

- ▶ listening for advice on fielding questions
- ▶ expressions for commenting on questions
- ▶ giving a 60-second talk

6.4 Speaking Presentations: taking questions



Discussion

1 Work in small groups. The question and answer session is an important but unpredictable part of most presentations. Decide whether you agree or disagree with the statements on the right.

- If there are no questions, it means that you've given a really good presentation.
- It's better to answer questions during the presentation rather than waiting till the end.
- There's only one type of question: awkward!
- The question and answer session is an opportunity, not a threat.
- When answering a question, keep it brief.
- Never admit that you don't know the answer to a question. Bluff if necessary.

Listening for detail

2 2:28 Juliette Duncan, a presentations specialist, is giving a seminar on Perfect Presentations. Listen to the first part of her talk. What four pieces of advice does she give for fielding questions?

- 1 _____
- 2 _____
- 3 _____
- 4 _____

3 2:29 Listen to the second part of Juliette's seminar. She mentions five types of question. Complete the list.

Five types of question

- 1 Useful 2 _____ 3 _____ 4 _____ 5 _____

4 2:29 Match each type of question in Exercise 3 with the advice below. There is one extra piece of advice. Then listen again and check your answers.

- a) Make sure the question is irrelevant, be diplomatic and go on.
- b) You've already answered these questions in your talk. Remind the questioner and go on.
- c) Elicit questions by answering one of your own.
- d) They clarify what you're saying. Thank people for asking them.
- e) Ask somebody in the audience if they can answer the question.
- f) Don't bluff or lie. If you don't know the answer, offer to find out. If you don't want to answer, say so.

Glossary PAGE 156

- awkward
- bluff
- do your homework
- field
- nod
- recap
- threat

Internet research

Search for the keywords *presentations taking questions* to discover more tips on handling a question and answer session.