

PIECES OF ADVICE

- Be polite.
- Listen very carefully.
- Keep calm.
- Tell the truth(most of the time).
- Don't say anything you'll regret later.
- Check understanding if necessary by paraphrasing.
- Agree partially before giving an opinion.

HANDLING QUESTIONS

1) **Understood but difficult to answer.**

It could be...

In my experience...

I would say...

I don't think I'm the right person to answer that. Perhaps Mr. _____ can help...

I don't have much experience in that field...

2) **Understood but irrelevant or impossible to answer in the time available.**

I'm afraid that's outside the scope of my talk/this session. If I were you I'd discuss that with...

I'll have to come to that later, perhaps during the break since we're running out of time.

3) **Not Understood**

Sorry, I'm not sure I've understood. Could you repeat...?

Are you asking if...?

Do you mean...?

I didn't catch (the last part of) your question.

If I have understood you correctly, you mean... Is that right?

4) **Checking that your answer is sufficient.**

Does that answer your question?

Is that okay?

Are you satisfied?

Real World Experience: Make use of the expressions on the first page.

- 1) Give three pieces of advice in handling question and say something about it.**
- 2) You are having presentation and one of the audiences ask you a question which relevant to the subject of your presentation.
You say:**
- 3) A question is raised by the member of the panel during your proposal.
You don't understand it. You say:**
- 4) You understood the question well but it is difficult to answer. You say:**
- 5) You gave an answer but you want to be certain if the person is satisfied. You say:**