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Preparing for success

- Be sure the meeting space can comfortably accommodate the anticipated crowd
- Thank everyone for coming and set the ground rules
- Have a start and end time
- Consider having a “side room” for issues that need personal attention
- Consider ways to engage the public for their help on the issue - give them a role
- If all else fails, call a brief recess

Setting the tone

- Have a plan
- Speak with your town administrator, other staff and fellow board members to set the expectations
- Brainstorm all scenarios “what do we do if....”
- Smile, relax and remain calm and in control
- Breathe and be aware of the energy in the room
- Practice ways to redirect discussion in a positive way
- Remember to thank people for their respectful dialogue