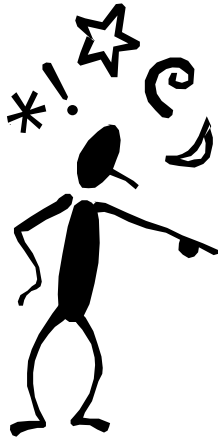


Dealing with Difficult Audiences

How to Handle Hecklers



Redirect hostility to win back your audience

We're in this together

Whether you are delivering a presentation or conducting a meeting, you and your participants are in it together. As a presenter, your responsibility is to analyze your audience and prepare an agenda that meets your listeners' needs. If you are not prepared, or the audience doesn't understand what's in it for them, you increase the risk for heckling.

Who should attend

This program is designed for new or experienced presenters, trainers, supervisors, managers, and team leaders who give presentations or conduct meetings and want practical tools for interacting with difficult audience members.

What you will learn

Hecklers use a variety of techniques to challenge a presenter—from having side bar conversations, to asking unrelated questions, to reading the newspaper, to talking on a cell phone. Likewise, some listeners act like hostages or skeptics just waiting to pounce on you.

In this dynamic program, you will learn:

- ◆ the common causes of heckling
- ◆ how thorough preparation and high energy diffuse conflict
- ◆ strategies to deal with hecklers, including keeping your cool
- ◆ how verbal and nonverbal behavior impacts your success

Program format

Dealing With Difficult Audiences is a two-hour program where participants learn valuable tools and skills during lunch. Participants gain strategies and tools to handle skeptical, even hostile, listeners. Participants complete small group exercises to practice interpersonal interaction along with an action plan for putting new skills to work.

To register, contact:

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