

COURSE DESCRIPTION

Answering Tough Questions on the Spot

Duration : 1 day

There are many occasions when business professionals need to respond to questions on the spot, whether they are presenting in front of a large audience, or talking to a client. Knowing what to say and how to say it given little time to prepare and organize one's thoughts is one of the most challenging moments for many people, including experts in their fields.

This workshop provides a set of tools and techniques to enable participants to face moments when they need to think on their feet.

Objectives

At the completion of this workshop, you will be able to:

1. Identify what constitutes a good answer from a bad answer
2. Prepare for what to say and how to say it
3. Respond to tough questions on the spot
4. Respond to questions in emotionally challenging situations
5. Respond to questions from different personalities

Audience Professionals who need to respond to questions on the spot

Methodology Games, demonstration, discussions, practice exercises and role-plays with feedback

Course Outline

1. Answering tough questions at work (1.5 h)

The workshop will start with an *ice-breaking exercise* that leads to a discussion on:

- The importance of thinking on the feet
- Situations when you need to think on the feet
- Case study: Analyzing the good and the bad
- Your toughest questions at work

2. Preparation is still everything (1.5 h)

In making presentations, preparation is everything. In responding to answers on the spot, preparation is still everything. This section enables participants to prepare for four (4) important aspects when responding to questions before they are asked:

- Preparing how to relax: Posture and anchor
- Preparing what to say: Know your audience
- Preparing what to add: Building up your "story pool"
- Preparing for clear delivery: Tone and pause

3. Responding to questions on the spot (2 h)

This section focuses on situations when participants are "under the spotlight". Through *examples, demonstrations and role-plays*, participants will learn:

- Buying time to think and stay focused
- The STAR model
- From generic to specific
- From specific to generic
- Avoiding echoing negatives

4. Some special situations (2 h)

At times one needs to respond to questions when the audience is in an emotionally challenging state.

Audience also differ in personalities and there is no "one shoe that fits all sizes". In this section, through *examples and practices*, participants will learn how to:

- Answer questions in emotionally challenging situations
- Respond to different personalities