

gives you a chance to try out some of these answers and phrases and begin to adapt them to your style.

The bottom line? Remember that giving answers is giving a gift. You own your information and can choose what you'll give and how. Understand your questioners: what they really want, how you affect them. Understand the questioning process and how it has conditioned us to feel powerless and answer without discretion and with fear.

Learn even to enjoy the give-and-take!

Now let's turn to another area of give-and-take: Meetings. How to lead and participate in them effectively.