Answering Questions
UNDER PRESSURE



1

LISTEN

Listen to the
last word of the question!

Make sure the question you
THINK they're asking
is **REALLY** that question!

2



TAKE A MOMENT TO THINK!

Allow your **brain** to **process**
what to say -
before starting to speak!

Close your mouth
when listening, & thinking!

While thinking, look for a
structure to apply to your answer,
so you **don't ramble**

3 types of answer structure
THAT REALLY WORK

3

Steps or Topics

2

Options or Viewpoints

1

Big Thing

3



BE PREPARED FOR THE WORST

Make a list of
the questions you really
DON'T want to be asked

Decide on **talking points**
per item (not a script)

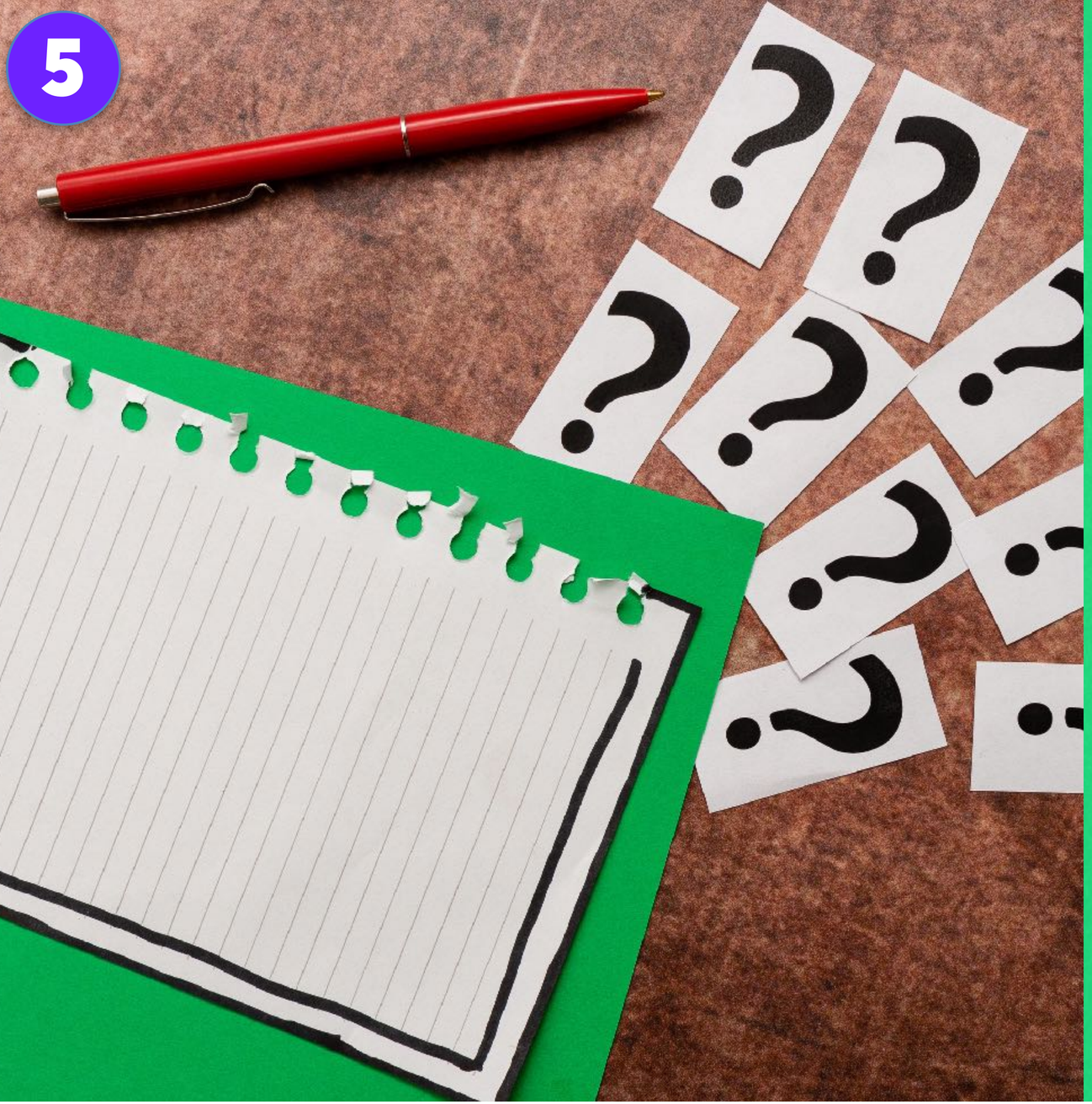
4



NEVER ARGUE!

