



## **Program Overview and Trainer's Guide**

## ***Introduction***

Welcome to “Emotions in Motion,” a presentation brought to you by Manitoba Public Insurance that focuses on stress and its effects on an individual’s ability to drive effectively and safely.

The presentation has been designed with the needs of busy managers and drivers in mind, and has been prepared by people who have extensive experience in the design, development and teaching of in-company training courses, as well as considerable understanding of the pressures on organizations and individuals.

Full notes accompany the presentation, which means that it can be taught with confidence by someone who has familiarity with, but does not require expert status in, the subject.

A key aim of this program is to make it easier for organizations to run workshops, which are held completely in-house, and to make it economically viable for these to be run for a relatively small number of participants. The benefits of an internal workshop are that:

- A common understanding can be built throughout the organization.
- Issues common to your organization can be raised and discussed.
- A confidential environment allows real problems to be shared.
- The organization has full flexibility as to when and where it is done, how frequently, and who should attend.

Though there is no constraint on the number of participants who could attend the presentation, that would depend largely on the size of the training room and its seating capacity; however, it is suggested that group size fall between 8 and 25.

There are speaker’s notes for all slides in the PowerPoint presentation. These notes effectively form a rough “script” of the presentation.

## ***Workshop Design***

**Trainer Requirements:** The presentations can be given by one facilitator, who need not have extensive experience in training since directions are included.

**Size of Class:** You would want the size to easily be accommodated in the facility being used. Although, there is considerable flexibility, ideally numbers should not exceed 25.

**Target Audience:** The presentation has been designed for the general population.

## ***Training Methods***

The presentation uses the following training methods:

- Flash presentation (with voice narrative);
- Microsoft PowerPoint slide presentations (with slide notes);
- Lectures;
- Group discussions.

Throughout the program, participants are asked to relate their own experiences and knowledge to the subject material.

## ***Preparation***

Prior to giving the presentations, you should:

- Review the notes, which accompany each slide;
- Set up the classroom;
- Ensure that your projector is in working order.

## ***Materials***

The information necessary to convey the presentation is included in this trainer's guide. The presentation consists of:

- Slide presentation (available off web site or on CD);
- Supporting posters (available off web site or Manitoba Public Insurance's Road Safety Department);
- Trainer and Participant Evaluation Forms;
- CD insert/Newsletter article (an informative CD cover which can also be used as an article to describe the program should your organization have an internal newsletter).

The support materials are available through Manitoba Public Insurance's web site [www.amb.ca](http://www.amb.ca) or by contacting Road Safety at (204) 985-7199.

## ***Session Planning***

The "Program Overview and Trainer's Guide" is needed by the trainer only.

This guide contains an overview including objectives, estimated timings and lecture notes for each accompanying slide.



## **Objectives**

At the completion of the presentation, participants are expected to:

- Understand the impact stress has on an individual's ability to operate a vehicle;
- Recognize the symptoms of stress;
- Establish methods to relieve stress that work for them prior to or while driving;

## **Duration**

The participant's knowledge and prior experience will significantly affect the duration of the presentation. You should use your knowledge of the group you are addressing and the extent to which internal organizational issues need to be discussed to determine the length of time needed to talk about an issue. As a guideline, the session takes approximately 25 minutes.

**NOTE:** Flash version with narrative, run continuously takes approximately 17 minutes.

## **Some general points to remember:**

### ***For PowerPoint format:***

- If you are behind schedule, try to get back on track. There is a lot to get through in the time allotted.
- If you are ahead of schedule, consider whether you are encouraging participants to be thorough in discussing what has been covered so far.
- When people are nervous, they are more likely to be superficial and "speedy"; as they "warm up" they are likely to use all the time allotted. How do you "warm up" the audience? (see "Tip Sheet" attachments)

### ***For Flash version:***

- For your convenience, Flash files are included on the CD and Manitoba Public Insurance web site with a voice narrative for each slide.
- Select either presentation (emotions in motion.exe or drowsy driving and shift work.exe) and double click to open the file. At the bottom right you will see a "play" arrow, which will start the presentation.

## **Lecture Notes**

- Welcome participants
- Introduce yourself, if necessary; who you are, your job and responsibilities, any relevant responsibilities and experience you have. If these are minimal, omit it.



- The session will include review of the subject material through a mixture of lecture and group participation.
- For your convenience, we have included speaker's notes for each slide within the PowerPoint presentation. To view the notes, select (within PowerPoint):

**view -> slide notes**

If you would like to print the slide notes, select

**view -> Print ->**      **or (Ctrl P)**      to "bring up" the print window

From the print window, under "**print what**" select **notes pages** from list

### ***Wrap Up***

After completing the presentation, check on how the group found the program. Remind them of the importance of being an alert, courteous driver so all motorists arrive at their destination safely.

