



Question and answer sessions

The outline:

1

Understanding Audience Interaction:

- *Why:* Exploring the Importance
- *When:* Timing for Maximum Impact

2

Navigating Audience Questions:

- *Taking Control:* Strategies for a Smooth Flow

3

Dealing with Provocative Statements:

- *Managing Mr. Heckle and Mr. Jibe:* Tackling Tough Questions

Question and answer sessions

Understanding Audience Interaction:

-
- **Why?:** Exploring the Importance
 - **Accept Questions:** If people can ask questions during your talk, it helps clear up any confusion right away. It's like having a conversation.
 - **Understand Your Audience:** The questions you get tell you what people are thinking. It's like having a quick 'pop quiz' to see where they're at. This helps you adjust your talk to fit their needs better.





Question and answer sessions

Understanding Audience Interaction:



- **When?:** Timing for Maximum Impact
- When to Allow Questions:
- **Pros:**
 - Immediate clarity
 - Tailored content
- **Cons:**
 - Off-topic questions
 - Personal concerns
 - Time challenge
 - Disruption risk
 - Time management

Question and answer sessions

Navigating Audience Questions:

- Taking control of audience questions
- **During the Presentation:**
- Clarification Questions: Feel free to ask anytime.
- **End of the Session:**
- Detailed or Off-topic Questions: We'll address these at the end.

Question and answer sessions

Navigating Audience Questions:

- Taking control of audience questions
- **Whenever you receive a question:**
- Rephrase and Repeat: Say the question in your own words and then repeat it to everyone.
- Answer to Everyone: Address your answer to the whole audience.
- **Advantages:**
- **Clarity Check:** If the questioner agrees, you know you understood correctly.
- **Audience Awareness:** Everyone knows what's happening.
- **Thinking Time:** Repeating the question gives you extra time to think about your answer.

Question and answer sessions

Navigating Audience Questions:

- **Taking Control of Audience Questions:**
- **Be Honest:**
 - Say 'I don't know' or 'I don't know, but I will find out.'
- **Improved Response:**
 - Even better: 'I don't know, but I will find out by the end of the lunch break/tomorrow morning/etc.'
- **Follow Through:**
 - Make sure to deliver on your promise to find the answer."

.



Question and answer sessions

Dealing with Provocative Statements:

- provocative statement
- **Dr Heckle**
- **1.** Review the Statement:
 - Look for the underlying motive.
- **2.** Rephrase as a Question:
 - Turn the statement into a question, changing the tone and making it less antagonistic to your position."



Question and answer sessions

Dealing with Provocative Statements:

- provocative statement
- **Mr Jibe's**
 - Mr Jibe's questions usually start with a phrase such as: 'Isn't it true that...?'
 - To Address Ambiguous Questions:
 - 1. Wait:** Let the question/statement finish.
 - 2. Reframe:** Repeat the statement in a neutral way using, 'If I've understood correctly, you're saying [reframed statement]. Have I got that right?'
 - 3. Answer with Certainty:** Only answer if you're sure of the facts. Otherwise, say, 'Well, that's an interesting idea. I'll have to look into it during our break.'"