

Become a global TM with Aspire's Micron Moments!

HANDLING QUESTIONS

You can prepare a script for a presentation in advance, but the Q&A session that follows it can be a challenge. To help yourself be ready for the questions in this session, you should:

- Anticipate the questions you will be asked and prepare answers in advance.
- Listen carefully to each question to be sure of its meaning.

See below for some useful phrases to help you deal with the questions you will be asked.

KEY LANGUAGE

Inviting questions

- ✓ Are there any questions?
- ✓ Does anyone have any questions?
- ✓ If anyone has any questions, I'll be happy to answer them now.

Commenting on the question

- ✓ Thank you for that question. (I'll do my best to answer it).
- ✓ That's a good / great / important question. (I'm glad you asked me that).
- ✓ That's an interesting point.

Unable to hear the question

- ✓ Sorry, I couldn't hear you. Could you repeat that (more slowly), please?
- ✓ Sorry, I didn't catch that. Could you repeat your question, please?

Unable to understand the question

- ✓ I'm afraid I don't understand. Could you please rephrase the question?
- ✓ Sorry, I don't (quite) understand the question. Could you clarify it for me?
- ✓ Let me check I've understood you correctly. You're asking me if ...



Note: You can use the RAN technique to handle questions after a presentation. This will be covered on a separate Micron Moment sheet.

Checking that the questioner is satisfied with your answer

- ✓ Does that answer your question?
- ✓ Have I answered your question?
- ✓ Does that make sense?

Unable to answer the question

- ✓ I'm afraid I don't have that information with me now. I'll look into it and get back to you.
- ✓ I'm sorry, but I don't know the answer to that question. I'll follow up with you later.
- ✓ I'm afraid I'm not in a position to talk about that.



EXAMPLE DIALOGUE

Kazuhito: OK, so that concludes my presentation. Are there any questions?

Tim: Hi Kazu. I have a question about the guidelines. Could you tell me when they become effective?

Kazuhito: Sorry Tim, I'm afraid I don't understand. Could you rephrase that?

Tim: Sure. When will the new guidelines be introduced?

Kazuhito: Thank you Tim. From next April.

YOUR TURN!

Select a topic below to talk about for 3 minutes. Your instructor will ask you questions. Answer his/her questions using the language above.

- 1) A general description of your duties at work
- 2) A current project at work
- 3) One of your hobbies or interests
- 4) Your choice!



Click [here!](#) for example dialogues, audios and videos!