

Examples on how questions should be phrased

- **Ambiguous:** “did you give her cat food”
- **Open-ended:** “what happened, why/how?”
- **Close-ended:** “is it, do you?”
- **Clarifying:** “did you say that this was...?”
- **Double-barreled:** “how do you feel about this and that?”
- **Embarrassing:** “When did you last steal”
- **Leading:** “you said this, didn’t you?”
- **Probing:** “what if, do you think?”
- **Rhetorical:** “why this now, why me?”

Drafting questions

Brief – Keep questions short and ask one question at a time

Objective – Pay attention to neutrality of words

Simple – Simple in both words and phrases

Specific – Avoid words like “often, usually, generally” as they are subjective

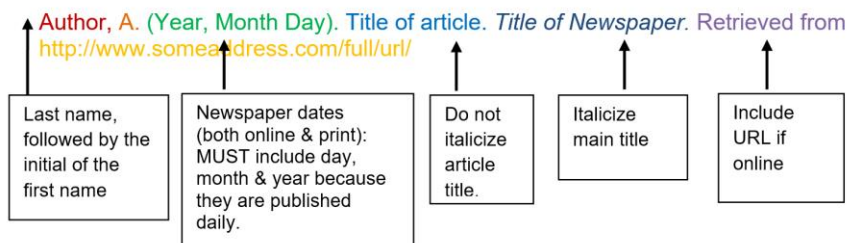
Avoid- Embarrassing, Double-barrelled, Ambiguous

Preview from Notesale.co.uk
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Examples of references

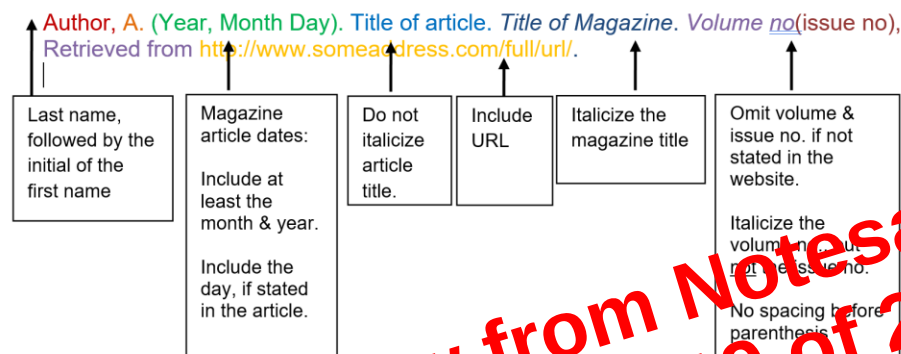
Online Newspaper Article

Doe, J. (2014, August 14). Effective Communication. *Communication Times*. Retrieved from <http://www.communicationtimes.com/htm>



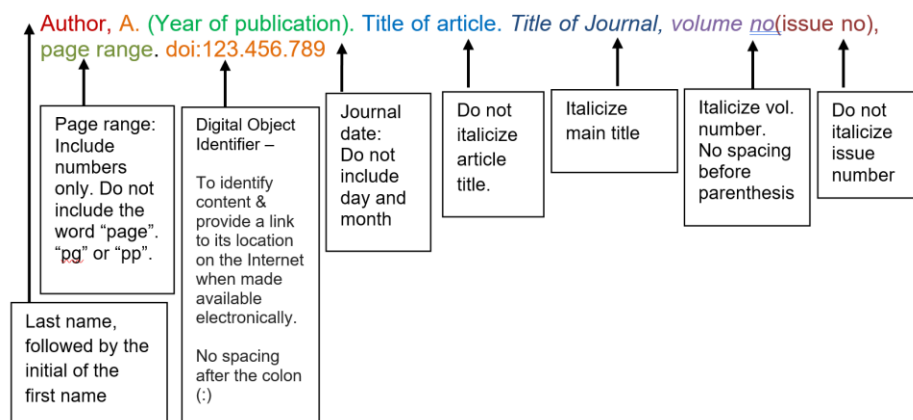
Online Magazine Article

Doe, J. (2014, August 14). Using the right nonverbal cues in communication. *Communication Times*. 25(11), Retrieved from <http://www.communicationtimes.com/htm>



