



HANDLING QUESTIONS AND ANSWERS

- SHOW ENTHUSIASM FOR THE CHANCE TO ANSWER QUESTIONS
- ANTICIPATE THE MOST OBVIOUS QUESTIONS AND PREPARE SOME ANSWERS
- ASK THE FIRST QUESTIONS YOURSELF, IF NECESSARY
- IF POSSIBLE, REFER TO YOUR QUESTIONER BY NAME
- LISTEN ACTIVELY WITH NONVERBAL CUES (nods, smiles, frowns, etc.)
- PAUSE BEFORE ANSWERING
- BE BRIEF, DIRECT, AND CONCERNED
- TRY TO RESTATE YOUR KEY POINTS WITHIN YOUR RESPONSE
- USE CONCRETE EXAMPLES AND BRIEF ANECDOTES IN YOUR ANSWER
- DON'T BLUFF IF YOU DON'T KNOW
- ASK FOR CLARIFICATIONS WHEN NECESSARY
- INTERRUPT RARELY AND ALWAYS TACTFULLY
- AVOID ENGAGING TOO LONG WITH ONE OTHER PERSON
- SHOW RESPECT FOR HOSTILE OPPOSITION, BUT RESPOND WITH CORDIAL CONFIDENCE
- END ON A HIGH NOTE, MAINTAINING CONTROL

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