



# Cool, Calm & Connected

...every time you speak

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## EVENTS CALENDAR

From Feb 1, 2011  
2 Coaching Programs

**DIY – e-learning.  
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Geraldine  
(Phone, Skype,  
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**Feb 19 – Apr 2, 2011  
7 Week Course  
Face to Face Group  
Byron Bay Area, NSW**

**June 17-19 2011  
3 Day Intensive  
Byron Bay Area, NSW**

**October 2011  
4 Day Retreat  
Women Only  
North NSW, Australia**

### Quick Survey

**What's Your Biggest  
Public Speaking Fear?**

- Boring people
- Appearing nervous
- Going blank
- Exposing too much

**"It's a great personal development program  
about finding your authentic voice"**

## A Hostile Audience



### COOL CALM CONNECTED EZINE



Cool, Calm & Connected ezine  
Be seen, heard and remembered  
...every time you speak.

November / December 2009

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Back issues: are available here

#### What's New

2010 will see a new look for this ezine. It will feature a **Word Of The Bimonth** to delight and expand your verbal horizons and will focus on an interpersonal communication **Sticky Situation**.

You're invited to send in Words you'd like investigated and Sticky Situations you'd like solved



"A Hostile Audience"

**Article 6 of 6 in the 2009 theme of "How To Talk In Difficult Places".**

*"With each issue, learn how to stay comfortable within your own skin to make meaningful connections and get your point across, even in the most trying of public places..."*

#### The Problem

Ever entered a room to speak to a group and realised they were hostile? Hostility is scary. It is also a useful warning about how to proceed or how not to proceed. With adrenaline rushing through your veins, can you react safely?



**Geraldine Barkworth**  
Wholistic Public  
Speaking Coach,  
Australia

## FREE E-NEWS

Your Public Speaking problems solved by The Goddess.

- Quirky, Practical, Fun & Thought-Provoking.
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## What's Your Biggest Public Speaking Fear?

- Being judged / mocked
- Feeling Unheard
- Answering questions

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## NERVOUS?



Learn to manage speaking nerves with the Inner Calm exercise.

## The Impact On You

In this situation, I've had clients react with one of the following:

- Die a little inside and carry on valiantly with sad "please don't eat me" eyes.
- Get angry and either leave or beat up the audience, creating more hostility.
- Trust their gut and adapt to the situation. They may break the tension with something spontaneous and genuine, they may verbally acknowledge how the group is feeling or even ask the group for permission to proceed. They may change or cut short the presentation after negotiation with the group.

This article will focus on three ways to help you handle a hostile audience and to handle yourself. (How to handle Troublemakers, Know It Alls, Bored & Looking For Trouble and Power Players is a complex issue will be covered in the 2010 ezine.)

### 1. The Perfect Parking Principle

This principle involves using visualisation in advance of your presentation. Many of you may already use this classic example: "As you drive to your destination, visualise yourself finding the perfect park for your car, right out the front. And when you arrive, there it is, miraculously awaiting you." Use this principle whenever you are going to speak to a group (a team, a meeting, an audience, a class, a job interview.)

You could rename it, "The Perfect Audience Principle."

Visualise how you want your audience to receive you and then let it go. Don't hang on desperately. Desperation is how you also miss out on your "perfect park", as someone else slips in just ahead of you.

### 2. Establish Trust and Rapport

It's just not possible to win all of the people all of the time. Start with just one person in the group. Someone who wants to be there and is willing to listen. They may be leaning forward, smiling or just making eye contact with you. These are the people to whom you give 100% of your attention. Speak directly to them. Notice their reaction to your words.

Do not be distracted by the ones who are not giving you the time of day. Eventually, they will notice the special rapport between you and other members of the group and they'll want some too.

There just isn't enough trust and rapport in our day to day communication. Most of us are too busy texting or thinking of something witty to say to stop and witness how another person is feeling.

When you take the time to build trust and rapport, that's what

## The Calm Kit



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## The Solution



you'll also get in return.

### 3. Beyond Your Control

I'm not talking about giving up, shoulders drooping, when confronted with a hostile group; I'm talking about recognizing when a situation is simply beyond your control.

Sometimes it is better and smarter to make a strategic retreat or renegotiate, learn from it and survive to play again another day.

The key here is to learn how to not let it affect your self esteem. Unless of course you were paid an outrageous sum of Money because you made an outrageous claim to be able to transform and motivate a group of 17 year old males on ice.

The two most difficult workshops I ever facilitated had 3 things in common:

- A vague organiser who didn't disclose that the participants hated one another;
- A very late booking with ever changing last minute details;
- And I ignored my intuition to not accept the work in the first place.

Looking back, I learnt lots from these situations – some parts of which were beyond my control (participants hating one another; disorganised and vague organisers) and some of which were within my control (good intuition and ability to set boundaries.)

And let's not forget of course, what defines a "hostile audience"? Hostility may be in the eyes of the beholder.

Ultimately, you cannot control other people's reactions, but you can control your own.



#### What You Can Do

- Visualise and prepare in advance.
- Establish trust and rapport, one person at a time.
- Recognize and accept that some situations are beyond your control. Identify what you have learnt and next time, apply it.



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