**.** **Introduction**

1. **Professional greeting:** Identify team members, the professional association each of you represent, the company you work for, and the position you hold. Establish your credibility without being boastful.

Team member 1 -

Team member 2 - I am a Medicare Member Service Advocate with 20 plus years working in the medical field. I currently deal with helping members understand what benefits they have and advocating for them.

Team member 3 - I have been a Physical Therapist Assistant for over seventeen years. I currently work with Pediatrics and Adolescents in the school setting.

Team member 4 - Pretty new to the healthcare industry. Currently hold an entry-level job at a local hospital in order to gain more experience.

team member 5 - Pediatrician for 15 years, currently a pediatric hospitalist at children’s hospital, lecturer at medical school.

1. **Major Opening/Opening Statement: Gain your audience’s attention** . Think about what your audience needs to know and how you will engage them. What can you say or do that will show them you understand their needs and that listening to your presentation will benefit them?  Begin with **a**n opening question or audience poll; a startling statement or statistic; a relevant story, picture, or graphic; a demonstration; a quote; or the like. **Ex: Did you know that we spend 80% of our waking hours listening???**
2. **Audience Centered Purpose and preview:** Clearly and concisely state your objective from the audience’s view, and preview the major points you’ll cover. Be sure to state the author, books and chapters you will be covering.  A good purpose statement DOES NOT begin, “Today we are here to tell you about…”.  Think of the collective message of your chapters, capsulize it and state it with benefit to your audience.  The preview should use the same terminology as what each of the Major Points is called.

(for example - understand the importance of effective listening and be able to implement nonverbal communication skills…..then list the major points)

**II.** **Body:  Major/Main Points**  
  
The body consists of major points that you’ll present and their sub-points or supporting explanations, facts, statistics, and quotes. The number of major points, sub-points, and possibly sub-sub-points depends on the number of people on your team and how you organize your specific part of the presentation.

**B.** **Description of Major Point**

1. Introductory/purpose statement of Major Point and Preview of Sub-points

a. Purpose:  Introductory/purpose statement for segment/major point

b. Preview:  List of Sub-points

**(Causes of poor listening)**

2. Sub-point or development/support for the Major Point

(Physical barriers)

a. Development/support for the sub-point

b. Development/support for the sub-point

3. Sub-point or development/support for the Major Point

(Personal barriers)

a. Development/support for the sub-point

b. Development/support for the sub-point

4. Sub-point or development/support for the Major Point

(Gender barriers)

a. Development/support for the sub-point

b. Development/support for the sub-point

5. Sub-point or development/support for the major point (add however many sub-points and/or developmental/supporting points you need to cover all the areas of the major point—use just enough words to convey the gist of what you’ll present; ***do not write paragraphs in outline form***.

(Semantic barriers )

6. Sub-point or development/support for the Major Point

(Bad listening habits )

a. Development/support for the sub-point

b. Development/support for the sub-point

\*The topics that are parenthesis are the topics that I need for my outline and I need powerpoints to go with this outline maybe 3 or 4 Whichever you decide with an all white background\*