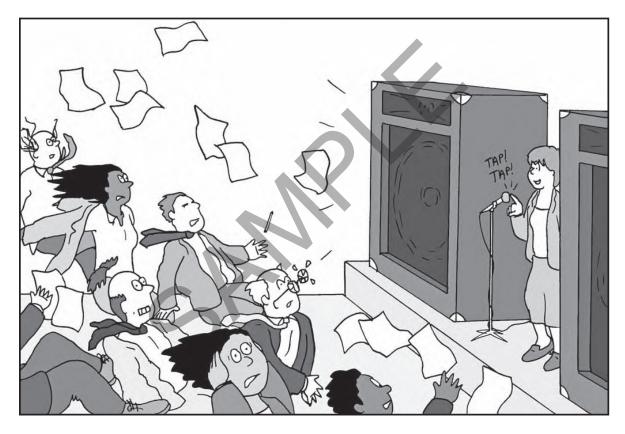
Handling Questions

How to deal with questions from the audience, both friendly and hostile



"IS IT WORKING NOW?"



Clarification 1

TIP

When you give a presentation in English, one of your main objectives is to sound clear. But when there are misunderstandings, a small audience should be prepared to interrupt you to clarify what you said.

TASK 1

Here are four simple ways of checking with the presenter. Write in the missing pairs of words.

follow + run missed + say see + explain catch + repeat

Υοι	u didn't hear:	
1	Sorry, I that. Co	ould you that again, please?
2	Sorry, I didn't	hat. Could you it, please?
Υοι	u don't understand:	
3	Sorry, I don't quite through that again, please?	you. Could you just
1	Sorry I don't quite	what you mean. Could you just

TASK 2

that, please?

Sometimes it is not enough to tell the speaker you don't understand. You need to say exactly what you don't understand. In these examples how do the questioners make it clear which points they missed?

	Presenter	Questioner	
1	Turnover was	Sorry, turnover was what?	
2	The greatest demand was in	Sorry, the greatest demand was where?	
3	We contacted in Tokyo.	Sorry, you contacted who?	
4	We finished the study last	Sorry, you finished the study when?	
5	The whole project needs	Sorry, the whole project needs what?	
6	Our main market is in	Sorry, our main market is where?	
7	We've known this since	Sorry, you've known this since when?	
8	Start-up costs could be	Sorry, start-up costs could be how much?	
9	The study took to complete.	Sorry, the study took how long to complete?	
10	We've had of enquiries.	Sorry, you've had how many enquiries?	

TASK 3: T25

Now you try these. If you are in a group, work with a partner. Take turns to be the questioner and interrupt the presenter. If you are working alone, listen to your CD and interrupt to ask for clarification

(expansion)	This is not the time to be thinking of	Presenter:	1
		Questioner:	
(Spain)	We need to think about exporting to	Presenter:	2
		Questioner:	
(Mr Branson)	Clearly, the best person is	Presenter:	3
		Questioner:	
(the French)	The market leaders are	Presenter:	4
		Questioner:	
(October)	We must reach our preliminary target by	Presenter:	5
		Questioner:	
(money)	The main problem, of course, is going to be	Presenter:	6
		Questioner:	
(half a million)	Advertising has cost us well over	Presenter:	7
		Questioner:	
(No	Do we pull out now? The answer is	Presenter:	8
		Questioner:	
(Argentina)	As a market, Brazil is very different from	Presenter:	9
		Questioner:	
(R&D)	We need to be putting more money into	Presenter:	10
		Questioner:	
e end of the year	We should know the results by (the	Presenter:	11
		Questioner:	
(30%)	We've been forced to cut prices by	Presenter:	12
		Questioner:	
(months)	It might take to finalize the details.	Presenter:	13
		Questioner:	
(fifty)	resenter: There are more than similar products on the market.		14
		Questioner:	