

How to Ask, Answer and Anticipate Questions in Your Presentation

Dealing with the sharp, dull and blunt end of questions

Control the questions and you control the conversation.

- Ask better questions and you will be more engaging.
- Answer the questions and you will be more convincing.
- Anticipate the questions and you appear to be better prepared.

Why Anticipate?

- Show your depth of thought
- Show you care and understand
- Builds rapport and trust
- Your presentation is easier to follow
- You are more persuasive

Why Ask?

- More interesting
- Shows that you value their opinion
- Grabs attention
- Gain immediate feedback
- Discover things about them (facts, opinions and feelings)
- You appear friendlier
- Good review, reminder, summary – to reinforce points
- Good transitions

Why Answer?

- Demonstrate depth of knowledge
- Appear more open
- Appear more caring, and concerned
- Appear helpful
- Demonstrate respect
- Appear friendly

Anticipate

The most important questions that you need to address might never be spoken aloud.

WIRATM

WSILTY

HLWTT

WIIFM

HWTHM

WYP

SW

Sequence of thinkers – **Why – What – How – What if**
4 Mat from McCarthy

Don't say _____

Instead

You might wonder...
Perhaps you want to know...
Some of you might be thinking...

Good Phrases to Use

What that means to you
How that helps you
The reason I tell you that
Why that's important is
How that will work is
There's more information at

Prepare your _____

Ask Questions

1. Response gathering
2. Rhetorical Questions
 - 1.
 - 2.

Transition Examples

Why is that important?
Why did we select you?
What is the next step?
What will that cost?
What resources do we need?
How will that look?
Who is involved?
Where do we go from here?
When will this happen?
What if the project is late?

Response Gathering

Poll
Discussion
Example
Opinion

Show how you want people to respond

After you ask a question _____

Don't say

How many
You are wrong
No

Don't

Ask _____ or _____ questions

Point at person with your _____

Pick on an individual – unless _____

Dismiss _____

Give away your _____

Treat every person with _____ even if you don't like the answer

Phrases to use for imperfect answers

Thank you
A good start
Who can add to that?
Interesting
I'm looking for something else
I like how you think
That's creative
Hadn't thought of that
Give me more
Some other ideas
Hold that thought for now and we will come back to that
Can you give us an example of that?
I'm glad you said that because

When looking for answers from the audience _____ the person
and build on their _____

Answer Questions

When to take questions

How to control

Announce

State

What is open and what is _____

Control the _____

How to start questions

Planted question

A question I am often asked...

Who has the first question?

Who has questions about...

How to answer

1. Treat it like a gift – even if not meant to be
2. While listening to the question
3. Pause
4. Repeat or reframe to the group
5. Answer to the group
6. Did I answer your question?

Laws of Answering Questions

1.

2.

Don't Say

Good Phrases

Unclear question

Please restate
Did you mean
Were you asking me
I think that you were asking
I heard a few questions in there, I will start with

Difficult Questions

Be prepared for your worst question!

Knowledge

I know there are _____
I'm glad you asked that question.
I don't have those details with me and _____
I'm not _____
What do you think?

Attack Questions

I think that is off topic
Let's park that idea
Shame on you
There might be something in what you say
That sounded like an opinion, not a question

Let's focus on the topic
Our purpose here today is
The real question is
This is not about personalities, this is about

How to End

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