

Talking about your QI work...

Arvind Veiraiah

Why I am giving you this talk

Experience of impact

Presentation skills training

PDSAs on presentation

Your turn

Given several presentations?

Confident you can talk about your QI project?

Activity 1

Think of some examples of great presentations that you have seen.

Write down what was great about them (1 min)

Hands up if it changed you in some way.

Great presentations

My first response

Person:

Charisma, authority, emotional connection

Subject:

Relevance, depth, error free, new information

Display:

Clarity, aesthetics, variety, stimulation

What have I missed?

Great presentations

My first response

Person:

Charisma, authority, emotional connection

Subject:

Relevance, depth, error free, new information

Display:

Clarity, aesthetics, variety, stimulation

And what if we don't have all this?

Person:

Charisma, authority, emotional connection

Subject:

Relevance, depth, error free, new information

Display:

Clarity, aesthetics, variety, stimulation

**Great presentations don't require us to be
great!**

What is a presentation?

“A speech or talk in which a new product, idea, or piece of work is shown and explained to an audience”

Minutes - > 1 hour

Any number of listeners

Activity 2

Think of talking about your QI project with someone in your team

Write down the topic name in fewer than 6 words (1 minute)

Activity 3

For the presentation that you chose in activity 2:

In a minute you are going to write down why YOU are the right person to talk about this topic.

Setting an example

Why I am giving you this talk

Experience of impact

Presentation skills training

PDSAs on presentation

Activity 3

For the presentation that you chose in activity 2:

Write down why YOU are the right person to talk about this topic.

Write as many things as you can (2 min).

Activity 4

Next you are going to state what you want THE AUDIENCE to have gained by the end of the presentation.

My ASK for today

Attitudes:

Confidence, curiosity

Skills:

Speaking effectively, managing conflict

Knowledge:

Own strengths, general presentation tips

Activity 4

And now write down what you want THE AUDIENCE to have gained by the end of your presentation.

Write as many things as you can (2 min).

Activity 4 - Practice

Please stand up and give a brief talk (2 min) to a neighbour on why YOU are the right person to give your presentation.

Pretend you are speaking to a whole room in front of you.

The listener should feed back on content, posture, expressions, voice variations (1 min).

How did that go?

Activity 5 – Practice

Listener to speak briefly (2 min) on objectives (ASK) of the presentation chosen in Activity 2. Pretend you are speaking to a whole room in front of you.

The other person should feed back on content, posture, expressions, voice variations (1 min).

How did that go?

Examples that include changes in attitudes or skills?

Some tips that I have learned

Ask

Great presentations

My first response

App
look

Person:

Charisma, authority, emotional connection

gised,

Prac

Subject:

Relevance, depth, error free, new information

ngs

Act
sun

Display:

Clarity, aesthetics, variety, stimulation

dict

Some tips that I have learned

Avoid catastrophising:

“Patients are getting poor care” vs “ 2 out of 10 patients did not receive...”

Use reliability instead of compliance

Don't test reliability too early...

Activity 6: Managing conflict

“When I present my ideas to the team, they will all be opposed to them. They are against any changes. How can I manage this?”

Please stand up and tell your neighbour your approach to this question (2 min)

Activity 7: Managing conflict

“Reports confidently state SDR cards safe and effective based on observing trends in... We would not licence a medicine this way. We should not dress up observations as cause and effect.”

The listener from the last exercise should tell the speaker their approach to this challenge (2 min)

Managing conflict

Consider:

What happened: “truth, intent, blame”

Feelings

Identity

Check back

Postpone?

Achieved?

My ASK for today

Attitudes:

Confidence, curiosity

Skills:

Speaking effectively, managing conflict

Knowledge:

Own strengths, general presentation tips

Summary

Great presentations don't require us to be great

Consider

How can you build your credentials

Objectives: Attitudes, Skills & Knowledge

ASK: Family, colleagues, audience

Test different approaches and measure

Thank you very much for
listening!

Aravindan.Veiraiah@nhslothian.scot.
nhs.uk