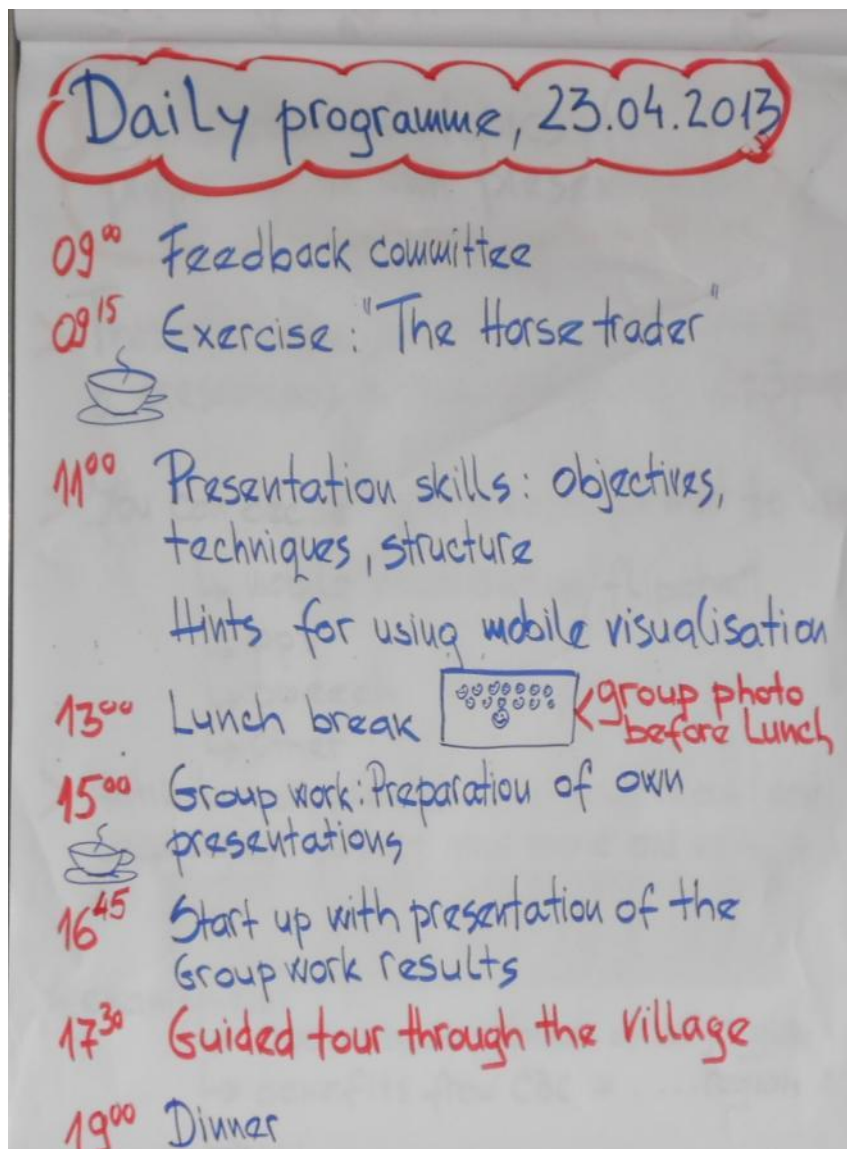


SWG Training course on communication, presentation, organisation of events and documentation

Day 2

23.04.2013

Tuesday



Representatives from the **Feedback committee** reflecting on Day 1



SWG *RRD*

*Obuka o komunikaciji, prezentacijskim tehnikama, organiziranju događanja i pripremi dokumentacije
Regija DRINA – SAVA*

**Rezultati rada prvog radnog dana
grupe zainteresiranih strana**

Etno selo Stanišići, Bijeljina,
Bosna i Hercegovina
21.-26.april 2013.

SWG *RRD*

Teme radionice

- Uvod i predstavljanje učesnika
- Uvod u program i metodologiju
- Proces komunikacije, vrste komunikacija
- Ključne stavke za efikasnu komunikaciju
- 4 dimenzije poruke
 - komunikacijska vježba
- 7 C – efikasne komunikacije
 - ispravna/pogrešna pitanja, povratne informacije i kritike
 - grupni rad na temu



SWG *RRD*

Komunikacijske vježbe

Procjena vlastitih sposobnosti

- Verbalna komunikacija
- Vježba kvadrata
- Vježba koncentracije

The horse trader

A horse trader goes to the market and buys a horse for **600,-€**

After a while, he sells the horse for **700,-€**

But as he liked the horse quite a lot, he buys it back for **800,-€**

Finally his spirit of trader prevails, and he sells the horse for **900,-€**

A „simple“ **communication and consensus – building exercise:**
„The horse trader“

What is his profit?

