

PROJECT PRESENTATION SKILLS FOR SMALL GROUP ACTIVITIES (SGA)

INTRODUCTION

Employees who are involved in quality improvement projects or small group activities (such as QCC) can assist the organization to identify, investigate, analyze and solve their work-related problems together in order to contribute to the overall improvement of the Organization. Small group activities play a very important part to help improve the workplace, solve problems, improve quality services/products delivery and enhance the development of the staff's infinite potential. The greatest benefit of small group activities is improved two-way communication between workers and management, besides productivity and quality gains. To be effective, SGA members must not only must be proficient in using the QC tools to do brainstorming systematically, to analyze and solve problems critically but also to be effective in presenting their facts findings and accomplishments to the management. Very often these same employees who have put in so much efforts do not get their well-deserved accomplishments recognized because they cannot present their real efforts and accomplishments in a way that gets their top management's attention. This results in waste of efforts and frustrations.

This training program is specially designed to train project team members on how to systematically prepare, presents, to communicate their ideas, problem solving facts, accomplishments as well as suggestions to the management in the most effective manner. Presenters will get to present information and facts coherently in a way that the audience understands their message clearly. They will learn how to understand their listener (s), organize contents from the listener's point of view, eliminate "overkill", control nervousness, eliminate boredom, effectively use visual aids, control questions & answers, and obtain responses and actions. During this course the participants will learn the unique group presentation style. They will learn how to present by role, in accord with one another and with flourish. Apart from lectures and role-play practice sessions, this program also includes tips to ensure the correct usage of QC Tools. Videotape is used extensively, and each participant reviews his or her tapes and receives constructive feedbacks from their peers.

COURSE CONTENTS:

1. Introduction:
 - Why are presentation skills so important?
 - Introduction to SGA project presentation style.
 - Examples from International QCC competition judging criteria.
 - Role of SGA members in presentation.
2. SGA's Project/Quality Improvement Basics
 - Understanding and presenting the PDCA improvement cycle.
 - Demonstration of Systematic Problem Solving Steps.
 - Creating Quality Improvement Storyline
 - Using and presenting QC Tools and applications
3. Preparation for Presentation:
 - Structuring your presentation
 - Critical success factors, keywords, voice.
 - Gathering presentation materials/data
 - Correct usage of presentation aids
4. Formatting your presentation:
 - Outlining your QI Story
 - Data analysis and correct presentation QC Tools and applications

- Sequencing the PDCA: Problem solving approach
 - Emphasis points
 - Sharing experiences: Teamwork, Brainstorming, techniques learnt, creativity found
5. Rehearsing your presentation:
- Exploring your comfort style. Maximizing non-verbal messages.
 - Maintaining self control and confidence
 - Getting feedback
 - Anticipation and how to overcome obstacles
 - Handling questions
 - Teamwork in rehearsal
 - Overcoming stage fright
6. Exercises :
- Case Study
 - Individual and group exercise
 - Application of PDCA Cycle & QC Tools
 - Project/Quality improvement (QI) storyboarding
 - Video-taping session
 - Role-play

COURSE OBJECTIVES :

At the end of the course, participants will..

- Gain awareness of the purpose, benefits and method of QCC presentation
- Be equipped with simple yet effective presentation techniques and problem solving skills.
- Able to handle questions effectively.
- Foster closer human relations within fellow workers through group dynamics and work as a team.
- Increase participation and develop the feeling of importance for organizational excellence

WHO SHOULD ATTEND:

- This course is for those people who need to present at QCC competitions or similar events
- QCC Facilitators, Leaders and Line Personnel

ADMINISTRATIVE DETAILS

Duration : 3 days

Time : 9.00am – 5.00pm

Venue : In-house or external training program

Language Medium : English or Bahasa Malaysia

****Note:** To be effective, the class size for this course should be not more than 15 persons.

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping*, *SPC*, *QCC*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *QIT*, *TQM*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.