

Mastering Professional Presence

Cultivating authority and engagement through non-verbal communication

The most important thing in communication is hearing what isn't said.

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The 'Do' Checklist: Foundations of Engagement

Core behaviors for active presence

Eye Contact

Builds rapport and ensures honesty.

Upright Posture

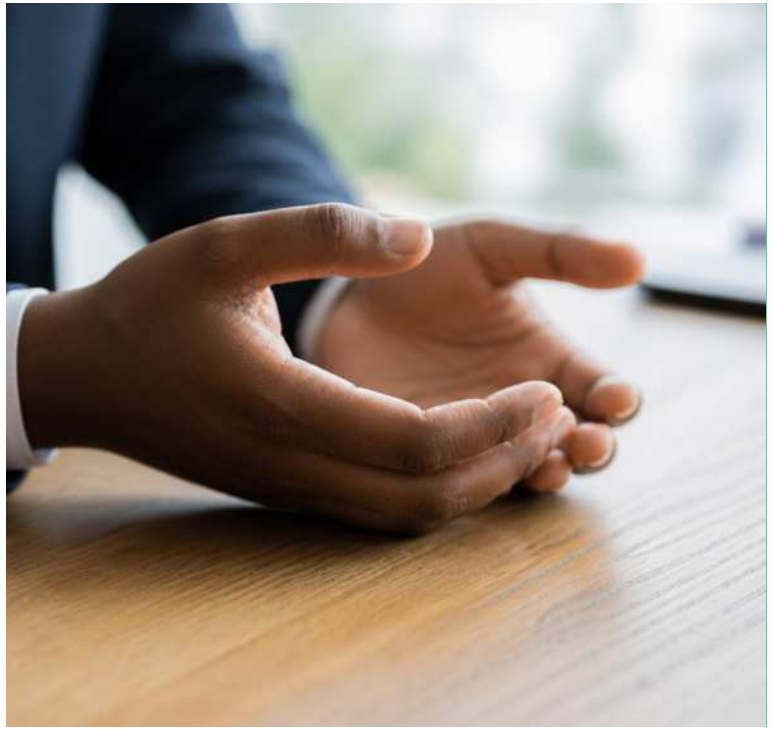
Conveys confidence and readiness.

Natural Smile

Projects warmth and approachability.

The 'Do' Checklist: Active Listening

Demonstrating respect and focus



Relaxed Hands

Keep hands relaxed to ensure the focus remains on your words rather than nervous tension.



Attentive Listening

Refrain from interrupting to show value for your colleague's input.



Appropriate Nodding

Use appropriate nodding to signal active processing and agreement with the speaker.

The 'Avoid' Checklist: Common Distractions

Behaviors that signal disengagement



Digital Distraction

Put your phone away to demonstrate respect and ensure full presence.



Defensive Barriers

Unfold your arms to signal openness and readiness for collaboration.



Excessive Motion

Keep hands calm and controlled to ensure your message remains clear and professional.

The 'Avoid' Checklist: Posture and Flow

Behaviors that signal low energy or lack of confidence

Avoid

- Downward gaze toward the floor
- Slouching and closed-off posture
- Frequent interruptions during conversation

Adopt

- Leveled, confident eye contact
- Upright, professional, and engaged posture
- Balanced, two-way, and active flow

Exercise Overview

Video Exercise: The Professional Intro

The Script

"Good morning. My name is [Name]. I recently completed my [Project/Role] from [Organization]."

Learning Objective

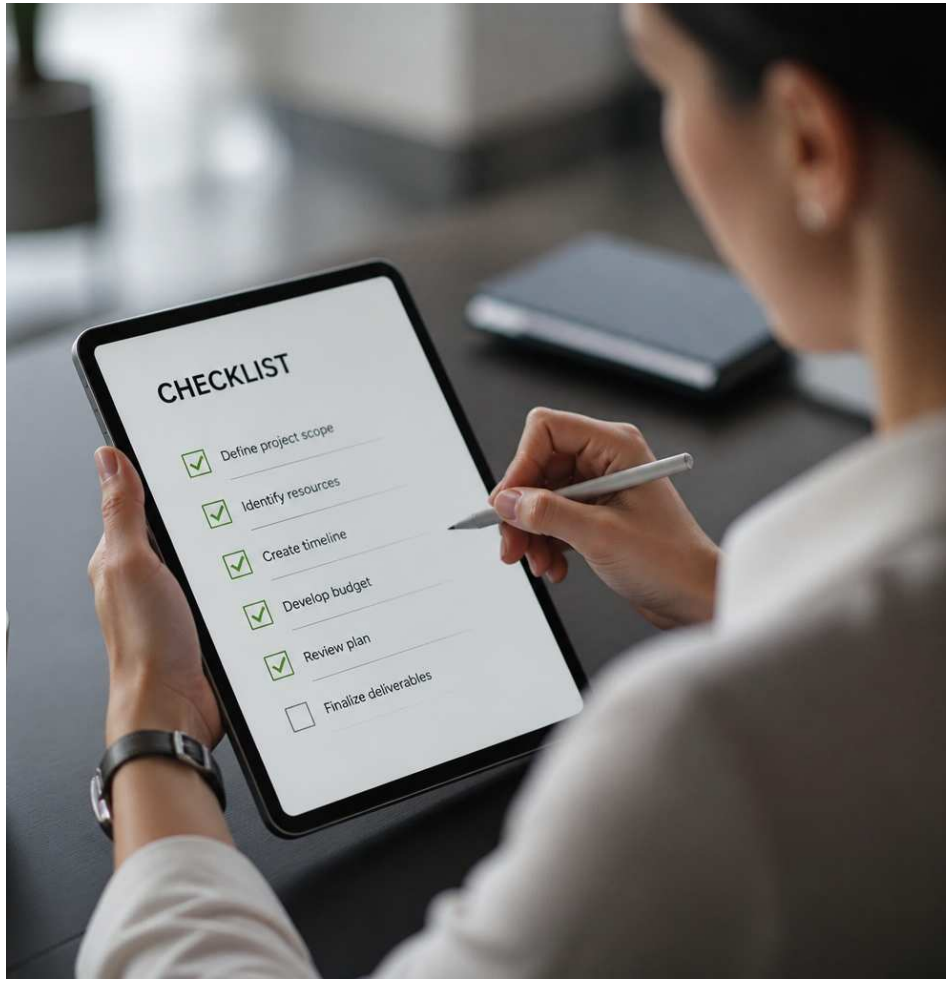
- **Goal:** Practice the 'Do' checklist while maintaining a steady, professional delivery.

Instructions

- Record yourself reciting the script above.
- Review the recording against the 'Do' checklist criteria.
- Focus on tone, pace, and clarity.

Self-Evaluation Framework

Your post-exercise checklist



Eye Contact

Are you looking directly at the camera lens?

Voice Clarity

Is your volume and articulation consistent?

Confidence

Is your tone steady and assured?

Posture

Is your spine straight and shoulders relaxed?

Smile

Does it look natural and welcoming?

Pace

Is your speaking speed measured and easy to follow?