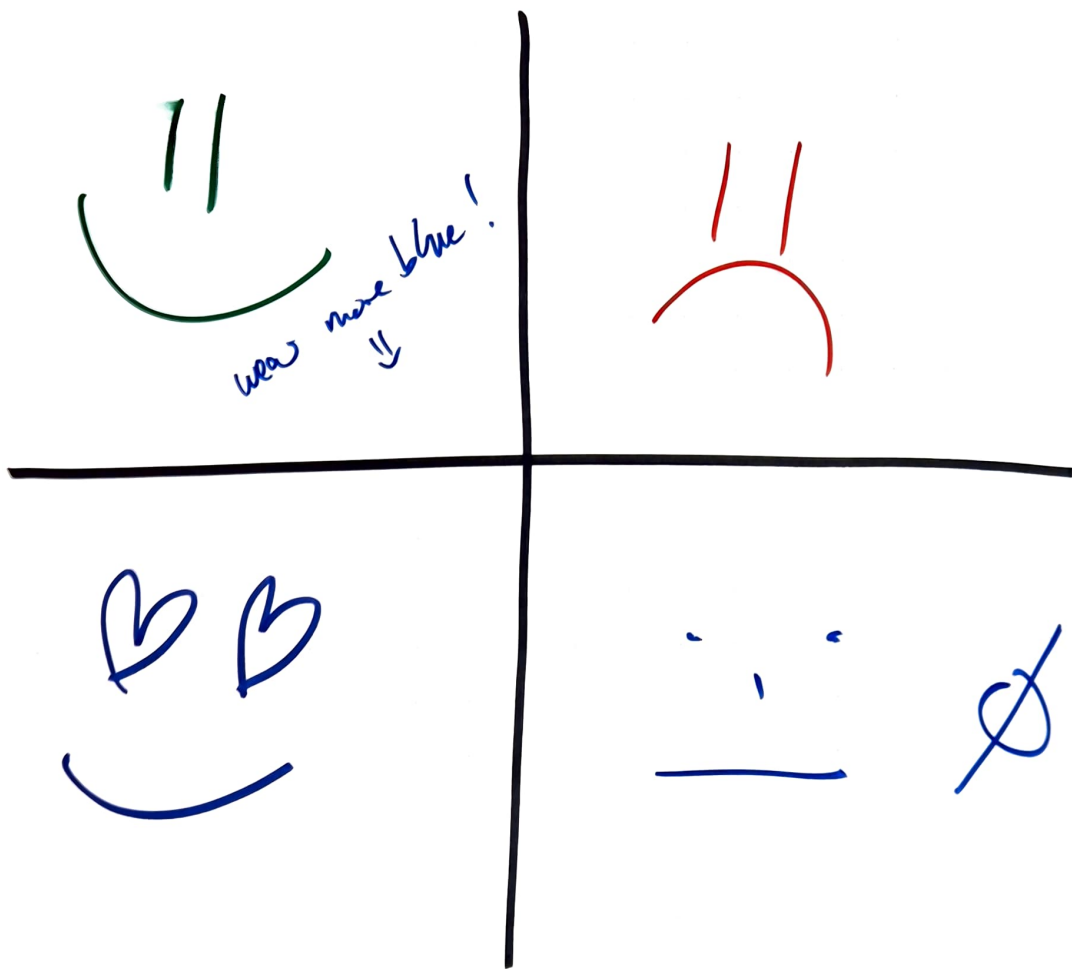
10:30 ☺

10:45 Dealing with stressful situations

12:00 Orientation towards your goals and your strengths

13:00 Finish

# Optimizing the first appearance



- Standing upright, Both feet planted (50:50)  
(facing audience)
- Eye-Contact (find friendly faces)
- Loud voice with breaks (breathe)
- Facial expression + let the hands free



# GIVE and TAKE FEEDBACK

**P**ERCEPTION

**T**HANKS

**E**FFECT

"I have perceived that ..."

- " - heard  
- " - noticed

"The effect it had on me was ..."

"I felt like ..."

