Responding to Pressure Situations

Learning Objectives

- Maintain professional composure under pressure
- Communicate clear, concise, positive messages
- Sell strategic ideas, self, and organization

Q&A Format

- “We have (time) for questions and answers.”
- “Who has the first question?”
- If no questions— “A questions I’m often asked is…”
- “Who has the next question?”
- Listen
- “The question was about…” ANSWER BRIEFLY
- “Who has the final question?”

Handling Pressure Situations

- Listen
- “The question has to do with…”
- Cushion
- “The good news is…”
- “Although it might be true…”
- “Let me also say…”

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