



GIRL SCOUTS OF THE PHILIPPINES TRAINING *HELPS*

A publication of the
GSP Training Division



This issue

How to deliver a great
first time training session . . . page 1

TIPS FOR EFFECTIVE
SPEAKING PRESENTATION . . . PAGE
2

Training Ways page
3

**TRAINING COMMITTEE MEMBERS
TRIENNium 2009 - 2012**

- Chairman : Atty. Susan N. De los Reyes
- Vice-Chairman : Dr. Paz H. Diaz
- Members : Miss Marissu G. Bugante
Dr. Rosenda A. De Gracia
Miss Gloria B. Echaluze
Dr. Alda Perlita S. Polestico
Mrs. Norma R. Valencia

TRAINING DIRECTOR : Ms. Psyche M. Sucaldito

TRAINING DIVISION STAFF
Ma. Carmen B. Gerundio
Leonora B. torda
Arceli C. Evardoloza
Mallet t. arobo

How to Deliver a Great First Time Training Session

Often trainees ask good people to deliver a training session for them. You may be a subject expert, you may be willing, but you've not got experience in being the trainer. Here are a bunch of top tips to get you off to a flying start.

1. **Technology will always let you down.** Get there early enough to find out how everything works, sort any bugs, and get the technology up and running before anyone else arrives. Workbooks and stuff can easily be handed out even after delegates arrived, no one will hardly notice. However, if they arrive and you are struggling with a technological problem, they may quickly assume you don't know what you're doing! Plan a backup approach in case it just will not work.
2. **Establish some session rules up front.** Set yourself up to be able to facilitate powerfully by establishing some session ground rules at the beginning. Put your favorites up, and get the group to add to them. We like to use; No question is wrong, No side conversations, No rabbit holes (Going wildly off at a tangent), Mobiles /PC's off, Have fun.
3. **Put delegates at ease.** As far as possible put delegates at ease by telling there's no role play (assuming there isn't), they will not be put in difficult situations, etc. The more comfortable they are the more they will be willing to learn.
4. **Take the time for the introductions.** It's not just about getting to know everyone, you are building rapport and helping the group to warm up to future contribution and input. Make sure you tell everyone when the breaks will take place, it will help them plan to be there.
5. **Use some music.** Think about using some music during breakouts. It appeals to the creative mind, and has a significant influence on the mood. Soft and gentle makes people reflect, want a buzzing session, but on something more rocky etc.
6. **Get a signal mechanism.** Whistles, hooters, buzzers and other noisy things are great for signaling the end of a breakout. Alternatively use the music, when it stops so does the breakout.
7. **Handouts.** Double check you've got all the handouts with you, and that they are correct.
8. **Getting them back from breaks.** Use team trivia quizzes to get the delegates back from breaks on time. Make it competitive over an event with a small prize at the end. Start the quiz precisely when you announced the break would end, those who aren't back on time will soon be told by their team members that they were letting them down. Apart from that, it's just good fun. Be sure to prepare your questions in advance of the break - keep it slick and quick.
9. **Have delegates keep a learning log.** Throughout the event stop at appropriate points and ask delegates to add to their personal learning logs. In final session-review have them articulate what they are going to commit to do as a result of the learning they've undertaken.
10. **Take control of slides.** Arrange the equipment so that you personally control the slides if used. It's much neater when you move things forward, rather than having to keep telling another person to do it, or worse asking them to flick back to the last slide because they've gone before you are ready.
11. **Switch off your screensaver.** Nothing more frustrating than the screensaver popping up periodically through group discussions. If you are using your PC to present, turn off the screensaver, or at least set it at 2 hour

Continued on page 2

*Leadership is a potent combination of strategy and character.
But if you must be without one, be without the strategy.*

~ Norman Schwarzkopf ~



Tips for Effective Speaking and Presentations

When you step in front of the podium to give your conference presentation, the audience will be looking forward to learning from your research, insight and expertise. Follow these tips to make sure your presentation is as interesting as the material you're sharing.