- ▶ please, calculate mentally!
- ▶ write your result on a piece of paper and put it in your pocket
- ▶ wait for further instructions **without talking!**

4 groups trying to find the right answer – by consensus



Different ways of explaining and making the accounts



$$\begin{array}{r}
 700 \text{ EUR} \\
 - 600 \text{ EUR} \\
 \hline
 + 100 \text{ E} \\
 + 700 \text{ — } \text{prodaja} \\
 - 800 \text{ E — } \text{kuponino} \\
 + 900 \\
 \hline
 100 \text{ EUR}
 \end{array}$$



Assessment of the horse trader

	0	100	200	300	other
individual	4 dots	8 dots	6 dots	3 dots	
group white					1 dot
group yellow					1 dot
group green					1 dot
group orange			1 dot		
plenary					



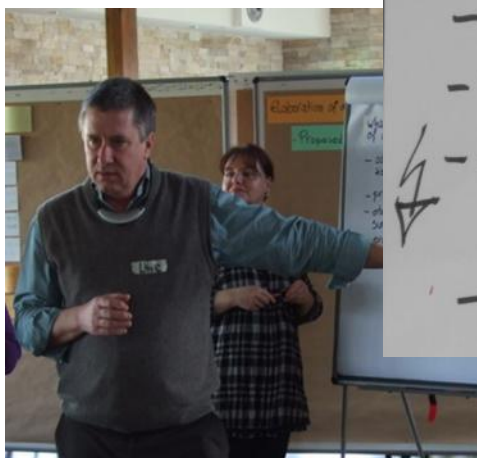
Evaluation of the exercise

what facilitated the finding of a consensus result?

- odluka grupe da se ne postigne konsenzus zbog poštovanja individualne odluke
- prihvatanje ideja drugih
- otvorenost ljudi, spremnost da se suradjuje
- practical demonstration/praktična demonstracija novcem i/ili računovodstvom

What made it difficult to find a consensus?

- različita mišljenja
- nepovjerenje
- nedostatak otvorenosti
- tvrdoglavost / čvrst stav ^{individualni} stavka se ne mijenja zbog argumenata!
- neki ljudi su bili poručeni



Irena starting with our second main topic:
How to plan and structure a successful presentation

Problems & Fears with Presenting

Think about the presentations.
You have made ...

What are usually your biggest fears? *trema; blokada mozga; fleka na garderobi; kako će reagirati publika; doli je prezentacija interesantna; tehnički probl*

What problems have you had? *fleka na garderobi; nestanak struje; zakašnjenje organizatora; tajming; karakter-problematični učesnici; zadržana prezentacije...*

What do you like about presenting? *učesnici u drugom redu; pozitivni učesnici; zadovoljni učesnici; aktivno učešće motivirani učesnici; ispoštovanje agenda prezentacije dobar odziv medija...*

What do you dislike about it? *konkurencija u publici, nezainteresovanost dela publike, neodgovornost party-breakers...*

Now, think about the presentations
You have attended ...

What defines an effective presentation? *dobar govornik/ca; strast/unešenost; praktični primjeri; vizuelizacija; interakcija sa publikom; dobro strukturiran govor; postovanje prema auditorijumu...*

What makes an awful presentation? *arogancija; nadmenost; nekulturno ponašanje; izostanak interakcije; nepripremljen i nesiguran - otaljavajuće...*

