



COURSE DESCRIPTION

Instructor's Guide COURSE DESCRIPTION	Course Code: CJSC02720
	Duration: 3 Working Days
	Issued: 2020
Course Title : EFFECTIVE PRESENTATION SKILLS	
Course Purpose: Participants will be taught the skills and techniques of making effective presentations. They will be taught how to plan and prepare the presentation including planning the presentation outline, preparing the visual aids, and how to manage the handouts. Overcoming anxiety is the most important part of making any presentation.	
Target Population: The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.	
Topics that will be covered: <ul style="list-style-type: none">○ Planning the presentation○ Plan the visual aids.○ Plan the handouts.○ Principle of communication.○ Posture and gestures.○ Appearance and facial expressions.○ Dealing with anxiety.○ Making eye contact.○ Humour in presentation.○ Handling questions.○ Ten major mistakes	