



Answering Questions

5 Steps to Answer Questions Confidently



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If you present you might find that the question section of a presentation can create more anxiety for you than the presentation itself. Here are five steps to make sure you answer questions confidently.

1 Preparation

Most of the time people spend their time preparing for the presentation itself without considering what questions they might be asked. As part of the preparation process think about 20 questions you might be asked. Then prepare short complete responses. You may even decide to include the answers to potential questions into the body of the presentation itself. If 20 questions come easily push yourself to come up with more questions. the more you prepare this way the more confident you become.

2 Control

Decide when you want to take questions: at the end, at certain points during the presentation, or at anytime during your presentation. Beware: if you are presenting to the C Suite, you may not get to decide when questions are asked.

3 Repeat

For most circumstances, repeating the question will help make sure the audience has heard the questions clearly.

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4 Paraphrase

This will come in handy if you need to take a few minutes to gather your thoughts. It has the added benefit of making sure you really understand the question.

5 Promise

There are times when you might not know the answer. DO NOT make up the answer. Promise to get the questioner the answer, and make sure you add a time certain: “I’ll get back to you on this by the end of the day Friday.” Doing this may keep them from getting frustrated with you for not meeting their unspoken expectations.

Using these five tips will help you shine in what may be the most important part of your presentation.

Laurie Brown Bio



Laurie Brown has over two decades of experience as a trainer, coach and speaker, helping her audience improve their presentation, communication and customer service skills. In that time she has earned a reputation as a highly engaging, fun and effective professional, whose work gets results for her clients.

A key asset that Laurie brings to her work is her range and depth of experience. She has an international clientele, having worked on four continents and numerous countries including the UK, Panama, Japan, Mexico, Germany, Spain, Australia and Thailand, and throughout the United States and Canada. Laurie has worked with culturally diverse audiences at all corporate levels, and her clients have included Fortune 500 companies, pharmaceutical companies, government agencies and small family-owned businesses. Her clients include Accenture, IBM, KPMG, Great American Insurance, Ford Motor Company, among many others.

Laurie is passionate about providing engaging training and coaching that makes a difference. She is the author of *The Greet Your Customer Manual*, *The Teleprompter Manual* and *Brand-Aid*.