“SPEAK SMART: TURNING CRITICAL MOMENTS INTO CAREER OPPORTUNITIES”

Socialización efectiva y asertiva

Centro Colombo Americano

SECRETARÍA DE DESARROLLO ECONÓMICO

BOGOTÁ

OBJECTIVES

By the end of this workshop, you will be able to:

- Identify critical incidents.
- Learn simple tips for body, voice and structure when speaking in public.
- Plan a short talk about a critical incident and get feedback from AI.

A WORD FROM THE EXPERT

In this workshop, you will work on effective socialization and communication of a critical incident so you can build stronger connections in both professional and academic environments. You will practice how to start and maintain conversations, introduce yourself confidently, ask good questions.



WHY IS PUBLIC SPEAKING IMPORTANT?

Public speaking is important because it helps you:

- Share your ideas with others
- Show your knowledge and skills
- Work in teams and projects
- Have more opportunities in study and work
- When you speak, your voice is visible.
- You show who you are.

Write 2–3 short sentences:

- One situation where you needed (or will need) public speaking:_____
- One reason why you want to improve this skill: _____

THE VOICE OF EXPERIENCE

Watch the following explanation of critical incidents.



CONSTRUCTING CRITICAL INCIDENTS

To construct critical incidents , think of them as short, realistic stories where something important goes wrong or almost goes wrong, and people have to analyze what happened and why.

STRUCTURE OF CRITICAL INCIDENTS

Use this mini-template:

1. **Who is involved?**
   - **Roles, not just names: “new employee, supervisor, customer, team leader.”**
2. **Where does it take place?**
   - **Workplace, online meeting, etc.**
3. **When does it happen?**
   - **First week on the job? During a crisis? Right before a deadline?**
4. **What happens?**
   - **Describe the key actions and conversations leading up to the problem.**
5. **Why is it critical?**
   - **Because there is a mistake, conflict, risk, or important decision to make.**
6. **Trigger point**
   - **The exact moment where things get tense, confusing, or go wrong.**

A GOOD CRITICAL INCIDENT IS:

- Short – usually presented as a short story.
- Realistic – could really happen in that context.
- Ambiguous – not 100% clear who's right/wrong; space for interpretation.
- Rich in causes – there are several possible reasons why it went wrong (miscommunication, assumptions, stress, lack of training, etc.).
- Linked to behavior – focuses on actions and decisions, not just abstract ideas.
  -

BODY LANGUAGE

Your body also speaks when you present.

It is helpful to:

- Stand up straight
- Relax your shoulders
- Look at the audience sometimes
- Use natural hand movements
- Smile (if it feels natural)

Try to avoid:

- Hiding your face
- Turning your back
- Moving too much without reason

USING YOUR VOICE

Your voice is a tool.

You can:

- Speak clearly
- Not too fast, not too slow
- Change your tone a little (more energy for important parts)
- Make short pauses to breathe and think

You do not need perfect pronunciation.

You need to be understandable.

AI PRACTICE.

Copy and paste the following prompt.

“You are my speaking coach. I’m going to describe a critical incident from my real life where something went wrong (a conflict, misunderstanding, or mistake).

1. Ask me questions to help me explain what happened (who, where, when, what).
2. Then ask me about causes (why it happened) and how I felt.
3. Finally, help me explore what I could do differently next time.
4. Please keep the conversation in English and correct my main speaking mistakes gently after I answer.”



SELF-ASSESSMENT

- I know what critical incidents are.
- I know the three parts of a critical incident.
- I know at least 3 tips for body language.
- I know at least 3 tips for using my voice.
- I talked about my own critical incident.

LET'S CHECK

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EVALUATION

How did you like the session?

Please, take some minutes to fill out this brief survey.

https://forms.office.com/r/HTN9pRjUmn