1. **Speak with conviction.** Show that you really believe in what you are saying. The material you present orally should have the same ingredients as that which are required for a written research paper - a logical progression from a compelling introduction, to strong supporting arguments with accurate and up-to-date information, to a conclusion or summary.
2. **Watch your body language.** People would rather see you active and engaging - your face, body and hands than sitting down or standing still behind the podium.
3. **Remember that YOU are the presenter, not your PowerPoint.** Do not read from notes or slides for any extended length of time, although it is quite acceptable to glance at your notes.
4. **Speak loudly, clearly and with enthusiasm.** Do not mumble. If you made an error, correct it and continue. No need to make excuses or apologize profusely.
5. **Maintain eye contact.** Use the 3-second technique: look into the eyes of a person in the audience for 3 seconds at a time. Make direct eye contact with a number of people in the audience, and every now and then glance at the whole audience while speaking. Eye contact helps make your audience feel engaged and involved.
6. **Respond to the audience.** Adjust and adapt as needed. If what you have prepared is obviously not getting across to your audience, be prepared to change your strategy midstream. If you are short of time, know what can be safely left out. If you have extra time, have another section on hand to add in. Always be prepared for the unexpected.
7. **Slow down and pause as needed.** Allow yourself and your audience a little time to reflect and think. Don't race through your presentation and leave your audience, as well as yourself, feeling out of breath. Avoid "um" between thoughts. Brief silence is a good alternative

Continued on page 4

How to deliver a great ... from page 1

12. **Keep changing the make up of breakout groups.** By always changing the group dynamic each breakout, you ensure everyone put in a great effort, rather than become dominant, or assume an unhelpful role over the sessions. Come up with a load of ways in which you can split the group; hair color, size, month of birth, whether they cook on gas or electricity. The list is unending, and if you run out, just ask everyone to come up with some more ideas.
13. **Stand up and sit down.** Start the session by standing, be bold and make a strong impression. Then use standing or sitting as a tool. Want group discussion and dialogue - sit down and let the conversation flow. Want to take control back, or move things on - stand up and lead the group. Good trainers are up and down all day long!
14. **Working in pairs with a co-trainer** Before the session, determine who's leading each session. Far better than saying in front of the group "Are you doing this part or me?". It also allows you to be thinking about your part, while the other is leading.
15. **Always be one step ahead.** You cannot remember the whole event in detail, neither do you need to. Just know what's coming next. Always one step ahead in everything, but only ever one step ahead.
16. **Take control of slides by using "B".** Ok, so no one wants some training that feels like death by power point. Use this great facility that works in presentation mode, press the b key, and the screen will go black. Use this to take control, to show them the slide again, press b, and the room is again yours to facilitate.
17. **Present to the group, not to the screen.** If using a projector, avoid presenting to the screen. Even when pointing out things on the screen, turn your body so that your facing the group, and make sure they get most of the eye contact. Have your laptop/monitor in line-sight between you and the group, use that, not the screen behind you as your prompt.
18. **Keep one conversation running, never two.** When the group are in plenary make sure there is only one conversation taking place. Have it as a ground rule for the day, and the facilitator gently enforce it. Show each other the courtesy of listening to one person at a time.
19. **Involve, don't dictate.** If dictated to we naturally resist, we engage once we have been involved. So, you may have something to tell the group, but instead of jumping in, use questioning to draw out existing knowledge from the group. Having done that, you can correct or add with your own input - they will be much more receptive to your contribution and expertise having first contributed themselves.
20. **Thank groups and individuals when they contribute.** We all appreciate being valued. So when a group or even individual provides input and insight, thank them before moving on. It all adds to the feeling of being appreciated, valued, which adds to our learning enjoyment.
21. **Point at the projected screen, not the monitor you are using.** If something needs pointing out on a slide, get up and point to the screen, pointing at the monitor you've looking at will help no one.
22. **Become more animated.** You are up the front, and like an actor on a stage you can ham it up a bit. Use more frequently and slightly larger body movements than you would if sitting in a meeting. You can go a long way before it will look too much, and it will give a much livelier impression to the delegates
23. **Behavior breeds behavior.** Remember that your attitude will bounce off the group very quickly. If you are upbeat, interested and alive, so will they be. If you arrive with a hangover, are flat, act bored or static, guess what ... so will they be.
24. **Leave enough time to do a thorough end of session debrief.** This will take longer than you think. It is so important though. Leave enough time to do some active recap (ask them what we've covered and let them tell the group), think about their personal learnings, and articulate to the group what they will do different as a result of the training.
25. **Make personal change contracts.** Have delegates write out lists of what they will differently when they leave the session. Refer to it as a personal contract, encourage them to talk to others about it.