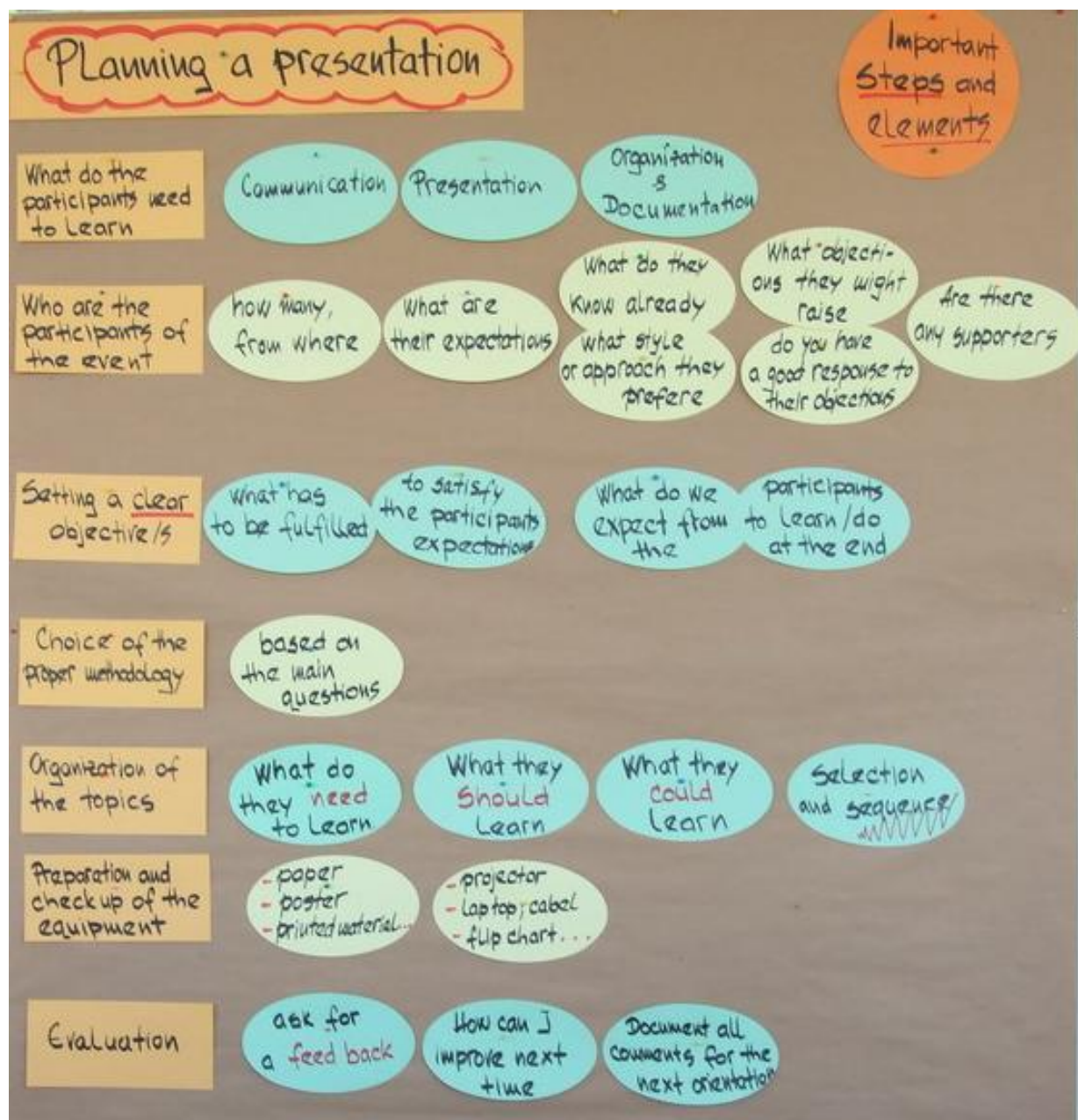


First collecting ideas from participants regarding **problems and fears when presenting in front of an audience**

