

#8

Handling Difficult Audiences

There's one in every crowd...

- Ignore, use humor to diffuse, or politely confront the person/situation
- Use peer pressure – “Does anyone else...”

Assistant Professor	
Characteristics	Coping Strategy
<ul style="list-style-type: none"> • Feels responsible • Wants to help you 	<ul style="list-style-type: none"> • Redirect • Acknowledge and then move on

Victim	
Characteristics	Coping Strategy
<ul style="list-style-type: none"> • “We tried it before, it won’t work” • “My situation is different” 	<ul style="list-style-type: none"> • State the positive • Move on

Heckler/Saboteur	
Characteristics	Coping Strategy
<ul style="list-style-type: none"> • Continually cutting in or interrupting • Attacking your points 	<ul style="list-style-type: none"> • Confront – “Please hold comments until the end.” • Don’t get emotionally hooked

Storyteller	
Characteristics	Coping Strategy
<ul style="list-style-type: none"> • Likes to tell long stories/anecdotes • Isn't aware of the timing this takes up 	<ul style="list-style-type: none"> • You’ll be able to tell after the first story – cut the second story short