Thank them for the question - even if it's irrelevant!

Avoid conflict where possible

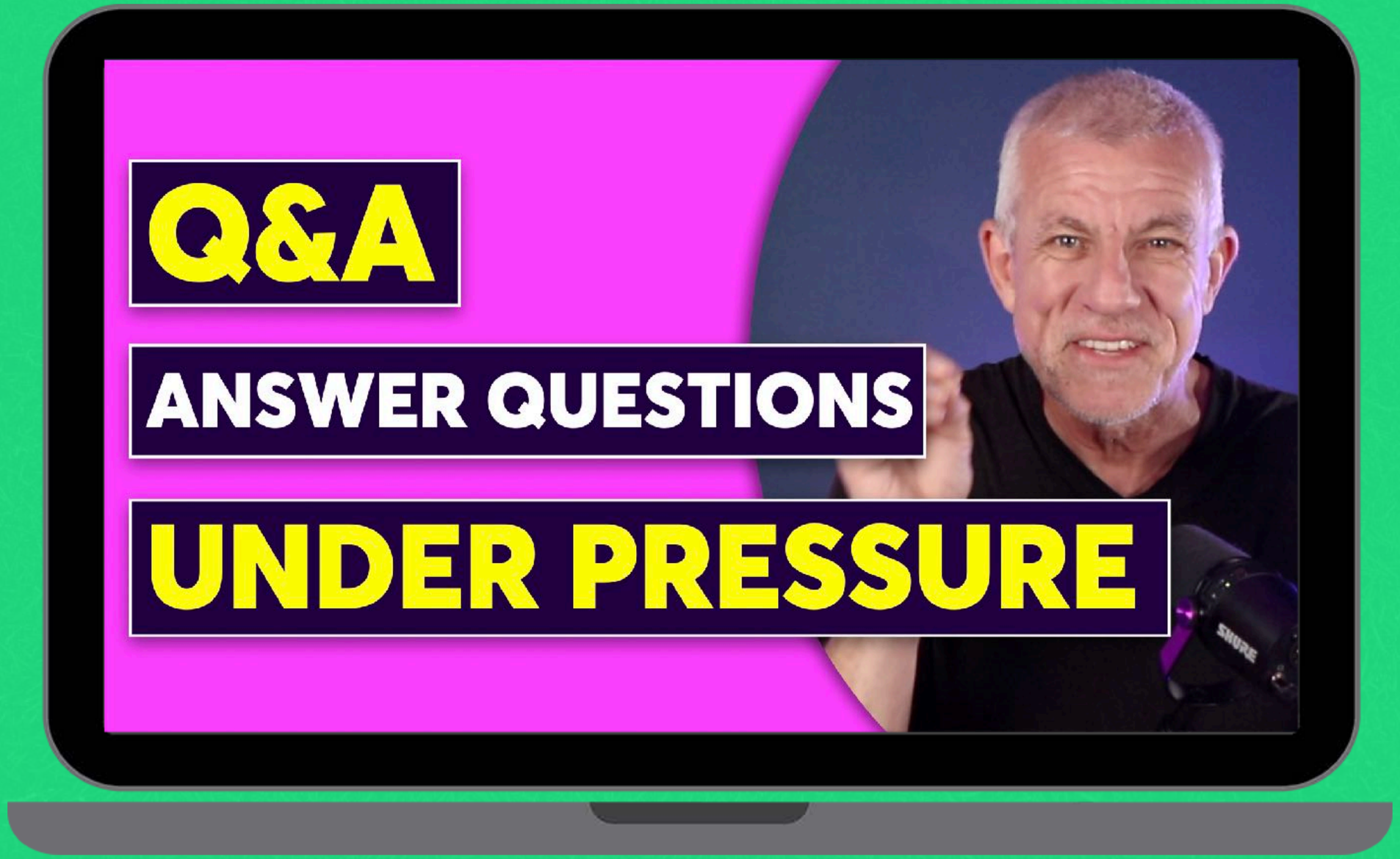


5

LEAD THE CONVERSATION

Make a list of
the questions you
really **DO** want
to be asked

You can **lead** towards
those topics



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