

RESPONDING TO AWKWARD QUESTIONS

We've all experienced this. The question that literally catches you wrong-footed – a huge and echoing blank screen is all that comes to mind!

eg: We're using X at work. What do you think of it?

Here are a few quick tips for responding to those questions – to give yourself a few minutes to think.

- Tell me a little bit about how **you** are using it.
- Has anyone else tried X? What has been your experience?
- I'm not familiar with using X – why don't we Google it and see if we can find out anything interesting?

It seems that X will work best in a Y environment. What do you think would happen if you were to use it in a different environment?

Karen Gray

karen.gray@gray-matters.com

Training Tips is a free service that Gray Training offers to all our students and colleagues – and to anyone who is passionate about making learning happen. You receive a useful idea each week to help you to make your training more interesting and effective. To subscribe, email tips@graytrainingtips.co.za and insert **SUBSCRIBE TO TRAINING TIPS** in the subject line. To unsubscribe, simply insert **UNSUBSCRIBE TO TRAINING TIPS** and send your mail to tips@graytrainingtips.co.za

Best regards

Gray Training Tips Service

Visit our website for:

- Photo albums of some recent workshops
- Brochures and course information
- Our product catalogue and order form

Phone Kedi at 011-472-3516 to place your order or to make a booking.
