

EVALUATION FORM

Managing a Difficult Audience

Member Name _____ Date _____

Evaluator _____ Speech Length: 10 – 15 minutes

Speech Title _____

Purpose Statement

The purpose of this project is for the member to practice the skills needed to address audience challenges when he or she presents outside of the Toastmasters club.

Notes for the Evaluator

During the completion of this project, the member spent time learning how to manage difficult audience members during a presentation.

About this speech:

- The member will deliver a 5- to 7-minute speech on any topic and practice responding to four audience member disruptions. The speech may be new or previously presented. You do not evaluate the speech or speech content.
- Your evaluation is based on the member's ability to address and defuse challenges presented by the audience. Audience members were assigned roles by the Toastmaster and/or vice president education prior to the meeting.
- Watch for professional behavior, respectful interactions with audience members, and the use of strategies to refocus the audience on the member's speech.
- The member has 10 to 15 minutes to deliver his or her 5- to 7-minute speech and respond to disrupters.

General Comments

You excelled at:

You may want to work on:

To challenge yourself:

For the evaluator: In addition to your verbal evaluation, please complete this form.

5 EXEMPLARY	4 EXCELS	3 ACCOMPLISHED	2 EMERGING	1 DEVELOPING	
Clarity: Spoken language is clear and is easily understood					Comment:
5	4	3	2	1	
Vocal Variety: Uses tone, speed, and volume as tools					Comment:
5	4	3	2	1	
Eye Contact: Effectively uses eye contact to engage audience					Comment:
5	4	3	2	1	
Gestures: Uses physical gestures effectively					Comment:
5	4	3	2	1	
Audience Awareness: Demonstrates awareness of audience engagement and needs					Comment:
5	4	3	2	1	
Comfort Level: Appears comfortable with the audience					Comment:
5	4	3	2	1	
Interest: Engages audience with interesting, well-constructed content					Comment:
5	4	3	2	1	
Effective Management: Demonstrates skill at engaging difficult audience members					Comment:
5	4	3	2	1	
Professionalism: Remains professional regardless of difficult audience members					Comment:
5	4	3	2	1	

EVALUATION CRITERIA

Managing a Difficult Audience

This criteria lists the specific goals and expectations for the speech. Please review each level to help you complete the evaluation.

Clarity

- 5 – Is an exemplary public speaker who is always understood
- 4 – Excels at communicating using the spoken word
- 3 – Spoken language is clear and is easily understood
- 2 – Spoken language is somewhat unclear or challenging to understand
- 1 – Spoken language is unclear or not easily understood

Vocal Variety

- 5 – Uses the tools of tone, speed, and volume to perfection
- 4 – Excels at using tone, speed, and volume as tools
- 3 – Uses tone, speed, and volume as tools
- 2 – Use of tone, speed, and volume requires further practice
- 1 – Ineffective use of tone, speed, and volume

Eye Contact

- 5 – Uses eye contact to convey emotion and elicit response
- 4 – Uses eye contact to gauge audience reaction and response
- 3 – Effectively uses eye contact to engage audience
- 2 – Eye contact with audience needs improvement
- 1 – Makes little or no eye contact with audience

Gestures

- 5 – Fully integrates physical gestures with content to deliver an exemplary speech
- 4 – Uses physical gestures as a tool to enhance speech
- 3 – Uses physical gestures effectively
- 2 – Uses somewhat distracting or limited gestures
- 1 – Uses very distracting gestures or no gestures

Audience Awareness

- 5 – Engages audience completely and anticipates audience needs
- 4 – Is fully aware of audience engagement/needs and responds effectively
- 3 – Demonstrates awareness of audience engagement and needs
- 2 – Audience engagement or awareness of audience requires further practice
- 1 – Makes little or no attempt to engage audience or meet audience needs

Comfort Level

- 5 – Appears completely self-assured with the audience
- 4 – Appears fully at ease with the audience
- 3 – Appears comfortable with the audience
- 2 – Appears uncomfortable with the audience
- 1 – Appears highly uncomfortable with the audience

Interest

- 5 – Fully engages audience with exemplary, well-constructed content
- 4 – Engages audience with highly compelling, well-constructed content
- 3 – Engages audience with interesting, well-constructed content
- 2 – Content is interesting but not well-constructed or is well-constructed but not interesting
- 1 – Content is neither interesting nor well-constructed

Effective Management

- 5 – Manages difficult audience members with exemplary skill
- 4 – Sets an excellent example of how to manage difficult audience members
- 3 – Demonstrates skill at engaging difficult audience members
- 2 – Shows some skill at engaging difficult audience members, but has difficulty with one type of interruption
- 1 – Struggles to address difficult audience members or loses engagement of audience while managing a difficult audience member

Professionalism

- 5 – Sets an exemplary example of professional behavior regardless of difficult audience members
- 4 – Maintains a highly professional response regardless of difficult audience members
- 3 – Remains professional regardless of difficult audience members
- 2 – Remains professional when responding to most difficult audience members, but shows some obvious discomfort or reactive responses
- 1 – Is not able to maintain professionalism when responding to difficult audience members

