

# Presenting under Pressure: Resilient Communication, Composed Presence in Challenging Situations

## Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Digital literacy & tool confidence



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Emotional intelligence (EQ)



Analytical thinking & problem solving

## Benefits

### Stay grounded, build trust and handle the unexpected

Some presentations carry more pressure than others. You may need to explain complex information, communicate sensitive messages or respond confidently when questions push the conversation off script.

This course is designed for those higher-stakes situations. Participants learn how to shape clear key messages from complex material, structure content so it is easier to follow and use storytelling techniques to support understanding. They discover how to use AI thoughtfully to support preparation and review, ensuring messages sound natural and appropriate for the context. They practise handling challenging questions assertively and adapting their delivery when presentations are tested, resulting in effective delivery when it matters most.



Course participants will experience less stress when presenting in high-stakes environments gain increased respect from audiences.



Stakeholders will have increased confidence and trust in the speaker's judgement, leading to more productive and reliable communication during crucial moments.



Your organisation will improve its ability to navigate change effectively, fostering greater confidence in its people during critical moments.

# Modules

## Positioning yourself as an effective presenter in challenging situations 1

- Recognising how presenting changes in complex, challenging situations
- Evaluating skills and identifying priority areas for improvement in demanding situations.

**Competency:** Identify the demands of high-pressure presentation situations and define clear personal development priorities.

## Making complex information meaningful 2

- Selecting what matters most when working with complex or data-heavy content
- Presenting information visually so audiences can understand implications and relevance

**Competency:** Present complex information and data in ways that support audience understanding and interpretation.

## Using storytelling when the stakes are high 3

- Using stories to frame decisions, change and justification under pressure
- Structuring content through storyboarding to guide interpretation and maintain attention

**Competency:** Apply storytelling structures to shape presentations so key messages remain clear and memorable under pressure.

## Staying credible under challenge and difficult questions 4

- Anticipating challenge and scrutiny in pressured presentation situations
- Responding to difficult questions in ways that protect credibility and keep discussion constructive

**Competency:** Respond to challenging questions in a composed manner that sustains credibility.

## Influencing resistant or hostile audiences 5

- Recognising signs of resistance or hostility and their impact on audience behaviour
- Adjusting tone and approach to reduce tension and maintain influence

**Competency:** Adapt presentation approach to positively influence resistant or hostile audiences while maintaining professionalism.

# Outcomes

- ★ Shape clear, concise key messages from complex or sensitive material, ensuring accessibility in high-pressure environments.
- ★ Leverage storytelling techniques effectively to support understanding when presenting detailed information or data-heavy content.
- ★ Manage challenging questions assertively and calmly, adapting delivery in real-time to keep presentations professional and on track.