



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**