

# HANDLING QUESTIONS

## Take-away points to develop an upcoming presentation or improve a current one

1. Use the A, B, C strategy to answer questions effectively.

**A, B, C strategy:**

- *Anticipate the questions.*
- *Be brief in your answers.*
- *Keep control of the topic and audience.*

2. Be honest if you do not know the answer to a question.

**Options to use for answers you do not know:**

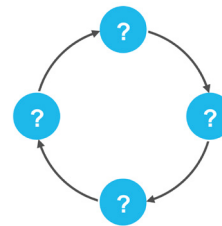
- *Ask if someone else knows.*
- *Arrange to follow-up and provide the answer.*
- *Tell the person if you know where to find the information.*



3. The best way to get questions is to say, "Who has the first questions?"

4. A good way to start the Q & A is to say, "A question I am often asked is..."

Questions  
expected



Notes: