

**SWEUS**

MASARYK JULY 2018



# Questions & Answers in a Business Context

Grollman Global English (KvK 64484319)  
mlgrollman59@gmail.com

6/19



# IN THIS WORKSHOP

- The importance of a Q & A
- Inviting questions
- Asking questions
- Dealing with questions
- Activity 1: Worksheet
- Activity 2: Steve Jobs Q & A
- Evaluation

# THE Q&A

- **Discuss: What do you think is the importance of a Q & A?**
- Possibility for more information
- Opens a dialogue
- Allows the presenter to clarify points
- Interactive and dynamic
- A chance for the presenter to learn something!

# INVITING QUESTIONS

- When? During the presentation or at the end?
- Set out the form of the Q & A
- Be respectful
- Ensure there is a range of questioners
- Open body language
- **Look as if you want to hear the questions!!**

# ASKING QUESTIONS (1)

## Why are you asking a question?

- To request detailed explanations for contents you didn't understand or would like to hear further explanation about:
- To ask about the results of experiments / research or projects:
- To ask about previously known facts and information in order to inquire about any connection with other research or projects:
- To challenge the presenter's interpretations or to suggest other possibilities:
- To suggest a new direction for the presenter's research or project:
- To ask about something not directly tied to the main point of the presentation:

# ASKING QUESTIONS (2)

## How do you ask a question?

- Speak clearly and not too fast
- Look at the presenter
- Be respectful
- Use formal language
- Don't interrupt the answer
- Prepare possible questions in advance
- Have a follow-up ready, just in case.

# DEALING WITH QUESTIONS

- Listen to the **ENTIRE** question
- Pause and repeat the question
- Credit the questioner
- Answer clearly and **HONESTLY**
- If you don't know – don't lie! **Give a solution**
- Check in with the questioner – have you answered sufficiently?
- Don't get into an argument
- Be respectful
- Body language and eye contact

# ACTIVITY 1

Dealing with questions  
- a worksheet

Work in pairs



## ACTIVITY 2 (1)

Watch this presentation by Steve Jobs.  
Make some notes as you watch and think of  
a possible question you might ask.

<https://www.youtube.com/watch?v=x7qPAY9JqE4>

## ACTIVITY 2 (2)

### Work in pairs

1. Formulate a question to Steve Jobs
2. Think what his answer might be
3. Be prepared to 'perform'

# EVALUATION

*What can you take away from this  
workshop?*