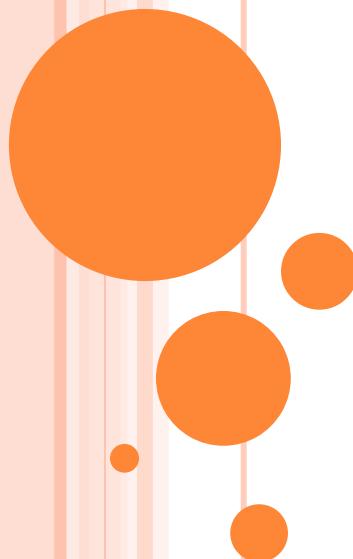


HANDLING QUESTIONS

Le Thi Khanh Hoa, MA



*“You can tell whether a man
is clever by his answers. You
can tell whether a man is wise
by his questions.”*

~ Naguib Mahfouz ~



KEEPING ORDER

- I shall have to call you in order, Mr. Simpson.
- We can't all speak at once; Mr. Newby, would you like to speak first?



FOUR BASIC TYPES OF QUESTIONS

- 1. Easy questions**
- 2. Difficult questions**
- 3. Unnecessary questions**
- 4. Irrelevant questions**



EASY QUESTIONS

- *(That's a) good question.*
- *That was a great question.*
- *Thank you for your interesting question.*
- *Glad you asked that question.*



DIFFICULT QUESTIONS

- These are the ones you can't or prefer not to answer.
Say you don't know, offer to find out or ask the questioners what they think.
- *I'm afraid I can't answer that question.*
- *I'm afraid I don't have that information with me.*
- *I actually haven't got to that point*
- *That's a difficult question to answer in a few words.*



UNNECESSARY QUESTIONS

- You have already given this information.
- Point this out, answer briefly again and move on.
- *Well, as I mentioned earlier, ...*
- *I think I have mentioned this in my presentation.*



IRRELEVANT QUESTIONS

- Questions that are not related to the topic.
- Try not to sound rude, but move on.
- *I'm afraid that's outside the scope of my talk / this session. If I were you I'd discuss that with ...*
- *To be honest, I think that raises a different issue.*



HANDLING QUESTIONS

- **FIRST... you can**
 - Repeat the question
 - Or paraphrase the question
 - Or ask the audience to repeat the question if you can't hear very well.
-
- **THEN...choose an appropriate response to the question (question sheet)**
 - **FINALLY...check if your question is efficient or not**
 - *Does that answer your question?*
 - *Does that make sense?*
 - *Is that the kind of information you were looking for?*



GIVING THE FLOOR

- What are your views on this, Anne?
- Have you got anything to say, John?
- I like to give the floor to Miss Hinton
- Allow me to give the floor to Miss Hinton
- Mr. Sheppard, would you like to come in here?
- I think Mr. Douglas would like to make a point.
- I'd like to call on Mrs. Kelly to present her views on ...
- I would like to invite Mr. Wells to present his views on ...
- Mrs. William, would you like to say something about this?
- Mr. Brown, I think you know something about this problem.



GIVING THE FLOOR

- Perhaps Mr. Bird would care to answer that.
- If I may, I'd like to ask my colleague Mrs. Wang to reply on that.
- I'd like to ask my colleagues Ms Davis to give us her views on that.
- I think Mr. Doll is more qualified than I am to deal with this question.
- I would like to bring in Ms Short who has studied this matter in more detail than I have.



TAKING THE FLOOR

- Could I just make a point about...?
- Could I say something here, please?
- Excuse me Mr. Chairman, may I say something please?



YOUR PRESENTATION

- Work in groups. Each student chooses one of the topics below and spend about five minutes thinking about the main points of the topic. Then take turn to stand in front of the group, summarize the main points of your presentation and invite questions:
- Listen carefully to each question.
- Analyze the question.
- Repeat/ paraphrase each question defining the key issue.
- Answer in a neutral and non-defensive manner.



TOPICS

- Between skills and attitudes, which is more important in making decision to recruit new members of the organization.
- In the past few years, there has been an increasing trend of foreign students coming to Vietnam to study. In your opinion, what are the benefits and difficulties those students may have when they study in Vietnam?

