



## Business Lesson

### Pieces of Advice:

**Be Polite**

**Listen very carefully**

**Keep calm.**

**Tell the truth (most of the time)**

**Don't say anything you'll regret later.**

**Check understanding if necessary by paraphrasing.**

**Agree partially before giving own opinion.**

### Language Checklist.

#### Handling Questions

- **Understood but difficult to answer**

**It could be...**

**In my experience**

**I would say...**

**I don't think I'm the right person to answer that. Perhaps**

**Mr. \_\_\_\_\_ can help...**

**I don't have much experience in that field...**

- **Understood but irrelevant or impossible to answer in the time available.**

**I'm afraid that's outside the scope of my talk/this session. If I were you I'd discuss that with...**

**I'll have to come to that later, perhaps during the break since we're running out of time.**

- **Not Understood**

**Sorry, I'm not sure I've understood. Could you repeat?**

**Are you asking if...?**

**Do you mean...?**

**I didn't catch (the last part of) your question.**

**If I have understood you correctly, you mean... Is that right?**

- **Checking that your answer is sufficient**

**Does that answer your question?**

**Is that okay?**

**Are you satisfied?**



**Real World Experience: Make use of the expressions on the first page.**

- 1. Give three pieces of advice in handling question and say something about. How will each help you in handling question**
- 2. You are having presentation and one of the audiences ask you a question which is irrelevant from the subject of your presentation. You say:**
- 3. A question is raised by the member of the panel during your proposal. You don't understand it. You say:**
- 4. You understood the question well but it is difficult to answer. You say:**
- 5. You gave an answer but you want to be certain if the person is satisfied. You say:**