



5 Ways to Handle Difficult Questions

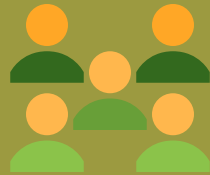
From: *"The Ten-Minute Trainer"*
by Sharon Bowman

1 Question Cart



Post a wall chart labeled "Question Cart." When learners ask questions that aren't directly related to the content being covered, have them write their questions on sticky notes and "put them in the Question Cart." Later, designate a time to "empty the cart" and answer the questions.

2 Rapid Rounds



Learners print their questions on index cards. You collect the cards, assign a person to be the time-keeper, and have the class stand in a circle. Pass out the cards. One learner begins by reading the question on his/her card and then answering it in 30 seconds or less. Two more volunteers can also state their "30-seconds-or-less" responses. When 90 seconds have passed, move on to another question and repeat the procedure. Do these "Rapid Rounds" for about 5 - 7 minutes. After that, save the questions that haven't yet been answered for another "Rapid Rounds" later.

3 Three-Before-Me

When a learner asks a question, invite three volunteers to answer the question before you do. That way you share the role of "expert" with the group. It also gives you a little more time to think of your own answer to the question.



4 DK-WFO



The acronym stands for: "Don't Know - Will Find Out." You don't have to know the answers to every question. Respond to a difficult question with this phrase and buy yourself some time until you CAN find the answer.

5 Break Chat



When the question is non-topic-related or too challenging to answer in a timely-fashion, suggest that the person asking the question meet with you during a class break to chat about the question.