



## Public Speaking

When working outside there will be times when you will have to speak to members of the public. You need to be aware of the impression you make. Your aim is to give a positive impression of yourself and the organization you work for. This means having good knowledge of your subject and knowing how to speak properly.

When you speak to a customer or a member of the public:



### Do's

- Offer help
- Speak politely
- Use words people know
- Use positive body language
- Use polite expressions
- Use appropriate language and tone



### Don'ts

- Don't use slang/swear
- Don't use informal language
- Don't mumble
- Don't give unclear answers
- Don't be too technical