

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

