

## **How to Respond to a Disruptive Audience Members in a Q&A**

### **At the beginning of the event:**

Good [morning/afternoon/evening], everyone. Before we begin, I'd like to address the importance of maintaining a respectful and courteous atmosphere. We value open discussion and diverse perspectives, but it's essential that we engage in a manner that promotes a positive learning environment.

### **Before the Q&A begins:**

Before we begin the Q&A session, I'd like to address again the importance of maintaining a respectful and courteous atmosphere and share a few ground rules: please briefly identify yourself, allow students to ask their questions first, limit yourself to one question, keep your questions and comments concise and relevant to the topic, and know that I may restate your question for clarity. Thank you.

### **If there is a disruption:**

As I stated at the beginning of the Q&A session, we are committed to maintaining a respectful and courteous atmosphere. Your current behavior is disrupting this educational experience and is not permitted at this event.

### **If the disruption doesn't stop:**

Your behavior is continuing to disrupt this education experience and is not permitted. In order to maintain a respectful and courteous atmosphere for the event, I will now call upon college administrators and security personnel to assist in allowing it to proceed without further disruption.