



OPEN+

**How to answer questions like a pro
in meetings & presentations!**

Lead-in discussion

- 1) What is the most difficult thing
about answering questions
virtually?**
- 2) What do you struggle with in
Q&A sessions?**

USE THE RAN TECHNIQUE!

The RAN technique can be used in presentations, meetings or anytime someone asks a difficult question. The steps are:

Repeat the question

Do this for three reasons: 1) For your own benefit (to give you thinking time). 2) For the benefit of the audience who may not have heard and 3) To build rapport with the person who asked the question. Audience members appreciate presenters confirming questions as it makes them feel listened to.

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Here are some phrases you can use:

- I'd like to confirm your question. You're asking...correct?
- Am I right in thinking that you'd like to know about...?

Answer the question

This part is easy. Answer the question, but remember to follow up to ensure that you've answered the question completely.

A

- Does that make sense, [name]?
- Does that answer your question, [name]?

Next question

Be a proactive presenter and ask for more questions in a positive way. Avoid questions like "Are there any more questions?" This sounds like you *don't want* further questions. Instead, use phrases such as:

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- Next question please!
- I'd be happy to answer another question now.

Task

A: Ask a question about Micron to another OPEN+ participant.

B: Use the RAN technique to answer your colleagues's question!

