Tips for Handling Tough Questions
Remember, you don’t need to be a breast health expert. You can learn to handle difficult questions and with ease and confidence. Here are some basic strategies to help you prepare for those difficult questions:

• Don’t tighten up and do remember to breathe.
• Smiling helps loosen you up, reassure yourself and relax the audience.
• Take time to think about the question.
• Reflect back to the group and say, “Does anyone here have experience with that?”
• If it is not an appropriate question for this workshop (deals with another area of the organization or other matter), say, “That is a good question, however, this is a matter for another time/place.”
• Be positive in your response and acknowledge the question, but don’t feel you have to answer every question — you don’t need to be a breast health expert.
• If you don’t know the answer to a question, avoid making something up. Offer to find the answer or direct them to other Komen resources.