

4 Concluding

Imagine you are just about to close your presentation. Look at the suggested sub-categories of a conclusion and write SIG (signal to open the final part of a presentation), SUM (summary), CONC (conclusion) or CR (closing remarks) next to the phrases.

- 1 Let me summarise what we've looked at. = **SUM (summary)**
- 2 Thank you for your attention.
- 3 I'll now hand out...
- 4 I suggest Michael ... and Peter...
- 5 I'd like to conclude by strongly recommending...
- 6 So, that completes my presentation.
- 7 Let me just go over the key points again.
- 8 I trust you gained an insight into...
- 9 To conclude, I'd like to leave you with the following thought...
- 10 Well, that covers everything I want to say.
- 11 If you have any questions, I'd be happy to answer them.
- 12 At this stage, I'd like to go over...
- 13 In my opinion, the only way forward is to...
- 14 Thank you for listening.

6 Handling questions

The LEVER model (Listen-Echo-Value-Empathize-Respond)

- 1 check the understanding of the question
- 2 show you value the question
- 3 show empathy and understanding
- 4 check the questioner is satisfied with your answer

Re-order these words to make expressions. Then add them to the four categories above.

- a have correctly I understood?
- b understand your I concern can.
- c let make sure you I've followed me correctly.
- d answer that query your does?
- e that is problem I can a see.
- f important that's point an – raising thanks for it.

7 Over to you!

- 1 In your group, prepare a 5-6 minute presentation based on the text (distributed last week).