

## **Communication Audit: Leading Discussions**

Center for Business Communication http://www.andrew.cmu.edu/user/hajduk/CBC-Home.html Audit #2009a-C305 • Revised July 7, 2009

Name:	Session:	Rater:	
A. Content & Argument Influence			
1. State the purpose of your segment at opening 2. Address typical audience questions and conditions 3. Explain information completely & carefull 4. Give audience clear, concise, useful takeav 5. Close by directly asking the audience to take 6. Answer all questions in the session though 1. Structural & Organizational Influence 1. Open with attention grabbing news, story, 1. Sive an easy-to-remember 3-point oral open 9. Arrange session in logical sequence accord 10. Discuss only a few significant points to find 11. Stress the benefits of the ideas, strategies, 12. Use vocabulary to cue critical points for 1. Use numbered transitions between ideas of 14. Add interactive segment (discussion, brain positions).	ncerns for this topic so ly so the audience sees ways they can start usin ke a specific action to u atfully, decisively, and t facts, etc. designed to in ening agenda to preview ding to progression audient time allotted—w/back processes, approaches listeners ("The next points agents) as sections ("Let's move	they can "buy in" for idea & accepts your info/P.O.V. g tomorrow	0 1 2 3 4 5 0 1 2 3 0 1 2 3 4 5 0 1 2 3 4 5 0 1 2 3 4 5
participation C. Vocal Influence			
15. Maintain appropriate volume so that ever 16. Deliver your talk at a conversational rate 17. Vary vocal tone & pitch to engage & emp 18. Project vocal enthusiasm as you express y 19. Articulate all words clearly to project ethe 20. Maintain a fluent flow to your talk to stre 21. Add unexpected mid-sentence dramatic p 22. Omit double starts & empty filler words t 23. Get audience to verbally interact & partice D. Nonverbal Influence	of speedapprox.110 v phasize meaning (Ex: "I your interesting ideasv os, intelligence & educa- engthen credibility (smo pause (deliberate silence that distract the audience	wpm (not too fast or slow) I didn't say they cheated.") wocal energy is contagious ation (Ex: par-tic-u-lar-ly) both vs. choppy/uneven) e) to stress important point e (Ex: Ah Um Okay)	0 1 2 0 1 2 3 4 5
24. Acknowledge audience with direct eye co 25. Stand tall w/both feet flat on floor & use 26. Use varied, natural gestures to emphasize 27. Behave as if you were talking to 3-4 good 28. Use facial expressions to communicate ar 29. Project the image of a relaxed, confident E. Visual Image Influence 30. Illustrate main messages w/ associative st 31. Design crisp, uncluttered electronic or fli	good posture to communic a point, animate your of friends to add a converted build rapport with the professional to increase tory or metaphor to hold	micate poise & confidence discussion & engage people rsational manner e audience (smile more) e audience comfort levels d attention & aid recall	0 1 2 0 1 2 0 1 2 0 1 2 0 1 2 0 1 2 0 1 2
32. Write a persuasive message caption above 33. Emphasize only critical points, situation, Communication Audits provide researched benchmark Copyright © 1996, 2006, 2009 • Thomas Hajduk, Ph	e the visual aid so audic item- limiting visuals u ks designed to strengthen b	ence learns important point used to 1 or 2 per discussion usiness communication abilities	0 1 2 0 1 2 0 1 2 Total = 100