Practice will make perfect, but have tips in mind and you will be off to a great start. Make sure you get some personal feedback after the first event, really listen to it, write it down and think about how you could do better. It's always a little scary, so don't even entertain thoughts of defeat. The delegates are there to learn, and you have something to teach them. Enjoy it, you'll probably sleep really well that night.

Source: www.imanage.org.uk

TRAINING WAYS

Make your training more interesting and varied by introducing different training ways. The following training methods are defined or explained, their uses, advantages, and limitations are discussed and hints are given for carrying them out.



Audience-Reaction Team

At the end of a lecture by a resource person, a small sample group (three to five people) is asked to come to the stage and question the speaker on the lecture to clarify points raised. A useful technique when the audience is very large or whenever it would be difficult to accept questions from the floor.

USES

- ❖ Helps make communication on a difficult topic easier to understand.
- ❖ Provides feedback to the speaker from a sample of the audience.
- ❖ Can lead to a useful discussion to get more information from the speaker.

ADVANTAGES

- ❖ Easy to organize but make sure the speaker is capable of answering difficult questions.
- ❖ Can help a technical expert who is not a good communicator.
- ❖ Its presence may stimulate audience interest.

LIMITATIONS

- ❖ Some speakers object to being questioned in public.
- ❖ The role of the audience is passive.
- ❖ Some of the team members may try to dominate, to show off, or use the stage for their own agenda. Others may be too timid for the task.
- ❖ The presence of the team can upset a speaker.

REQUIREMENTS

- ❖ A raised platform large enough for the speaker and the team.
- ❖ Every member of the audience must be able to see and hear the speakers, so a good sound system is essential.

PROCEDURE

- ❖ The guest speaker must approve the procedure.
- ❖ Chairperson, guest speaker and the team should meet before the event.
- ❖ When the chairperson introduces the topic to the audience, the technique, the rules and the reasons for using it should be explained.
- ❖ The team questions the speaker at the agreed number of times. These could be during the talk or at the end of a lecture.

HINTS

- ❖ Select your team members carefully. Try to get a true sample of people from the audience.
- ❖ Beware! Unless the speaker is confident the team may cause tension.

Conference

A group of people with common interests meeting together to share experiences and to seek new information.

USES

- ❖ To bring groups together to hear about new developments, new ideas and to share views and experiences. (For example, conferences for teachers, farmers, scientists, trainers etc.)
- ❖ To develop plans for promoting a concept (such as planting trees to help the uptake of carbon dioxide) or a political party policy to draw up a manifesto.

ADVANTAGES

- ❖ Members usually discuss topics of high interest to them.
- ❖ Members are usually voluntary attendees.
- ❖ Enthusiasts are brought together to share their expertise and to plan.

LIMITATIONS

- ❖ Often hard to predict and budget for numbers who will attend.
- ❖ Arrangements must be made to provide for a venue, guest speakers, catering, accommodation and other costs and the number of attendees is not known until weeks later.
- ❖ Degree of success is hard to measure.

REQUIREMENTS

- ❖ A budget to cover advertising, printing costs, etc. as well as accommodation and the hire of audio-visual equipment.
- ❖ Auditorium, comfortable seating, small meeting rooms, catering facilities, toilets, transport arrangements, accommodation, audio-visual equipment, display facilities, sound system, notice board, media facilities etc.
- ❖ Promotion and pre-publicity, registration, compiling and publishing programme, handouts, media releases, proceedings, post-publicity and gifts.

