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 before you respond.

• Engage your audience. When a participant asks a question and you do not have experience with the particular issue, you can ask, “Does anyone here have experience with that?” If yes, say to the participant “Do you mind if we ask for suggestions from the group?” If the person doesn’t object, begin collecting responses from the group. You can write them on a board/hanging sheet of paper so the participant can view.

• If it is not an appropriate question for this workshop (deals with another area of the organization or other topic), say, “That is a good question, however, this is a matter for another time/place.” You can also offer to talk one-on-one after the presentation.

• 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 Susan G. Komen® resources.