



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORY:

- **Communication—**
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

RELATED COMPETENCY CATEGORIES:

- **Attitude—**
Maintains a friendly, positive, and enthusiastic outlook.
- **Stress Management—**
Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.
- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.

Confrontational Questions

SUMMARY

Many business professionals feel that dealing with confrontational questions is among the most difficult of all presentation challenges. To overcome this we use positive messages, body language, using cushions to soften resistance, applying a good news format to create a positive slant, and exploring different response options.

CONTEXT

Many presenters find Question and Answer sessions to be very difficult to facilitate when faced with confrontational questions. Some presenters even say that they dread asking for questions at the end of their presentations. The fact that you are moving from prepared messages to impromptu responses can be a challenging transition for many of you. In addition, you've all seen Question and Answer sessions spin out of control and leave the entire presentation ending on a confused and sometimes confrontational note.

In this module, you will learn how to stay in control of confrontational sessions, how to keep moving at a brisk pace, and how to professionally handle difficult questions and difficult people.

At the completion of this module, participants will be able to:

- Learn to face the challenges of difficult questions through preparation
- Communicate positive messages verbally and non-verbally
- Stay in control of confrontational sessions
- Use an easy-to-follow method for responding to confrontational questions

"It is better to know some of the questions than all of the answers."
—James Thurber