HINTS

- ❖ A clear objective is needed. People need to know why they should attend. They need to be told "What's in it for them".
- ❖ Select working parties with care, delegates responsibilities and authority.
- ❖ Find out what people want to know and who are the authorities on the subject of concern. Decide on the speakers you wish to invite.
- ❖ Contact speakers early. It is best to visit them or to speak to them by telephone. Tell them who will be attending, what the conference is about, what is expected from them and who will be paying their fees and expenses. Details should then be sent to speakers in writing to confirm what had been agreed.
- ❖ Publicize the event well in all available media.
- ❖ Appoint someone to look after such speaker to see to their needs and requirements, such as accommodation and travel arrangements.
- ❖ Post-conference publicity is just as important as pre-publicity so supply media with photos, articles and copies of speeches.

Continued on page 4

Tips for Effective from page 2



8. Add humor whenever appropriate and possible. People like to laugh. Remember that fun, interesting speech makes time fly, but a boring speech is always too long to endure.
9. Make sure everything works before you start your session. If possible, have an emergency backup system readily available. Should you face a challenge like a misbehaving microphone, just adapt and move.
10. Tell your audience what to expect. Let them know you will be providing an outline so they will not be distracted taking unnecessary notes during your presentation. Also, indicate when you will be taking questions (throughout the session or at the end).
11. Have a clear, positive ending. End your session with an interesting remark or an appropriate punch line to leave your listeners with a positive impression and a sense of completion. Do not belabor your closing remarks. Thank your audience and suggest next steps or indicate where you will be for additional questions.

Source: *Public Speaking 101*
omnipress.com

Training Ways ... from page 3

Film, Video, DVD

Audio-visual, often detailed presentation of a topic usually produced by an authority on the subject.

USES

- ❖ To present factual material in a direct, logical manner.
- ❖ To provide a break in a training programme.
- ❖ To show things not readily accessible to the viewer.
- ❖ To hear and see an expert giving opinions.
- ❖ To show a sequence over time, (for example, conditions at different seasons).
- ❖ To arouse or increase interest.
- ❖ To illustrate various points of view.

ADVANTAGES

- ❖ Tells exactly the same story each time it is shown.
- ❖ Suitable for a wide range of subjects.
- ❖ Can easily be repeated.
- ❖ Its running time is known.

LIMITATIONS

- ❖ Films are costly to make or buy.
- ❖ Often difficult to find a film on the topic being studied at the right level for your audience.
- ❖ There is often a wide range of overseas films but few relevant local ones.
- ❖ The film producer takes over control of your trainees.
- ❖ It's a one-way communication - no one can talk back to a film.
- ❖ Some trainees rely too heavily on films and trainees miss out on face-to-face communication.
- ❖ Requires expensive equipment and a degree of expertise to operate the projector.

REQUIREMENTS

- ❖ Film, video or DVD suitable for the trainees.
- ❖ The correct playing and projection equipment and sound system and a screen.
- ❖ A darkened room. (Check that the blackout curtains are adequate.)
- ❖ A power source.
- ❖ A qualified operator.
- ❖ A suitable environment where everyone can see and hear the film.

PROCEDURE

- ❖ Set up and check the equipment prior to commencing training.
- ❖ Have a rehearsal to make sure the film, the video or the DVD is projecting and will be able to be seen by all the participants. (Move around the room and sit in chairs to check on visibility and imagine someone sitting in front of you.)
- ❖ Refresh your memory on the contents of the film so you can give a good introduction before it is projected.
- ❖ Set the sound level, remembering when a room is full you will need a higher level of sound.
- ❖ At the conclusion, rewind the film or the video while your trainees are discussing the lessons learned from the screening.
- ❖ Select working parties with care and delegates responsibilities and authority.

