

1a Head: downward look

Results	<ul style="list-style-type: none"> • <i>Makes you look shy</i> • <i>You feel insecure</i> • <i>You experience shortage of breath</i>
Origin	<ul style="list-style-type: none"> • You are afraid to face the audience • You are focusing too much on what to say • You are adopting an obsequious attitude • You fear judgement
Avoidance tricks	<ul style="list-style-type: none"> • Choose a clear eye position (focus your eyes in-between two persons; you are not forced to look somebody in the eye) • Draw inspiration from your contents • Get a signal from your audience (you have instructed somebody to ask a question)
Strategy	<ul style="list-style-type: none"> • You want to show your audience that you are thinking • You want to get a reaction from your audience

1b Head: upward look

Results	<ul style="list-style-type: none"> • <i>The audience thinks you have a dominant/arrogant attitude</i>
Origin	<ul style="list-style-type: none"> • You are afraid to face the audience • You feel insecure
Avoidance tricks	<ul style="list-style-type: none"> • Choose a clear eye position (focus your eyes in between two persons; you are not forced to look somebody in the eye) • Practise your presentation in front of a mirror (for example at home in the bathroom; make sure that nobody is at home!) • Get a signal from your audience (you have instructed somebody to give a signal before the real presentation takes place)
Strategy	<ul style="list-style-type: none"> • Show your authority to the audience (you can only apply authority when you really possess it!)

2 Eyes: one focal point

Results	<ul style="list-style-type: none"> • <i>The audience doubts whether you are talking to them (or to the wall or to somebody outside the room)</i> • <i>You are not interested in the audience (you are only looking at the professor)</i>
Origin	<ul style="list-style-type: none"> • You are afraid to face the audience • You are trying to avoid an information overload • You feel insecure
Avoidance tricks	<ul style="list-style-type: none"> • Choose a clear eye position (focus your eyes in between two persons; you are not forced to look somebody in the eye) • Put a signal on your cue card (a note with a bright colour) • Acknowledge stress signals with the purpose to avoid information overload
Strategy	<ul style="list-style-type: none"> • Get people silent (focusing on somebody for a longer period) • Ignore somebody (do not look somebody in the eyes) • The presenter takes some time to think

3a Voice: monotonous, slow and low

Results	<ul style="list-style-type: none"> You are losing the interest of your audience Your audience no longer takes you seriously
Origin	<ul style="list-style-type: none"> You are having trouble with your own body movements You feel stressed You did not prepare your presentation adequately
Avoidance tricks	<ul style="list-style-type: none"> Present with an open body (keep your arms away from the front of your body; make slow movements with your arms to support an argument) Put a signal on a cue card (note: talk louder!) Make your contents more interesting for your audience Practise your presentation by singing it in private (you are forced to talk in another way)
Strategy	<ul style="list-style-type: none"> Use your voice to check whether your audience is still listening more carefully to your presentation

3b Voice: high (in particular at the end of a sentence) and quick

Results	<ul style="list-style-type: none"> You lose the interest of your audience by saying so much so quickly. The audience cannot process the information (a human being has a limited brain capacity) Your audience no longer takes you seriously
Origin	<ul style="list-style-type: none"> You are breathing incorrectly You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> Take a breathing break (give yourself time to relax) Take a moment of silence (about five seconds) Articulate in an exaggerated way (talking slows down automatically; practise this at home!)
Strategy	<ul style="list-style-type: none"> Wake up your audience Create a type of tension in the room (what will be said next)

4a Upper body: closed (arms crossed and shoulders tensed)

Results	<ul style="list-style-type: none"> You lack charisma You lack the ability to discuss or you convey a dull personality
Origin	<ul style="list-style-type: none"> You are looking for protection You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> Practise in front of a mirror Get a signal from the audience (waving when it happens; you make an agreement before the presentation) Signal on a cue card
Strategy	<ul style="list-style-type: none"> Get rest and control Give the audience a moment to relax

4b Upper body: raised shoulders

Results	<ul style="list-style-type: none"> You appear shy The audience thinks that you doubt your ability as a presenter
Origin	<ul style="list-style-type: none"> You take a defensive position (you are indicating that anything you say will be of no consequence)
Avoidance tricks	<ul style="list-style-type: none"> Practise in front of a mirror Get a signal from the audience
Strategy	<ul style="list-style-type: none"> Help! (you are telling the audience: be nice to me; I have prepared so well for this presentation)

5a Hands: in pockets

Results	<ul style="list-style-type: none"> You convey disinterest You have a casual attitude
Origin	<ul style="list-style-type: none"> You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> Use cue cards Take a non-clicking object in your hands (for example, an eraser) Practise in front of a mirror
Strategy	<ul style="list-style-type: none"> Show that you know what you are talking about

5b Hands: extreme movement

Results	<ul style="list-style-type: none"> You convey restlessness (you look like a conductor or a stressed weather man) The audience becomes distracted and begins to observe when they should be listening
Origin	<ul style="list-style-type: none"> You feel stressed Over-preparation (you are so focused on your content that you begin to make extreme hand movements)
Avoidance tricks	<ul style="list-style-type: none"> Position your arms close to your body Practise in front of a mirror
Strategy	<ul style="list-style-type: none"> Underline the importance of an argument

