

Chapter 3: Verbal Delivery Criteria 84 Goody | 78

Examples:

- o Why is it important to you?
- o What is the current situation?
- o What are the potential consequences, good or bad?

3. **Options.** Put them in control. Make them feel they have many options.

Examples:

- o So, what are your options?
- o What is under your control?
- o Have you evaluated benefits and risks?
- o What can I change?

4. **Outcome.** Get them to come up with actions.

Examples:

- o What happens now?
- o How can I help you?

Verbal Delivery Criteria	
Questioning Techniques	Use various questioning techniques to keep delegates engaged, check knowledge and constantly make them think about the content. Use these types: <ul style="list-style-type: none">• Group questions• Relay• Ask, Break, Choose• Bounce Back• Bounce to Others
Questioning Styles	Use open questions as opposed to closed questions to encourage better answers and thinking. You can use Kipling questions to formulate your open questions.
Enthusiasm	Show your enthusiasm for the topic and the course through your behaviour and words. Use specific energising words to get everyone excited on what you are about to say.
Handling People	Respond accordingly to delegates who might be tired, unresponsive or hostile to your course. Recognise their true concern and address it accordingly.
Coaching	Provide appropriate coaching for delegates when necessary and help them find out the answer to their questions themselves. This will encourage them to commit to solutions they identify.

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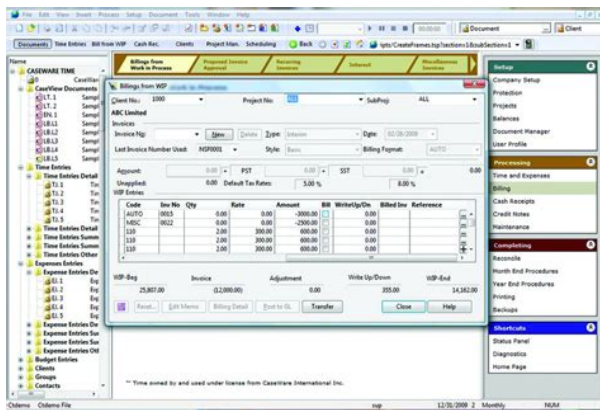
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Leadership Training Manual for Women Leaders of Cooperatives	
USERS' GUIDE	
INTRODUCTORY SESSION	
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MODULE 2	: FUNDAMENTALS OF COOPERATIVES
MODULE 3	: SELF TRANSFORMATION
MODULE 4	: WHAT IS EXPECTED OF A COOPERATIVE LEADER
MODULE 5	: COPING WITH CHALLENGES
MODULE 6	: COOPERATIVE ENTERPRISE MANAGEMENT
MODULE 7	: COMMITMENT TO GENDER EQUITY AND EQUALITY IN COOPERATIVES

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Step 1: Write the draft of the Training Manual

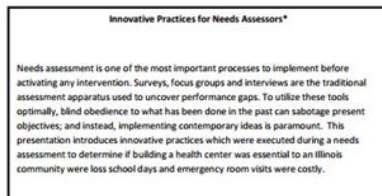
When writing your draft manual, implement the following tips.

- A. **Chunk material** into shorter, albeit logical, sections. **Connect sections with transitions.**

Trainees will be overwhelmed by huge amounts of text group together. To reduce their anxiety and engage them in your training materials, create shorter paragraphs. Place the paragraphs in logical order. As you present your information, you want to chunk your ideas into units or what would be in writing, a paragraph. A paragraph typically possesses four elements.

1. A main idea.
2. An explanation of the main idea, i.e., the presenter's rationale.
3. Examples and/or non-examples to illustrate the explanation.
4. A completion of the idea and transition into the next topic.

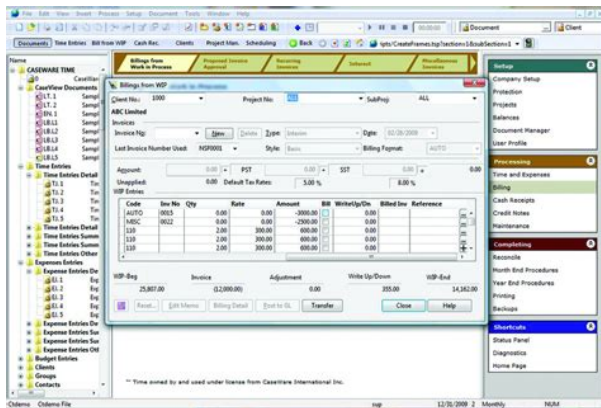
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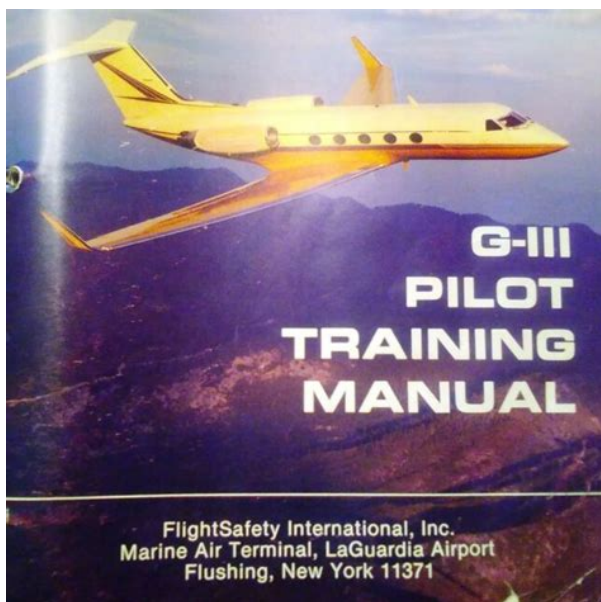
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Descriptions of each analytic can be found below.

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