

## CHAPTER IV

### CONCLUSION

In this chapter, I conclude the three chapters discussed earlier. In the previous chapter, I have already explained the problem I experienced during my internship. The problem is handling my difficulty in delivering presentations at P.T. Prudential Life Assurance. After doing some analyses, I find two causes of the problem. The first cause is I did not know the clients well. The second cause is I was afraid of making mistakes because I was new. The problem also has two effects. The first effect is the communication between me and the client does not work well, and the second effect is the client and I became frustrated.

There are three solutions that are considered the best solution to the problem: I will get to know about the clients better, I will practice role plays with my trainer and ask him for feedback and I will prepare the presentation

well. The reason of selecting the solutions is because if these three solutions are combined, it will make a better result. There are also the potential negative effects from these three solutions but I believe that I can overcome the negative effects and focus to reach the potential positive effects. If I combine these three solutions, I can always give a successful presentation.

To conclude, delivering a presentation is difficult because I do not know who the clients are, and I am afraid of making mistakes during the presentation. The effect of my difficulty is the communication between me and the clients does not work well. Besides, the client and I become frustrated because of my difficulty. Therefore, to solve my difficulty in delivering a presentation, I will get to know about my clients better and I will practice role plays with my trainer and ask for feedback. Besides, I need to prepare my presentation well. My suggestion is it is better to combine these three solutions to make a successful presentation.