

OKSANA SKOROMNA, CEO “CAREER ENGLISH SCHOOL”

MASTERING Q&A

WEBINAR

Professional Self-presentation in English

20/08/2024



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AGENDA

- 1. Q&A preparation tips**
- 2. Welcoming questions**
- 3. Reacting to questions you have answers for**
- 4. Clarifying questions**
- 5. When feeling worried or confused**
- 6. Handling difficult questions**
- 7. Key takeaways**



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QUESTIONS ARE GOOD.
THEY ARE THE **SIGN OF INTEREST.**

PREPARING FOR Q&A

- Predict questions
- Know your material
- Practice answers



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WELCOMING QUESTIONS

- I'm looking forward to your insights and questions.
- Please feel free to ask any questions or provide feedback.
- I value your expertise and would love to hear your thoughts.
- I'm eager to hear your perspective and answer any questions you may have.
- Your feedback is important to me - please don't hesitate to ask anything.
- Your feedback and questions are very welcome.



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RESPONDING TO QUESTIONS **YOU HAVE ANSWERS FOR**

- Thank you for that question and for taking an interest in my pitch. Let me clarify...
- I appreciate your attention to this detail in my career. Here's some additional information...
- Thank you for bringing that up. I'm glad you're interested in this aspect of my journey. Let me expand on that and clarify...
- I'm grateful for your question and for the opportunity to elaborate on this point...
- Thank you for noticing that aspect of my pitch. I'd be happy to provide more context...
- Thank you for the question and for focusing on this part of my service. Here's some further detail...



CLARIFYING QUESTIONS

- I want to make sure I understand your question correctly. Are you asking about [restate the topic]?
- To ensure I'm addressing your question accurately, could you clarify what you mean by [specific element]?
- I want to make sure I answer your question properly. Are you referring to [restate the concept]?

WHEN FEELING WORRIED OR CONFUSED

- I'm feeling a bit overwhelmed at the moment, and I'm struggling to find the right words.
- I'm sorry, I'm a bit nervous right now and having trouble focusing on the answer.
- I find it difficult to think clearly due to nerves. I apologize for not being able to respond as I'd like.
- I'm feeling quite nervous at the moment, and it's affecting my ability to answer.
- I'm sorry, I'm a bit anxious and can't seem to articulate my thoughts properly at this moment.



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RESPONDING TO QUESTIONS WHEN **YOU DON'T HAVE ANSWERS**

- That's a challenging question, and I'm not sure I have a complete answer right now.
- I appreciate the question. I'll need more time to think that through, as it's something I'm still working on.
- That's an area I'm still exploring, and I don't have a definitive answer at the moment.
- I'm currently focusing on other aspects of my project, so I don't have all the details on that right now.
- I'm not sure I have the perfect response at this time, but I appreciate you bringing it to my attention.
- That's a complex issue, and I'm still developing my approach to it.



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THE BEST ANSWERS DON'T ALWAYS COME FROM KNOWING EVERYTHING; THEY COME FROM **BEING HONEST** AND ENGAGING IN A REAL DIALOGUE.

RESPONDING TO EXPERT FEEDBACK

- Thank you for that insightful feedback. I really appreciate your perspective.
- I'm grateful for your feedback - it gives me clear direction on how to improve.
- I truly value your advice and will take it into consideration as I refine my pitch.
- Your feedback is incredibly helpful, and I'm eager to apply your suggestions.
- Thank you for taking the time to share your thoughts. It's a privilege to learn from your experience.
- I appreciate your honest feedback - this will definitely help me grow and enhance my presentation.



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**AN EFFECTIVE Q&A SESSION IS LESS ABOUT PERFECTION
AND MORE ABOUT CONNECTION AND CLARITY.**

KEY TAKEAWAYS

- **Preparation is key.** Predict questions and prepare responses to build confidence and manage your Q&A effectively.
- **Fully understand the question before answering.** Listen carefully, and pause if needed to gather your thoughts.
- **Be honest if you don't know the answer.**
- **Engage and connect.** Treat the Q&A as a dialogue.
- **Appreciate the feedback you receive.** Use it to improve your pitching skills.



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THANK YOU!
LET'S DIVE INTO YOUR QUESTIONS!

