



# 6 Steps For Dealing With An Aggressive Audience Question

Courtesy of **beth-ann galvin**

**1 Take Control.** Be open to the question, and step forward confidently to engage it.

1

**2 Hold Back.** Don't get defensive. Ignore the impulse to attack.

2

**3 Review.** Listen closely and try to understand what is behind the question.

3

**4 Empathise and engage.** Acknowledge the speaker by showing understanding and concern.

4

**5 Answer.** Offer your opinion or perspective boldly, and don't be embarrassed to admit to not having all the answers.

5

**6 Test.** After responding, check in with the person who asked the question to ensure they are satisfied, or at least, gratified.

6

**Beth-Ann Galvin** is the Founder and MD of Business Communication Skills Holdings, as well as a sought-after executive presentation coach, trainer and speaker. She has a 30-year track record of delivering top-shelf Business Presentation, Communication, Customer Service and Sales Skills training solutions, and has earned the reputation of being "The Presentation Fixer".

