

What do you think is the **best thing to say** in each of the following situations? Write a possible response to each of the situations.

Exercise: handling questions

1. You don’t know the answer to a question.

|  |
| --- |
|  |
|  |

1. You think you have misheard the question.

|  |
| --- |
|  |
|  |

1. The person tries to ask many questions when other people are waiting for their turn.

|  |
| --- |
|  |
|  |

1. The person asks a question totally unrelated to the information you have given in your talk.

|  |
| --- |
|  |
|  |

1. The person asks a question that will require a complicated or technical answer, but you only have 10 minutes to deal with numerous questions.

|  |
| --- |
|  |
|  |

1. The person states positively that some information you have given is inaccurate, but you are absolutely sure that you are correct.

|  |
| --- |
|  |
|  |

1. The person says that some information you have given is inaccurate, and you are not sure whether your information was correct or not.

|  |
| --- |
|  |
|  |

1. Instead of asking a question, the person strongly, rather angrily, disagrees with your point of view.

Titel

|  |
| --- |
|  |
|  |