

ANNE
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EXPRESSIONS FOR DEALING
WITH QUESTIONS



EXPRESSIONS FOR DEALING WITH QUESTIONS

PROBLEM SITUATIONS:

1. You don't know the answer

- I'll have to get back to you on that after I've spoken to...
- Could I send you more information after the presentation?
- If you'd like to leave your email address.

2. You don't understand the question – Don't panic!

- If I understand you correctly, you're asking/ you'd like to know...
- When you say..., do you mean...
- Could you rephrase that for me?
- I'm not sure what you mean/ what you're getting at.



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3. The question doesn't relate to your presentation:

- That's beyond my brief/ scope/ range for today.
- I'm sorry, but I don't see how your question relates to...
- Would you mind rephrasing the question for me to make the link a little clearer?

4. Anticipate difficult questions:

When preparing, incorporate answers to hostile questions into your speech.

- You may be thinking
- When preparing this presentation, I realized
- I do not wish to underestimate the risks



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5. Know what you're not prepared to say

Vocabulary to use:

- I'm afraid I can't give you an answer to that question at the moment.
- That would depend on...
- I'm not really the best person to deal with that question.

6. Remember to remain main calm, and not defensive. Take some time to give feedback to the audience.

Vocabulary to use:

- That's an interesting/ good/ useful question.
- I'm glad you asked me that.
- I can understand why you might think that/ feel that way, but in fact...



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7. If you don't know what to say, you can also change the subject – Don't feel that you have to answer every question. If the subject is not one you know much about, say so. If you are unable to comment for some reason, say so.

Vocabulary to use:

- I'm not able to say much about that particular issue but what I can tell you is..
- Some people might say that but what I can tell you is that...
- That's an interesting question but it might be more useful at this point to consider.

8. Be direct and honest – Treat your audience with respect. If asked a difficult question, do your best to give them a truthful answer. If you are, for example, delivering bad news, tell them the whole truth at the beginning. If the audience trusts you and feels you are doing your best, they are not going to blame you.

Vocabulary to use:

- To tell you the truth...
- To be honest...
- To be frank...
- To be blunt...



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9. Set a time limit for questions – If you don't want to be interrupted by questions throughout the presentation, let the audience know the protocol beforehand.

Vocabulary to use:

- I'll be glad to take questions at the end of the presentation.
- Please keep your questions for the end of the presentation.
- I'll take questions for __ minutes at the end of my speech



USEFUL VOCABULARY TO USE WHEN ASKING QUESTIONS:

Do you mind if I ask you about...

Could you tell me about...

I would really like to know (if/about)...

Could you clarify (if)...

What do you mean by...

Could you give us another example of...

I'd be interested to know (if)...

Could you give us more detail about (the fact that)...