5c Hands: holding onto an object or the desk

Results	<ul style="list-style-type: none"> You convey restlessness, which disturbs the audience (you are clicking with a pen the whole time)
Origin	<ul style="list-style-type: none"> You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> Take a non-clicking object with you
Strategy	<ul style="list-style-type: none"> Use cue cards (you can write down a number of catchwords or even your whole presentation on these cards)

6a Lower body: extremely mobile

Results	<ul style="list-style-type: none"> You convey restlessness (the audience feels as though they are watching a tennis match) You provide a visual overload for your audience
Origin	<ul style="list-style-type: none"> You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> You should walk to another point in the room (only when you are starting another part of your presentation)
Strategy	<ul style="list-style-type: none"> Keep in contact with your audience (it has become a bit dull without any movement) Keep your presentation lively (the audience is falling asleep; it is time for a loud walk)

6b Lower body: wiggling

Results	<ul style="list-style-type: none"> You convey restlessness (people begin to write down how many times you have moved) You provide a visual overload for your audience (the audience focuses on the wiggling; they do not pay attention to your presentation)
Origin	<ul style="list-style-type: none"> You have adopted the wrong body position You are injured (you experience painful muscles, you have had an accident or one leg is longer than the other) You feel stressed
Avoidance tricks	<ul style="list-style-type: none"> You should walk to a different position in the room a few times
Strategy	<ul style="list-style-type: none"> Keep in contact with your audience (it has become a bit dull without any movements)

7 Feet: either crossed or at a short distance from each other

Results	<ul style="list-style-type: none"> You convey restlessness You may lose your balance
Origin	<ul style="list-style-type: none"> You feel stressed You are injured (you experience painful muscles, you've had an accident or one leg is longer than the other)
Avoidance tricks	<ul style="list-style-type: none"> Create some space in between your feet (making you more flexible in your movements) Bend your knees slightly (making you more flexible in your movements)
Strategy	<ul style="list-style-type: none"> Keep in contact with your audience (it has become a bit dull without any movements)



1 Equipment breaks down

Situation	<i>You have checked all equipment beforehand (→ F2, F6) and everything worked fine. But the overhead projector stops functioning half-way through your presentation. A new one is not available.</i>
Reaction	Make sure that you have a piece of chalk or a whiteboard marker at hand. In this way, you can pursue your presentation on the (white)board. Overhead projectors are more reliable than beamers, so make sure you always have some transparencies available when you have prepared something for the beamer or computer.

2 Forgotten object

Situation	<i>Half-way through your presentation you find out that you have forgotten an essential object or a slide for your presentation.</i>
Reaction	Explain to the audience exactly what has happened, and that you will try to explain as clearly as possible what you intended with the object or the slide (use the board to explain it better).

3 Asking questions (you have clearly explained beforehand that you do not answer questions during your presentation). The following situations can occur:

Situation	<i>Somebody asks a very essential question.</i>
Reaction	When you get signals from your audience that more people face the same problem, you can decide to discuss this issue.
Situation	<i>Somebody asks a question merely to look interesting.</i>
Reaction	Always react professionally and friendly. If this person remains obtrusive become more explicit in your answers, by stating that the question has nothing to do with the object of your presentation.
Situation	<i>You do not know the answer to a question.</i>
Reaction	Admit that you do not know the answer. You can offer to search for the answer or refer them to somebody who might know the answer.
Situation	<i>Somebody keeps asking a question (again and again) without listening to your answers.</i>
Reaction	Try to remain calm and try to break through this wall of ignorance. If it still does not work, then conclude that you each have a different opinion about this subject (only in this very specific case) and leave it at that.
Situation	<i>You feel that people did not understand your presentation because of the type of questions they asked.</i>
Reaction	You can decide to repeat a piece of your presentation in order to clarify your point. You can also give a short summary of your whole presentation and underline the main points again.

4 Lost your text

Situation	<i>You prepared your presentation well, but you lost your text in the middle of your presentation.</i>
Reaction	Take a break for ten seconds and try to recover that part of your story. If you do not manage to return to your story within ten seconds, admit that you forgot your text. You should take some time to check your notes in order to recover your presentation. In this way, you clearly explain what you are doing and the audience will take note. This creates the best chance of pursuing your presentation with minimal damage.



5 Attitude/Behaviour of audience

Situation	<i>The audience is not very silent, moves around, and you get the impression that they do not like your story.</i>
Reaction	Try to get the audience on your side again by making a joke or making an obvious slip or try another way of presenting.

6 Unexpected entrance

Situation	<i>Somebody is entering the classroom too late.</i>
Reaction	Stay focused on your audience. Wave this person in with your hand, but do not say a word! When you do not react to the person that is late, the greater the chance that your audience remains focused on you instead of on the person that has just entered the classroom.

7 Comforting moments

Situation	<i>To feel more comfortable during a presentation, a number of tips may help.</i>
Reaction	<ul style="list-style-type: none">• You can change your slides more <i>slowly</i>, in order to give yourself more time to think.• You can <i>look away</i> from the room for a moment so that you have a few more seconds to relax and some extra time to think.• You can <i>drink</i> something so that you have some additional time to empty your mind.• You can <i>breathe</i> more deeply in order to relax and think more clearly.• You can ask a <i>short question</i> to somebody in the audience so that you have some time to reconsider the subsequent parts of your presentation.