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# PRESENTATION SKILLS



## STAYING IN CONTROL OF THE QUESTIONS

### How to control the questions?

- Most people dread the Q&A session - Losing control
- Little thought and early planning – Avoids the risk
- Presentation - Information exchange
- Main rule – Treat audience with respect
- Answer their questions directly and honestly



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## Manage questions

- Listen carefully to the question
- Large audience - Repeat it to ensure
- Not understood correctly - Paraphrase to questioner
- Answer briefly and to the point



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## HANDLING DIFFICULT QUESTIONS

### How to handle difficult questions?

- Lengthy answers – End of presentation
- Do not know – Admit and offer to find out
- Then ensure that you follow up
- Respond – Name and email of questioner



## How to handle difficult questions?

- “I don’t know” - Acceptable answer
- “I don’t know, but I’ll find out and let you know” - More acceptable
- Involving your Audience –
  - Well-informed audience – Ask others to respond
  - World expert on subject – Share their expertise



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## Steps to handle difficult questions

- Prepare Beforehand –
  - Take control
  - Prepare adaptable answers - Content development
  - Have answers to common questions
  - Enhances your understanding of content
  - Benefit your overall confidence
- Set the Agenda for Questions –
  - Tangential questions
  - Identify themes - questions to focus on



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## Steps to handle difficult questions

- Listen and Understand
  - Take time and listen to question
  - Ensures you fully absorb the question
  - Enabling you to give the answer
  - Repeat their question – Time to think
- What If You Don't Know the Answer?
  - Do not know the answer – Say so
  - Be positive and sincere in your response
  - Thank the audience member

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## SUMMARY

- Respect the audience – Staying in control of questions
- Listen carefully to the audience's question
- Long answers can be addressed at the end
- Involve the audience to avoid risk
- Be prepared for common questions
- Handle difficult questions smartly

