

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Development					
TSC	Business Presentation Delivery					
TSC Description	Deliver effective and engaging presentations for a variety of audiences					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
					WPH-BIN-5133-1.1	WPH-BIN-6133-1.1
					Plan, prepare and deliver presentations to stakeholders	Influence public opinions by presenting synthesised views of highly technical concepts, talking points and fielding or deflecting unplanned questions, as appropriate
Knowledge					<ul style="list-style-type: none"> • Target audience profiles • Stakeholders • Elements of a structured presentation plan • Resources for a presentation • Personal and professional grooming tips for presentations • Appropriate use of body language in delivering presentations • Voice projection techniques • Techniques for effective introduction • Techniques for handling difficult questions • Time management techniques • Types of contingencies during a presentation 	<ul style="list-style-type: none"> • Liability constraints of addressing public audiences • Types of concerns and questions to expect from media outlets and at public events • Deflection techniques
Abilities					<ul style="list-style-type: none"> • Establish the target audience profiles, objectives and key issues for the presentations • Prepare structured presentation plans to 	<ul style="list-style-type: none"> • Establish talking points to be addressed at public events • Liaise with the legal departments to determine the possible

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					<p>address the objectives and key issues</p> <ul style="list-style-type: none"> • Set up the resources for the presentations • Deliver the presentations with clarity and manage dynamic context during presentations • Address concerns and receive feedback in a positive manner • Follow up with the necessary actions 	<p>ramifications of certain topics</p> <ul style="list-style-type: none"> • Predict questions which may arise from addressing public audiences to craft answers pre-emptively • Field unplanned questions from the audiences and determine the risks associated with addressing certain topics • Address or deflect questions based on the liabilities associated with the questions
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