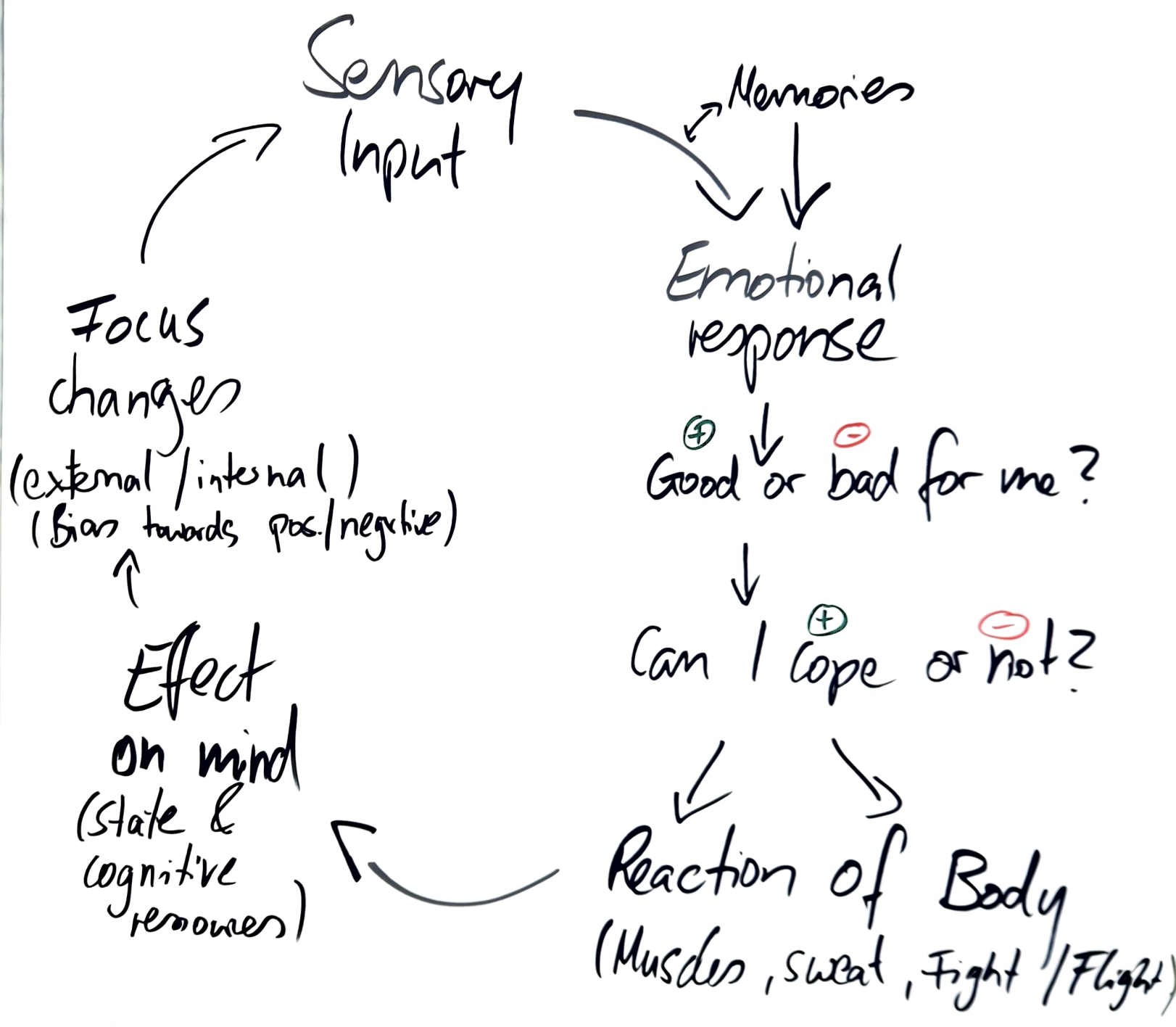
**W**ISH

**D**ECISION

"I recommend ..."

"I wish that you try ..."

# CYCLE OF INTERNAL TALK



- ↳ Bewusst werden
- ↳ Akzeptieren
- ↳ Neu fokussieren

# Dealing with difficult questions

"Ah, so you want to know, ..."

"Did I understand you correctly, that ..."

"It is important for you to ..."

"Let me make sure I understood correctly you mean that ..."

PAUSE → Yes / No

▷ I made this decision because...  
(I am the expert!)

▷ I understand this point, however  
time/extend → postpone after talk

▷ We should consider that ~~that~~ thanks.

▷ Include organisers & audience

▷ I don't know, <sup>let me</sup> let me set back to you

Paraphrase



Lead

Fake it 'till

you make it!