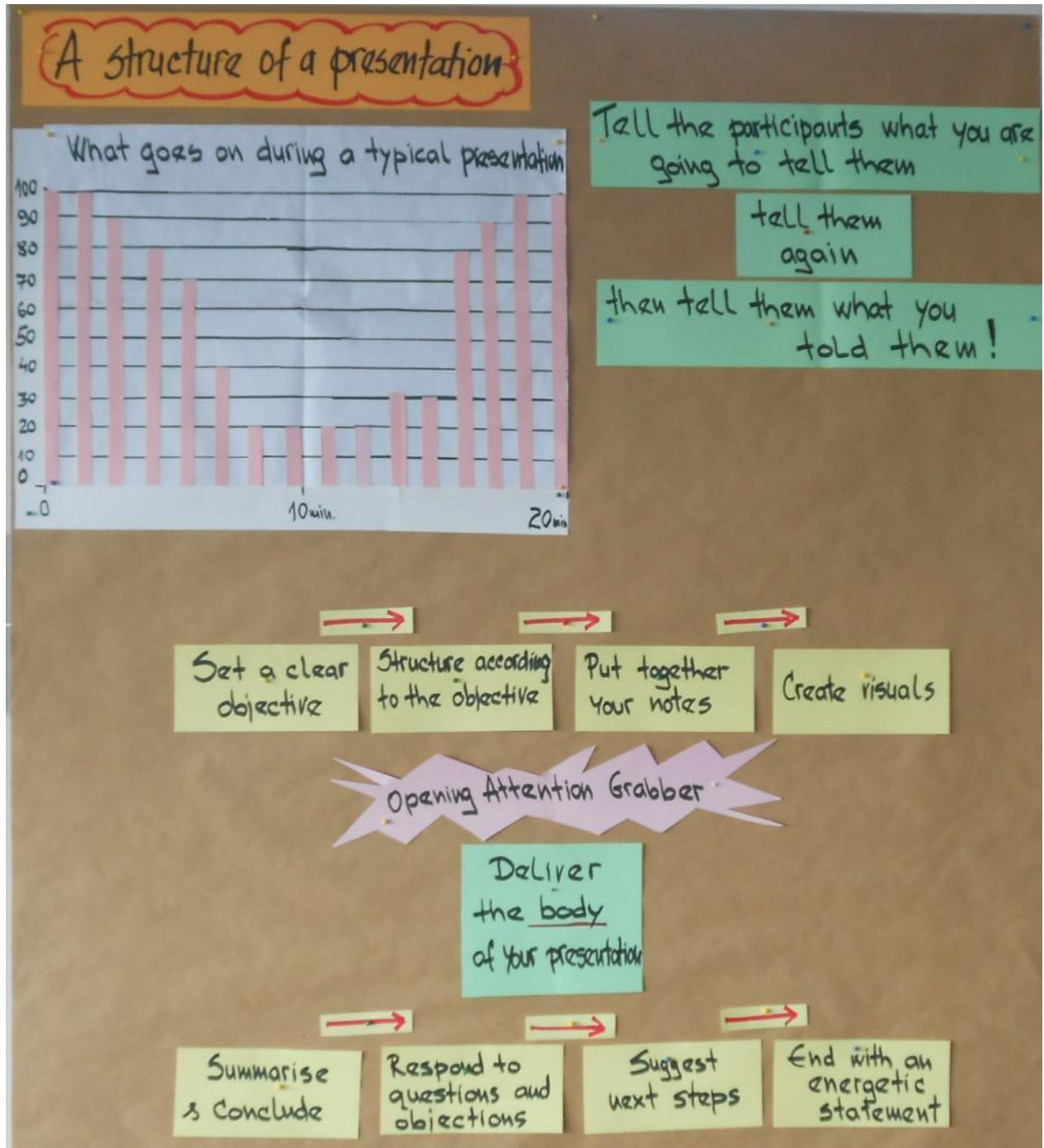
What a **good presenter** should keep in mind:



Planning and structuring a presentation



A structure of a presentation



Hints for using mobile visualizations

- > Of the information that is remembered:
 - 85% is through seeing
 - 11% is through hearing
 - 4% is through the other senses
- > Researchers have found that:
 - Only 10% of presentation is remembered
 - Increases to 50% if visual aids are used
 - 70% if both visual aids and participation is used

