

- Body of meetings, 252-53
- Bonded audience, 144
- Bonding, 122
- Boredom, 38, 98, 223
- Bosses, 79, 83, 87
 - power sharing and, 127-29
 - question-and-answer period with, 211-21
- Brain, human, 97-99, 202
- Brainstorming, 247
- Breakfast, 83, 90-91
- Breathing, 207
- Building on ideas, 235, 238
- Building to a climax, 247
- "Build" system, 116-17
- Bystanders, 231, 232

- Car-pooling, 83
- Challenged audience, 144
- Charismatic leaders, 17
- Charts, 116
- Chronology, 99, 111, 116
- Clarification, 138-39, 191, 199, 210
- Clarity, 131, 182-83
- Clean-up time, 255
- Close-Up, 100
- Closure of meetings, 255-56
- Coercion, audience and, 147-48
- Coffee breaks, 150, 254
- Coffee drinking, in one-on-one encounters, 124-25
- Color(s), 115, 117, 163
- Commercials, rhythm of, 38
- Communication. *See also specific topics*
 - basics of, 21-22, 34-36, 40-47. *See also* Listening; Telling
 - changes in, 31-34
 - reasons for problems in, 4-8
 - requirements for, 8
- Communication strategies, 48-52. *See also* Fore-Thought
- Communication style, 2, 13, 18, 31, 36
- Comparison, 190, 212, 226
- Competition, 45, 190
- Competitive audience, 143
- Complex speakers, 28
- Compliments, 199
- Conclusion of presentations, 108-9
- Conditioning, answering questions and, 189, 215
- Conference rooms, meetings in, 88
- Confidence, 27, 244
- Conflict, 225, 243. *See also* Anger; Disagreement; Hostility
- Consensus, developing, 227
- Consequences, 190
- Constructive criticism, 255
- Contact, 122
- Content
 - controversial or dangerous, 242
 - of one-on-one encounters, 119, 126-32
 - of presentations, 106-7
 - of questions, 216
 - scheduling and, 84, 91-92
 - of speeches, 153-54, 171-74
- Continuity, lack of, 37
- Control, 194-95, 208
- Controversial subjects, 242
- Counter-punch, 218
- Co-workers, 13, 24-25. *See also* Audience
- Creative speakers, 27
- Critical questions, 217-20
- Criticism, 132-34, 245, 255
- Critiques, group, 255
- Curiosity, 234
- Current events, 168
- Cutting people off, 241

- Dangerous subjects, 242
- Data. *See* Information
- Debates, avoiding, 200
- Defensiveness, 206, 218
- Denial, 5-7, 10-11
- Details, in speeches, 171
- Diagrams, 187
- Dialogues, 22, 24, 201
- Disagreement, 192-94, 210, 219, 239-40
- Disappointment, 173
- Discovery, 13
- Discussion, in one-on-one encounters, 130-32
- Disenfranchised audience, 143
- Distractions, meeting time and, 83-84
- Dramatization, in speeches, 174

- Education level, of audience, 146
- Egos, 243
- Eloquence, 176, 191
- Emotional Needs, 57-58, 61-68, 75
- Empathy, 59
- Emphasis, 184
- Endings of speeches, 174-75
- Energy level, 157, 180
- Energy patterns, 81-82
- Entrepreneurs, 15
- Environments for meetings, 85-88, 116, 186, 196-97