



**Actuaries  
Institute**

# Getting Your Message Across

Young Actuaries Program  
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17 March 2015

# The Power of Communication

- Authenticity
- Emotional Intelligence/ Empathy
- The power of storytelling
- Resilience
- Focus on delivering the message

# Range of Audiences

- Peers/Other Actuaries
- Business Areas/Clients
- Senior Management (C-suite)
- Boards
- Regulators

# Verbal Communication

- Formal v Informal
- Know your stuff – but don't be afraid to say you don't know
- Avoid technical jargon
- Pay attention to audience feedback – verbal and non-verbal
- What questions are you likely to be asked?

# Written Communication

- Statutory Reports
- Internal Notes/Email – be careful of words chosen
- Worth a peer review?
- Key points highlighted

# Powerpoint Presentations

- Too much on a single slide
- No paragraphs!
- Colour/Shapes/Simple
- What's important?

# How to Improve Your Skills

- Practice, practice, practice
- Presentation skills courses
- Toastmasters or similar
- Lunch and learn sessions with colleagues
- Writing skills courses