HINTS

- ❖ Prepare an alternative exercise in case the equipment fails.
- ❖ Arouse audience interest in the film by setting selective listening exercises.
"Group one to look for things they strongly agree with."
"Group two to look for things they disagree with and to state why they disagree."
"Group three to recommend things that should or could have been included in the film."
- ❖ Test the audience after the showing to see how much has been learned - a re-run may be worthwhile.
- ❖ Select carefully the time you show a film. Often people are drowsy after a heavy meal.
- ❖ Avoid showing films if the sun is shining directly on the windows, if the blackout curtains are inadequate.

Continued on page 5

**The secret of happiness is not in doing what one likes, but
in liking what one has to do.**

Training Ways ... from page 4

Teleconference-Video conference

The term teleconference can be applied to an audio conference, a videoconference or an audio graphic conference. All involve two-way electronic communication between two or more groups, or three or more individuals, in separate locations. Audio conferencing has voice-only communications. It uses audio terminals for groups of ten or more and loud-speaker telephones for smaller groups. Videoconferencing has voices with two-way motion pictures using video and monitors. Autographic conferencing uses voices with still frame images using a video camera, computer-enhanced graphics and an electronic writing tablet for annotation, all displayed on a monitor.

USES

- ❖ To share information and experiences, for example, trends and research in current international stocks and shares.
- ❖ To build working relationships, independent of distance. Ideal for a large international company.
- ❖ To plan projects.
- ❖ To help solve problems.
- ❖ To teach people in isolated areas.

ADVANTAGES

- ❖ Can save resources such as time and money by not having people travel for meetings. With these savings, more frequent meetings are possible.
- ❖ Can get an immediate response to a developing situation such as a disease outbreak, a natural disaster or a business crisis.
- ❖ Can be used to explore topical issues.
- ❖ Experts can advise field staff or people living and working in isolated regions
- ❖ Can link branch personnel with a central office for regular meetings.

LIMITATIONS

- ❖ Turbulent atmospheric conditions or faulty lines can cause poor reception.
- ❖ A high priority local event can prevent important people taking part.
- ❖ Religious and public holidays in foreign lands can make scheduling difficult at times.
- ❖ For international teleconferences, common language and technical terms are essential. Problems occur with regional accents, speaking too fast and using local terms and jargon.
- ❖ International time zones must be considered. Don't set up a meeting when it is the middle of the night in another hemisphere.

REQUIREMENTS

- ❖ A prepared agenda is very important. Keep it simple.
- ❖ A budget sufficient to cover all costs.
- ❖ A booking made well in advance with your telecommunication provider.
- ❖ Facilities for sending written messages such as reports and the agenda prepared well in advance of a meeting.
- ❖ A quiet, disturbance-free room with good acoustics and no echo - preferably carpeted and with double glazed windows and heavy drapes at the windows
- ❖ A convenor who organizes the teleconference and acts as the facilitator. A meeting leader at each location- skilled in controlling groups.

HINTS

- ❖ Planning, preparation and follow-up are the keys to a successful teleconference.
- ❖ The agenda should be negotiated well in advance of a meeting. The more specific the agenda, or the more specific the training, the more effective the meeting.
- ❖ Background papers should be sent well in advance of a meeting.
- ❖ Put a notice on the door of the conference room to stop interruptions.
- ❖ Ask all participants to turn off their cell phones.
- ❖ Tell all present they are expected to take part in discussions.
- ❖ Speak slowly and clearly.
- ❖ Keep your messages concise and to the point. Don't give too many details. You can always send details later by e-mail.
- ❖ Check to see your messages are being understood. Ask leading questions, such as "What will happen if you carry out these recommendations?" (Not, "Did you understand that recommendation.")
- ❖ The facilitator's task is to involve the quiet and to control the dominant.
- ❖ Make brief notes during the teleconference to keep track of the discussion, to get names right and to jog your memory.
- ❖ Minutes with notes should be sent to each location as soon as possible after a meeting.
- ❖ If you are taking a vote don't say "All in favor say "aye." Say, "Who disagrees with this recommendation (or proposition)?"
- ❖ If action was agreed upon, the name or names of persons responsible for tasks should be included in the minutes. Be specific; give commitments, time and dates tasks are to be completed.