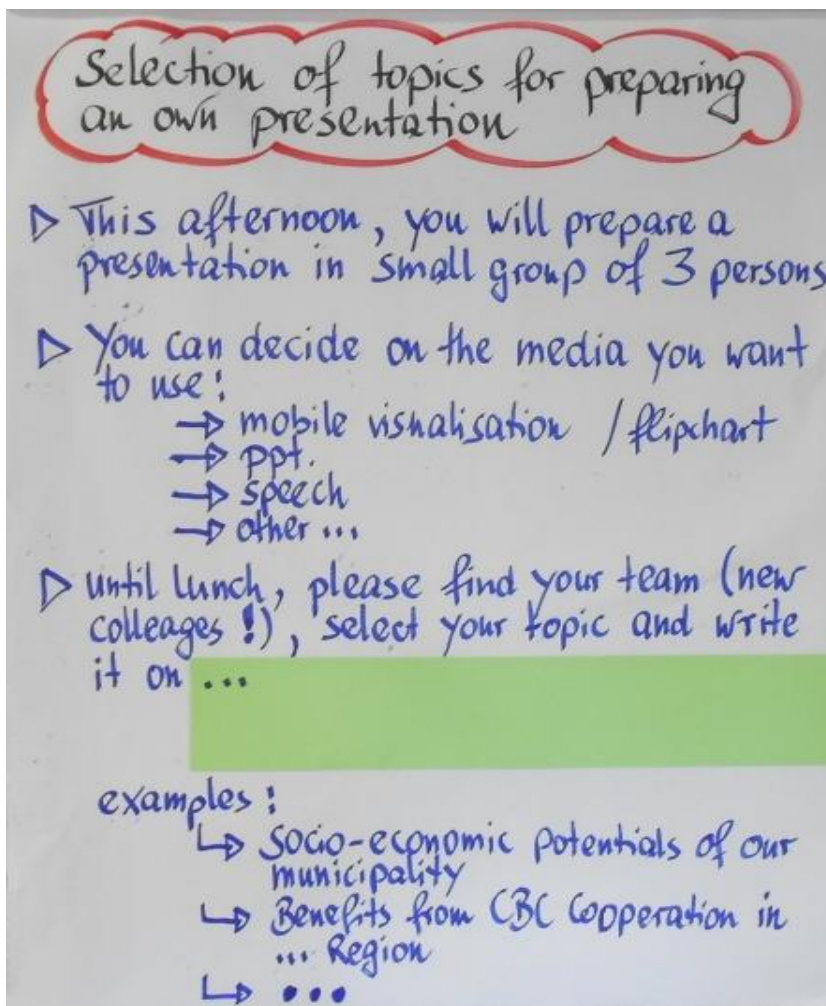
Hints for visualisation

- stop** If you are writing in your one handwriting full of special characters...
- It will be difficult for others to read!
- If you write too small or big enough but too thin, it will be difficult to read.
- from a certain distance 3-4 lines on one card!
- FOR MOST PEOPLE CAPITAL LETTERS ARE MORE DIFFICULT** to read than small letters
- It is really not useful if the participants write novels on the card, but it is necessary to underline and formulate most concise idea.
- KEYWORD**
- use colours and shapes to **structure** your presentation
- Colours are not only there to make it beautiful
- One idea = one card!

Materials used in mobile visualization

- > Pin boards
- > brown paper
- > Pins
- > flip chart
- > White paper
- > White board
- > markers (2 sizes with broad top)
- > Symbols
- > signs
- > graphics
- > documentation equipment
- > glue
- > plastic sheets
- red markers only to stress something
- Lines of connection

In the afternoon session, participants were divided into small teams to **prepare a presentation on a selected topic**



Selection of topics for preparing an own presentation

- ▷ This afternoon, you will prepare a presentation in small group of 3 persons
- ▷ You can decide on the media you want to use:
 - mobile visualisation / flipchart
 - ppt.
 - speech
 - other ...
- ▷ until lunch, please find your team (new colleagues !), select your topic and write it on ...

examples :

- ↳ Socio-economic potentials of our municipality
- ↳ Benefits from CBC Cooperation in ... Region
- ↳ ...



Topics and Teams

Elaboration of a Presentation

Proposed topics:

- DRINSKO-SAVSKA STRATEGIJA**
- REGIONALNI CENTAR ZA UPRAVLJANJE "SPAČVANSKIM BAZENOM"**
- TURISTIČKI POTENCIJALI OPŠTINE DONJI ŽABAR**
VEŠNA KATIĆ, PERO STEVANOVIĆ, SLOBODAN VUKOVIĆ
- Domaćinstva u funkciji TURIZMA**
- Vodom, nogom i biciklom stazama**
"Zlatnog trougla - kroz Srem, Semberki, Slavoniju, Posavinu i Podrinje"
- BIOMASA I GEOTERMALNE VODE U FUNKCiji STVARANJA ODNOVLjIVIH IZVORA ENERGIJE OPŠTINE ŽOBATIC**
TIH: TRAJA "TESK", HIRAL: H. PETROVIĆ, SANKO: VLADIMIROVIĆ

Team members: (2-3)

- ALEKSANDAR, MARKO, DEJAN
- MATEJA, PEĐA, IVAN, NEBOJŠA
- Đubravlka, LARA, MARINA, NEDŽIB
- Članovi: Katarina-Drenovac, Dejan-Loznica, Nikola-S. Mihovica, Zlatko-Bijeljina, Sabina-Tuzla, Ujajina, Zlomić, Trolut, Trolut

Teams during the preparation





The first team presented a participatory selection of action priorities



Commenting the results



2nd Team: Presentation of the touristic potentials of Donji Zabar Municipality



Vjestacko jezero 5 km²



Organizovani ribolov

Saran



Som



The last part of the afternoon the whole group visited the **Ethno Village**



And later: Presentation and testing of
**Sremski Kulen – a traditional product with Protected
Geographical Indication**
(by Producers' Association from Sremska Mitrovica)

