

Dealing with Challenging Situations

Instructions: Listed below are some key phrases and ideas for handling challenging situations while delivering a presentation.

CHALLENGING SITUATION POSSIBLE SOLUTIONS

Talkers	<ul style="list-style-type: none"> • Stand near the disruptive parties. • Ask for their comments. • Ask them to refrain from talking. • If the behaviour persists, take a break and take the parties aside to discuss the problem.
Disagreement: Try these phrases	<ul style="list-style-type: none"> • Let's be fair. • Interesting thought. • Could we put that on the back burner for now?
Ringing mobile phone	<ul style="list-style-type: none"> • Gently remind the group of the 'no mobile phone ground rule'.
Two or more people talking: Try these phrases	<ul style="list-style-type: none"> • You first, then you. • One at one time • Are we getting off track?
Confusing question from an audience member: Try these phrases	<ul style="list-style-type: none"> • Could you break that question down a little further for me? • So what you're saying is • Does someone else have an insight on this statement?
One person who won't stop talking Try these phrases:	<ul style="list-style-type: none"> • How about if we get some ideas from this (the other) side of • the room? • Let's get someone else to help us out on this one.