Tips for Public Meetings

1. Be an active listener when others are speaking.
2. Maintain eye contact with the speaker.
3. Ask a question if something is not clear.
4. Figure out the assumption(s) of the questioner - correct the assumption if necessary.
5. Reflect the question back.
6. Don't answer the negative person; answer the audience (be in control of the meeting).
7. Receive/accept anger, hostility (and stay clam).
8. Look honest, be honest.
9. Treat all with respect, even negative people.
10. Anticipate the key question and prepare succinct responses beforehand.