

Questions (*cont.*)

- group, 169
- hostility in, 205-11
- of participants, 244
- rhetorical, 170

Rapport, establishing, 214

Reading, 32

- by audience, during presentations, 112-13

Reagan, Ronald, 18

Recaps, 107, 138-39, 184, 254

Recognition, 7, 18-19

Regular attendance, of audience, 149

Relationships, 6-7

Relaxation, 200

Repetition, 184

Respect, 199, 212, 239

Rhetorical questions, 170

Role play, 220-21

Room layout, 186

Rush hours, 83

Scope of meeting goals, 79

"Seat-of-the-pants" method, 48-50

Secretaries, 92-95

Security, 10-11, 157, 158

Self-confidence, 17, 179-80

Self-destructive behavior, 12

Self-help books, 17

Self-interest, 23-25, 29, 31, 53

Self-protection, 206

Self-spirit, 5, 23, 52

Setting of presentations, 150

Sex of audience, 145

Share/guide role, 152

Shock, 39

Silence, use of, 184

Sitting, 123-25

Slides, 116-17

Smaller audience, 56

Smaller items on agenda, 247

Small talk, 121-23, 125

Smiling, 121

Socialization, 5-6

Socialized power, 16, 17

Socioeconomic level of audience, 146

Space, 41, 85-86, 180

Spaces, in notes and outlines, 163-64

Specificity, 133, 218, 239-40

Speeches, 150-87

- checklist for, 185-86

- language of, 182-85

Speeches (*cont.*)

- organization, 153-54

- of participants, 244

- personal style of, 175-81

- positioning of, 150-53

- techniques for, 164-75

- time requirements of, 187

- written, 154-58

Speech rhythm, 41-42

Sports, 17-18

Stage fright, 177-79, 244

Stages, 185

Status, 8-9, 44

Stress, 179

Stuffy speakers, 28

Subject matter. *See* Content

Subjects. *See* Content

Suggestions, asking for, 218

Summoned person, Fore-Thought and, 74-75

Supporting, 236-39

Surprise, 71-72

Survival methods, 5-7, 30

Symbols, in notes and outlines, 160-62

Synthetic speakers, 28

"Talking head" taboo, 35-36

Team players, participants as, 245

Techniques

- for answering questions, 196-205

- for appointment making, 91-95

- for disagreeing, 239-40

- for handling hostility, 207-11

- to improve listening, 234-35

- leadership, 250-56

- for speeches, 164-75

- for supporting, 237-39

- of telling, 34-40

- visual materials, 117-18

Technology, 32-33

Television, 31, 33-40

TelePrompter, 36

Television, 34-40, 99-100

Telling (teller)

- credentials of, 29-30

- motivation for, 22-23

- motivation for listening and, 25-34

- in one-on-one encounters, 129-30

- one-sided nature of, 21-22

- oral speeches and, 157-58

- presentations and, 98, 99

- roles of, 152-53

- showing vs., 110-12, 114