



# California Association of Code Enforcement Officers

## Presentation Skills and Format

Learning Domain #282

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Carlsbad



# Introductions

- Instructor Introduction
  - Michelle Cervantes, CCEO
  - County of Riverside, Transportation
  - County of San Bernardino, County of San Diego, and County of Riverside – 27 years
  - CACEO – Instructor
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# DISCLAIMER

- CACEO is a statewide organization serving the needs of a diverse group. Some information may not apply to your agency at this time but will still serve you well during your career.
- The instructor is not an attorney and the information provided is not intended to serve as legal counsel. Review any actions with your organization's legal counsel before proceeding.
- Your agency policy is the authority under which you should act. Any information in conflict with your agency policy should be reviewed with your supervision and management.



# Training Goals

As code enforcement officers progress in careers and develop new responsibilities, the ability to present information to a variety of audiences is an important skill to represent both their organization and the profession.

Students will understand the concepts of presentation skills and formats.



# Objectives

Determine the purpose of the presentation:

- What is the desired outcome?
- What are we trying to accomplish?
- How are we going to do that?



# Objectives

Identify the audience:

- Managers, supervisor, co-workers?
- Attorneys, hearing officers?
- Other agencies and departments?
- County Supervisors or city council members?
- Property owners, public?
- Media?



# Presentation Skills

- Where are your hands (open hands)
  - Crutch (podium, holding on to notes, clasping, pockets)
- Eye contact
  - Scan the room, make eye contact with individuals
- Body movement
  - Move around (don't pace)
- Gestures
  - Use gestures (talking with your hands)



# Presentation Skills

- Voice
  - Volume
  - Tone
  - Speed
  - Inflection
- Breathing (pause)

“It’s not what you said.  
It’s how you said it.”





# Presentation Skills

- Be passionate / Have Enthusiasm
- Be creative –fun
- Humor, stories (not all about you)



# Presentation Skills

- Ask Questions (wait for answers)
- Have empathy for students
- Honor experience of others and embrace other points of view



# Presentation Skills

- Understand learning domains
  - Cognitive (brain)
  - Psychomotor (Physical)
  - Affective (Heart)
- Manage your ego



# Public Speaking

- We don't fear public speaking we fear disconnections..
- Connect with your audience





# Objectives

Make a connection with the audience:

- Talk with audience before presentation ( if possible)
- Make connections with audience before presentation (if possible)



# Format for Presentations

What is the goal of the presentation?

- Break down information (three points per slide?)
- Make sure you as the presenter know the subject to be presented
- Make sure to connect with your audience



# Power point presentation guidelines

What is the goal of the presentation?

- Overview of topic
- Details of topic
- Photos of topic



# Personal Appearance as a Presenter

- Dress for success
- Do not overdress for success
- Be approachable
- Be a good listener
- Speak to the audience as you would want to be spoken to





# Good Presentation Should Be...

- **CLEAR**
  - Free from confusion or ambiguity and easily understood
- **ACCURATE**
  - Correct
  - Current information
- **COMPLETE**
  - Paint a picture in your words and in your presentation
  - Cover all necessary information including the who, what, where, why, when, and how



# Exercise

Teams will present a group Presentation

- Develop PowerPoint of no more than 6 slides (on paper)
- Every team member has to present a portion
- Follow the tips
- Everyone will have time to prepare



# Questions??