

that you came to a boxing match, did you?" or, "Is there a doctor in the house?"

Don't Pretend It Didn't Happen

The worst and weakest way to handle such an exposure is to avoid it. Even looking at the audience with a wry smile and saying "No comment" is a powerful move.

Have the Last Word

That's the goodie you get for doing a Q&A session! You *alone* can say **one** last thing before you move on. Again, the light touch is the way to go. It shows you're unscathed and strong enough to have a broad perspective (unlike your questioner). Something like, "Well, let's just remember my *original* point so we can go on . . . " and then **tell** it again.

HANDLING HOSTILITY

Of all the aspects of Q&A sessions, this is the most scary and uncomfortable.

Let's begin by understanding the dynamics of why people get hostile, lose tempers, lash out, and attack in a group situation. This is one of the best ways to reduce your reaction and sets the stage for handling hostility constructively.

Why People Get Hostile

Passion

We can and do get worked up over issues and some people have less self-control than others. Those who are guided by gut reactions more than logic, whose families were given to more volatile responses, are most prone to this.

Fear and Threat

Your subject may raise specters in others of being asked to do or accept more than someone can deliver or understand. Thinking, "My life