Please complete the attached evaluation form attached and send it to:

Manitoba Public Insurance  
Road Safety  
802 – 234 Donald Street  
Box 6300  
Winnipeg MB R3C 4A4

About a month after the presentation, run the CD cover/newsletter information in your internal publication or distribute the message by e-mail or other means to reinforce the message and support the importance of the issue.



## Presentation “Tip Sheet”

### EFFECTIVE OPENINGS

**1. *Open with energy, enthusiasm and animation....***

Project your interest and enthusiasm. Bring vitality and intensity to the presentation. Challenge your participants.

**2. *Don't apologize....***

Prepare so thoroughly that you don't need to make excuses. Remember, if you don't tell your audience that you forgot to mention a point or put on an overhead, they'll never know. So why bring it to their attention.

**3. *Make eye contact....***

Eye contact is powerful. It's certainly easier to do when you're comfortable with presenting. Whatever you do, if you're not comfortable in making eye contact, avoid looking so far over the audience that you'll be seen as talking to the back wall. This is a sure way to lose your audience's attention. Try to look at their foreheads if you can't look them straight in the eye.

**4. *Be “Others-Oriented”....***

Some presenters are so concerned about their own appearance and performance that they forget to monitor the audience's interest in the presentation. If you focus on delivering your content and influencing your listeners, you won't have to worry about whether or not you're putting on a “good performance”.

**5. *Give the audience an Overview....***

Tell your audience what you're going to tell them and then afterward, tell them what you told them (summarize key points). Define key terms. Establish a common ground with your audience.

**6. *Focus Attention....***

Ask questions to get audience feedback. Allow up to 8 seconds for an answer. If you wait, someone will speak to break the silence.

**7. *Be Open....***

Make sure you give the audience some background information on who you are and what your attitudes are about the subject. Share some personal stories and encourage them to do the same.



## **8. Be Aware of Your Appearance....**

How you look can encourage people to be receptive to your message or discourage them from buying in.

**Clothing:** Know your audience and dress appropriately.

**Gestures:** Do you use your hands comfortably? Ensure your gestures are compatible with what you're saying.

**Facial Expressions:** There is nothing worse than having to endure a presenter who uses no facial expressions (this could be considered the equivalent of a "monotone" presenter). Make sure your face communicates an interest in your audience and topic.

**Posture:** Make sure you stand alert – but not stiff!

**Body Movement:** Ensure your movements and changes in body position focus attention on the subject at hand.

## **9. Be Aware of Your Voice....**

Communicate with enthusiasm, seriousness, and interest in your audience and topic. Make sure you pronounce your words clearly. Speak slowly (most of us will talk faster when we're nervous). Use pauses between thoughts or to emphasize key points. Be aware of the pitch of your voice—again, when we're nervous our pitch increases, "Talk from your gut!"

## **10. Build Rapport With Your Audience....**

Make contact and maintain it throughout your presentation. This will help the audience identify and understand your ideas.



## Presenter's Tip Sheet

### THE QUESTION AND ANSWER PERIOD

#### I. Encouraging Questions

- All presenters should welcome the question and answer period as a way of providing feedback for your ideas.
- As part of your introduction, mention that questions are welcome. Ask them to jot down their questions on the blank 3"x5" cards you have provided at each table.
- At the conclusion of your presentation, you can announce the time remaining and ask for questions. Be prepared to wait for the first question.
- If the audience is hesitant to ask questions, the following are several techniques you can use to encourage their participation.
  - Ask them "Well if you don't have any questions for me, I have a few for you. Did you understand (or agree with) the portion of my talk dealing with...?" Or, "If no one wants to ask the first question, is someone willing to ask the second question?" This usually breaks the ice.
- Generally, once the first question has been asked and answered, the others come easily.
- If you want to ensure that someone will ask the first question, you can "plant" a question in advance with someone you know in the audience.
- Have additional supporting materials on your topic to give to those who request it. If you don't have materials on the question posed, make a commitment to forward them to the questioner.



## II. When to Have Questions?

### ***A. Questions During the Presentation***

- Encouraging questions during the presentation is a good approach when you have a small audience. It gets them involved and gives you feedback immediately.
- If you get a question that is premature, politely defer the question and explain that the answer will be forthcoming through the materials being presented over the next couple of minutes.
- Be aware of the audience and those who want to ask a question. Taking short pauses and making eye contact will help prevent missing questions.

### ***B. Questions After the Presentation***

- Leaving questions until after the presentation can make it “cleaner”. However, the danger is that someone could ask you a loaded question and you may conclude the presentation on a sour note. To overcome this danger, prepare a final summary after the question and answer period to ensure you end up on a “high note”.

