



# HANDLING DIFFICULT QUESTIONS & QUESTIONERS WITH CRAIG HARRISON



## ARE YOU ON THE FRONT LINE OR FIRING LINE?

Are you forever on the hot seat at work? Are you forced to handle difficult questions from difficult questioners?

In today's litigious environment you've got to know what to say, what not to say, and how to say it...or not!

Your ability to think, listen and speak on your feet could save your job, your boss's, or your company's reputation. Are you ready when pressed into service?



HANDLING DIFFICULT QUESTIONS AND QUESTIONERS is designed to fortify you with proven strategies to respond to hostile questions, hostile questioners and volatile situations you will inevitably encounter.



## Learning Objectives

- ▶ Learn to anticipate questions and deliver prepared answers in seemingly impromptu fashion
- ▶ Develop the ability to gauge your questioner and tailor responses to fit their needs, speaking their language
- ▶ Learn to pre-empt difficult questions... framing them to your benefit
- ▶ Master techniques for setting expectations, ground rules and adhering to protocol
- ▶ Master the art of disengaging and diffusing
- ▶ Develop successful coping techniques for fielding questions from irate, hostile and difficult customers
- ▶ Transform rejection into redirection when saying No.



## How The Presentation is Delivered

Through use of scripts, role playing and coaching, you'll become adept at handling the unexpected, learn to put a



good face to bad situations, practice remaining in control, and become a calming influence



on others when the going gets tough.

## Ways This Presentation Can Help You

You will gain confidence in impromptu speaking situations through physical and mental exercises. You will also develop the ability to acknowledge the speaker's question, establish rapport and engender trust, and adeptly respond to a variety of difficult questions.

## About Your Presenter

CRAIG HARRISON has faced hostile audiences for over 20 years! He has chaired contentious board meetings, presided over acrimonious council meetings and walked through corporate mine fields. He is expert at using honesty, tact and humor, when appropriate, to find common ground with opponents and treat them with dignity and respect, regardless of the animosity present.

To schedule a presentation, contact:

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