

Facing the Music

How to creatively cope with a challenging audience

Do you dread fronting up to a large number of angry, confused and distressed people?
Who doesn't? But sometimes we just have to "face the music"!

This course is designed for:

- Professionals
- Executives
- Public servants
- Project Managers and
- Business leaders

who find themselves facilitating or presenting to audiences who are enraged.



The context:

- Public meetings
- Shareholder meetings
- Large internal organisational planning events
- Any situation where there is plenty of passion and people present!



This half day session will offer 20 practical tips on how to not only survive but to thrive in such circumstances.

We will explore helpful and unhelpful mindsets. Our trainer will actually demonstrate some of these tips in a large group setting.

Tips include:

- Ways to stay composed and resourceful
- The "Stacking" technique
- Honouring the silent majority
- Acknowledging concerns and values
- Allowing space for feelings to be expressed
- Earning the right to share information
- Establishing empathy and rapport before providing detailed information



This interactive short course will be delivered by Max Hardy

- He recently co-facilitated Australia's First Citizens Parliament in Canberra
- Master Trainer for International Association for Public Participation for past 5 years
- Has fronted angry crowds of people for the past 30 years (even in prisons!)
- Delivered first IAP2 Training Academies in North America and in the UK.
- Highly experienced and sought after Facilitator
- Masterful story teller (He has made plenty of mistakes in his time – which amount to amusing anecdotes that have shaped his approach and informed his practice).

