

PS Quiz 3: Visuals

1. In doing team presentations, which of the following is a role of all team members?

- a) Acknowledging the previous speaker
- b) Elaborating on his/her own section
- c) Introducing self, the team and topic
- d) Summarising the presentation

Answer: b)

Explanation: All team members present and elaborate on their own parts of the presentation. Only the first speaker introduces himself/herself, the team and the presentation topic, while the last speaker should summarise the overall presentation.

2. The following represents what we should do BEFORE the actual presentation and Q&A segment except for _____.

- a) anticipating a list of questions the audience is likely to ask
- b) familiarising ourselves with the content of our part of the presentation only
- c) preparing concise responses to all likely questions from the audience
- d) responding to questions in front of team members / others in rehearsals

Answer: b)

Explanation: While we need to know our own segment of the presentation very well, we also need to be familiar with the content of the entire presentation in order to effectively support team members and fulfil the purpose of the presentation.

3. During the Q&A segment, the following are acceptable behaviours except for _____.

- a) asking the audience member politely to repeat the question if the volume was too soft
- b) giving information to the audience although we may be unsure if it is accurate
- c) listening carefully when the audience member is posing the question and deciding as a team who will answer the question before stepping forward
- d) rephrasing the question and checking with the audience member if we have understood the question correctly

Answer: b)

Explanation: If we are unsure of the answer, it is best to be honest and admit that we are not sure and say that we will check it up for the questioner. We should then make a point to follow up thereafter.

4. During the Q&A segment, as presenters, what should we avoid doing?

- a) Asking the person to repeat the question if we did not hear it clearly
- b) Answering more than one or two questions from the same person
- c) Making direct eye contact with the person who asked the question
- d) Rephrasing a question if we are unsure that we have understood it correctly

Answer: b)

Explanation: We should give other members of the audience a chance to ask questions.

5. With regard to eye contact when responding to a question, the presenter should _____.

- a) look at the questioner exclusively while answering the question
- b) look at other members of the audience instead to engage them
- c) start and end with eye contact on the questioner
- d) start and end with eye contact on the rest of the audience

Answer: c)

Explanation: Give the questioner your full attention but it is acceptable to use eye contact to engage the rest of the audience; remember to start and end eye contact with the audience member who asked the question.

6. If a member of the audience asks us something we have already mentioned in our presentation, what should our polite response be?

- a) "As I have already told you, ..."
- b) "I'm sorry if I was not clear ..."
- c) "Like I mentioned before ..."
- d) "Please listen carefully in future."

Answer: b)

Explanation: It is best not to embarrass the questioner. Instead of implying that he/she did not listen attentively, it is more polite to suggest that you may have been at fault for not being clear enough.

7. During the Q&A segment, how should the presenter manage an audience member who insists on his/her own point of view despite your team's certainty that the information in your presentation is accurate?

- a) Defuse the situation by directing your attention to other members of the audience who have questions
- b) Inform the audience that each audience member can only ask one question due to time constraints
- c) Provide further evidence to support the team's presentation while acknowledging the questioner's interest/concerns
- d) Tell the audience member that he/she is mistaken, repeat what the team has presented, and defend the team's position

Answer: c)

Explanation: It is important to maintain respect for the audience by acknowledging their concerns/differences of opinion, while strengthening the team's credibility by providing clear evidence to support the team's responses. Try to link answers to the key messages in the presentation as far as possible.

8. As a member of the audience asking a question, what should we avoid doing?

- a) Building on other questions that have been posed and answered
- b) Giving lengthy, detailed background information before asking our question
- c) Planning our question and writing it down so it is clear and easily understood
- d) Thanking the presenter when he/she has answered our question

Answer: b)

Explanation: Keep questions concise and relevant. It is alright to build on – not repeat - other questions that have been posed.

9. Which one of the following behaviours displays respect to the presenters AND other members of the audience?

- a) Asking a long series of questions to confirm facts that were presented
- b) Explaining at length comments/personal opinions before asking the question
- c) Posing a question that has not been raised earlier by other audience members
- d) Taking our time to gather our thoughts after we start to pose a question

Answer: c)

Explanation: Posing the same question that has been raised earlier and answered is inconsiderate as it deprives others of the chance to ask more pressing questions. It also reflects badly on us as it shows we were not paying attention during the Q&A segment.

10. As a member of the audience, what can we do to benefit most from the Q&A segment?

- a) Ask as many questions as possible to improve our understanding/knowledge
- b) Challenge the presenters to prove how much we know about the topic
- c) Frame our questions so as to confirm our point of view/understanding
- d) Listen carefully to the questions posed by others and the answers given

Answer: d)

Explanation: Listening attentively to all the questions and answers not only helps us gain greater knowledge and understanding, but it also helps us craft better questions and demonstrates respect for both the presenters and other members of the audience.