

Thinking on the Spot

- 09:30** **Registration and refreshments**
- 09:40** **So what do you want?**
- An opportunity to share experience and expectations for the day.
- 09:50** **Benchmark Exercise – How do go thinking on the spot at the moment?**
- Test exercise with the results measured by colleagues
- 10:20** **Looking at key actions to take before the questions are put you**
- 10:30** **Buying yourself thinking time**
- Ask, tell and sell using the 4 As
- 10:45** **Giving your audience members what they need**
- 11:00** **Refreshments**
- 11:15** **Structure for answering challenging questions**
- 12:00** **Deploying the structure with your questions**
- 12:15** **Practice!**
- 13:00** **Lunch**
- 13:44** **Three ways to add depth and engagement to your answers**
- Concrete data, stories and analogies
- 14:10** **Measuring the difference with the benchmark exercise**
- 14:30** **The Emergency Structure – for when things go seriously wrong**
- 15:00** **Refreshments**
- 15:15** **Bring it to life and moving on to a higher level of skill**
- Boosting your delivery style
- 15:45** **Taking it to a higher level – applying your new skills to different situations**
- 16:10** **Reviewing the learning points.**
- 16:20** **Completing the feedback form.**
- 16.30** **Close**