



How to Deal With a Hostile Audience

by

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- 1. Listen carefully to the question & repeat it aloud*** - Make sure you understood the question correctly & that your audience knows the question to which you are responding.
 - 2. Answer directly. Look directly at the person asking the question*** - Give simple answers to simple questions. If the question demands a lengthy reply, agree to discuss it later with anyone interested.
 - 3. Refer to your Speech*** - Whenever possible, tie your answer to a point in your speech. Look upon these questions as a way to reinforce & clarify your presentation.
 - 4. Anticipate areas of questioning*** - Prepare factual support material in three or four areas in which you anticipate questions.
 - 5. Be friendly, always keep your temper*** - A cool presentation creates an aura of confidence. When the questioner is hostile respond as if he or she were a friend. Any attempt to "put down" your questioner with sarcasm will immediately draw the audience's sympathy to the questioner.
 - 6. Always tell the truth*** - If you try to bend the truth, you almost always will be caught. Play it straight, even if your position is momentarily weakened.
 - 7. Treat two questions from the same person as two separate questions***
 - 8. Don't place your hands on your hips or point at the audience*** - These are scolding poses and give you the appearance of preaching.

9. Keep things moving - *There is a rhythm to a good question-and-answer exchange. They volley back & forth in a brisk manner. Keep your answers brief and to the point with many members of the audience participating.*

10. Conclude smartly - *Be prepared with some appropriate closing remarks. End with a summary statement that wraps up the essential message you want them to remember.*

Lenny Laskowski is an international professional speaker and the author of the book, [***10 Days to More Confident Public Speaking***](#) and several other publications. Lenny's products can be purchased "on-line" from this website at: <http://www.ljlseminars.com/catalog.htm>. Lenny is also available for hire to speak to your organization, college or association. Lenny also provides in-house seminars and workshops. Why not contact Lenny today for your next function or event. You can reach Lenny at 1-860-559-0202 or E-mail him at: Sales@LJLSeminars.com.