



Presents



Your Guide to:
Handling the Demanding

Core Principle

Plan for the Demanding

Angry Audience

Turn Things Around in 3 Steps.



Disruptive Audience

3 Options!



Ignore

Pay no attention and carry on.



Address

Tackle the argument head on.



Redirect

Suggest you will answer questions later.

Disengaged Audience

Make Them Care!

Highlight the **connection** between **your topic** and the **desires of your audience**. By doing this you will engage your audience – because now your **presentation aligns** with their personal/professional goals.