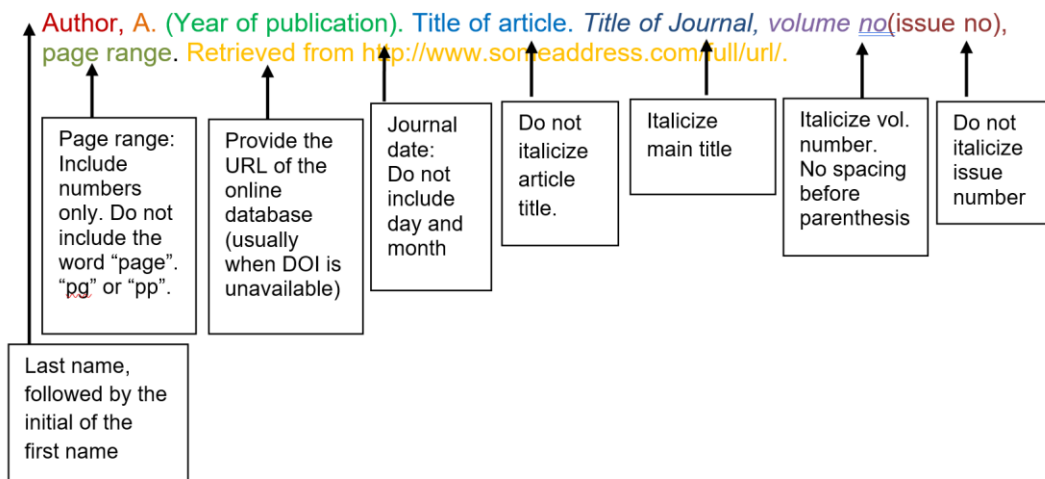
Journal Article (with Digital Object Identifier)

Doe, J. (2014). Effective Communication. *Journal of Communication*, 25(11), 23-29. doi:10.1090/10370278-613



Journal Article (from an online database)

Doe, J. (2014). Effective Communication. *Journal of Communication*, 25(11), 23-29. Retrieved from <http://www.communicationtimes.com/htm>



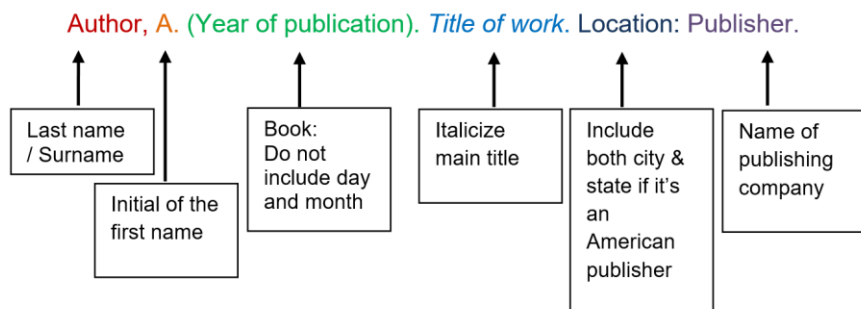
Blog Post

Doe, J. (2014, August 14). Using the right nonverbal cues in communication [Web log post]. Retrieved from <http://www.communicationtimes.com/htm>



Book

Doe, J. (2014). *Effective Communication*. London: SAGE



	- Anticipate problems and have backups and contingencies in place in case something doesn't work, you forgot something, etc - If possible, give everything one last run through in the real environment - Prepare responses to anticipated questions. Try to think like that one person in the front row who always tries to trip the presenter up
Visual your success	Imagine delivering presentation to audience that is interested, enthused, smiling, and reacting positively Cement this positive image in mind and recall it right before you are ready to go on
Breathe	By breathing deeply, brain will get oxygen it needs and the slower pace will trick body into believing you are calmer. Helps with voice quivers, which can occur when breathing is irregular
Relax	
Eye contact	Last moment of peace is relaxing and gives time to adjust to being the centre of attention
Move	Will expand some of the nervous energy
Smile	Natural relaxant that sends positive chemicals through your body

Managing Questions & Answers (Q&A)

Before Q&A	
Do's	Don'ts
Allocate sufficient time for Q&A Predict some questions that questioner might ask Set time limit for Q&A	Don't fill up entire allocated time only for the formal presentation - Don't allow the Q&A period to drag on

During Q&A	
Do's	Don'ts
Listen to entire question - Pause and allow yourself time to fully understand the question Paraphrase the question. As you repeat the question, make eye contact with the person who asked it Be truthful. Acknowledge if you don't know the answer Promise to get back to the questioner, or ask your audience for the answers	Don't interrupt or start responding to a question before the entire question is even asked Don't answer defensively or debate with the questioner Don't lie. Don't attempt to answer if you don't know the correct response Don't answer the questioner only