

Responding with Rapport in DL:

Responding to Questions

When...	Respond by...
<ul style="list-style-type: none"> You are the best person who can provide the answer The question can be controversial The question can lead the discussion off-track 	Provide the answer yourself
<ul style="list-style-type: none"> There is a high probability that another student will be able to respond You want to generate group discussion You want to draw on group's experience or individual's experience 	Use the question as a "teachable moment" by: <ol style="list-style-type: none"> Giving the student the floor to re-ask the question. Redirecting the question to the class.
<ul style="list-style-type: none"> The question is beyond the scope of the training The answer will be provided by material covered later in the course You need time to get the correct answer and get back to the student 	Defer the question <i>NOTE: If you defer a question, make sure you follow up with the student during a break to ensure he/she does not feel that you were unresponsive.</i>