THE CONVENOR'S CHECKLIST

- ❖ What do you expect to achieve?
- ❖ Who will participate?
- ❖ Who will be the leaders in each location?
- ❖ Negotiate dates and a suitable time.
- ❖ Negotiate the agenda.
 - ❖ Time meeting will start and finish.
 - ❖ Introductions, rules and procedures.
 - ❖ Agenda items in priority order.
 - ❖ Summaries and reviews.
 - ❖ Follow-ups and actions by whom and by when.
 - ❖ Next meeting time and date.
 - ❖ Minutes or published proceedings.

Source: *Training Secrets* by: Geoffrey Moss



Have you had a kindness shown?
 Pass it on;
 'Twas not given for you alone,
 Pass it on;
 Let it travel down the years,
 Let it wipe another's tears,
 'Til in Heaven the deed appears -
 Pass it on.

~Henry Burton~



HEALTH REMINDERS



RESTRAIN YOUR RISK FACTOR

Risk factors step up your risk of heart disease. Controlling them can greatly reduce your over-all risk for heart disease.

They are:

- High blood cholesterol
- High blood pressure
- Tobacco smoke
- Physical inactivity
- Obesity or overweight
- Diabetes

HIGH BLOOD CHOLESTEROL

A high level of bad cholesterol called LDL (low density lipoprotein) leads to plaque formation.

The narrowing of the arteries is called atherosclerosis. If plaques rupture, blood clots can form and block blood flow. If a clot totally blocks an artery that feeds the heart, it causes a heart attack.

What to do:

High cholesterol has no symptoms, so have your Lipid Profile or complete cholesterol level checked. Medication, healthy nutrition, regular physical activity and weight loss should go hand in hand to control your cholesterol.

HIGH BLOOD PRESSURE (BP)

With a high BP or hypertension, the heart is pushed to its limits. High blood pressure can cause enlargement of the heart, kidney damage and stroke. An uncontrolled BP increases the risk of heart attack, stroke and other CVD.

What to do:

If you are 20 pounds overweight, your chances of developing hypertension doubles. Losing weight can make a significant difference. If you are hypertensive, see your doctor.

TOBACCO SMOKE

Smoking is one of the major and most preventable causes of top killer diseases in the country. Constant exposure to second-hand smoke also elevates your risk of developing heart and other diseases: stroke, PAD, and lung, throat and mouth cancer.

What to do:

Quit smoking and avoid second-hand smoke.

PHYSICAL INACTIVITY

Inactivity raises your chances of acquiring heart diseases.

What to do:

Walking, gardening, housework, dancing, and other moderate activities can improve cardiovascular fitness. Do at least 30 minutes of moderate physical activity on most days of the week.

OBESITY OR OVERWEIGHT

Too much fat especially around your waist puts you at high risk for heart disease, even if you have no other risk factors. Obesity raises the risk of high blood pressure, high blood cholesterol, stroke and diabetes.

What to do:

Aim for/maintain a healthy weight. Work with your doctor/dietitian to set a sensitive program.

DIABETES

Diabetes is a disease in which the body doesn't produce or properly use insulin. This causes sugar build-up in your blood. If left untreated, it damages blood vessels, increasing the risk of heart attack and stroke.

Overweight, sedentary middle-aged people are at risk to develop diabetes. More women than men get it after age 60. Women with diabetes are 2 or 4 times more likely to have CVD than non-diabetic women.

What to do:

Regular check ups. If you are non-diabetic but have a family history of diabetes, or are overweight, have yourself screened for diabetes.



Girl Scouts of the Philippines

Training Division, National Headquarters

901 Padre Faura Street, 1000 Ermita, Manila, Philippines

For comments and suggestions, email gsptesting@pltdsl.net