

GLOSSARY

Establishing Credibility as a Speaker

With Laura Bergells

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
“reading the room”	Attempting to assess the emotional concerns of the room and then attempting to address them with compassion.
emotional temperature	Gauging how an audience feels. Using the emotional temperature of an audience can help you to empathize with them and positively influence your body language.
the “quadrant approach”	Approach to maintaining effective eye contact throughout an entire presentation that involves mentally dividing the room into four quadrants.