

This is a **post-presentation** handout for Kevin O'Connor's session!  
Please look at it AFTERWARD.

To: PAHCOM Quick Start Guide  
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***Some random thoughts about presenting and implementing change.***  
"Change is like moving day...help them move...they'll like the new place."

1. Try not to implement everything at once. Wait and **plan a bit**. Introduce new techniques one at a time. If you are going to use the flipchart, use it once almost nonchalantly. Then more, then more. Don't sell...educate.
2. Begin therefore with **small steps**. Use the small groups of three technique to get a meeting started with a "starter" question that relates to the meeting's agenda. Remember, your job is to engage them not to please them!
3. Remember the name tags (both sides) and name tents (both sides). LARGE print for first names and **no positions or degrees on the tag**. Help others feel connected, not intimidated.
4. **Begin all of your presentations mentally by asking** what three things you want to accomplish and what one essential message do you want to reinforce with them. Do this even when leaving an important voice mail message. You might not say any of this out loud, but you will be clearer in your head and in your delivery. Preparation is the root of a relaxed persona.
5. **Burning Questions** are a great way to see the "real" agenda and to get right to work. Ask them for their BQ's.
6. **Send all email one-to-one**. Avoid cc and bcc as much as possible. Certainly true for important emails to influential people. Both one-to-one and one-to-one hundred, be as personal as possible for maximum impact.
7. Start **every meeting on time** every time and always finish five minutes early....especially when you are the presenter! Never, ever, go over time!
8. Let **conflicting ideas** circulate openly, then put them in groups of three, then to the flipchart to summarize what you heard. Always ask them "What did you just learn?" Do not ask them "What did you talk about?"
9. "What are the next steps?" **Ask, never tell.**
10. **Summarize at every turn**...then say what you think linking to what they said. Remember the Columbo technique.
11. **Use stories** as well as data. Link data to real life and real people.
12. Consider a **Larry Kind Live** interview, even a short one, to bring an expert before the group, especially one who may not feel so kindly toward your group or your budget!
13. Who else can facilitate this meeting with you or instead of you? Develop your younger and **emerging leaders**. "The only way to teach responsibility is to give it."
14. Arrive early, test your audio-visual, meet and greet, model what you want. **never look "busy"** but rather "ready."

"People own when and what they create.  
They act when they care."