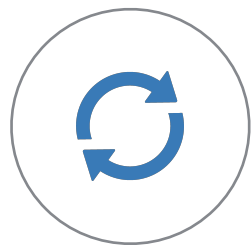


BREATHING TIME TECHNIQUES



REPEAT OR REPHRASE

Description: Briefly restate the question before answering.

Example: Q: "What do you want for lunch?"
A: "What do I want for lunch?"



RAINCHECK

Description: **Delay** answering the question until later.

Example: "I won't have time to answer that right now, but this session is over at noon. Let's discuss then."



DELEGATE AND INTRODUCE

Description: **Pass** the question on to a colleague.

Example: "Tim knows a lot more about IT than I do, and did a lot of the work on this, so I'll let Tim speak to your question. Tim?"



COMMENT

Description: Provide some **context** or **background** info before answering.

Example: Q: "What do you think of these tariffs?"
A: "Tariffs are interesting because they're so dependent on political and economic context. Historically, they have been...."



COMPLIMENT

Description: **Praise** the question before answering.
Be **Specific** and **Sincere!**

Example: "That's a very insightful question. I'm glad you brought that up because we should be keeping that in mind."



CLARIFY

Description: **Ask** a clarifying question back, to make sure you're answering what they're asking.

Example: Q: "How much money are we talking about?"
A: "When you say 'how much money, are you gross receipts or net profit?'"