



# Thinking on **YOUR FEET**

## How You'll Benefit:

- Organize and deliver clear, confident responses in unplanned situations.
- Stay calm, professional, and credible when asked tough questions or put on the spot.
- Use structured techniques to think quickly and speak clearly under pressure.
- Handle objections and difficult questions with composure and strategy.
- Increase confidence in spontaneous speaking during meetings, Q&As, or presentations.

## Program Overview:

Whether in meetings, presentations, or one-on-one conversations, professionals are often called upon to speak without preparation. This workshop helps participants communicate with confidence, structure, and composure—even when caught off guard. Through hands-on practice and feedback, learners develop the ability to organize thoughts quickly, handle challenging questions, and maintain credibility under pressure. Participants explore practical tools such as structured response models, question-handling frameworks, and techniques for managing objections. The result is improved confidence and a stronger presence in every professional interaction.

## Who Should Attend:

- **Professionals** who must respond quickly in meetings, presentations, or client discussions.
- Leaders and managers who handle impromptu questions or feedback.
- Technical experts and engineers who explain information on the spot.
- Business professionals who want to improve clarity and confidence in unplanned communication.

## Tools You'll Receive:

- **Acknowledge–Repeat–Respond Model** – Three-step structure for handling audience questions clearly and professionally.
- **Don't Know Response Framework** – A two-step method to maintain credibility when you don't have the answer.
- **What–Why–How Structure** – Simple format for delivering concise, organized responses.
- **Tool of Three** – Technique to focus your response on three memorable points for clarity and retention.
- **Empathize–Transition–Respond Formula** – Framework for handling objections or tough questions with empathy and control.
- **Seven Question Handling Techniques** – Methods such as *Answer*, *Clarify*, *Adjust*, *Deflect*, *Discuss*, and *Defer* for effective Q&A management.



## Concepts we'll teach you (Objectives):

- How to organize responses in real-time using proven frameworks.
- How to anticipate and handle audience questions with confidence.
- How to respond to challenging or emotional questions professionally.
- How to maintain control and composure when speaking spontaneously.
- How to apply empathy and logic to influence and connect with your audience.

## Activities:

- **Preparing for Questions Exercise** - Anticipate potential audience questions and practice clear, confident responses.
- **Question Handling Practice** - Apply the Seven Ways to Address Questions through role-play scenarios.
- **Structuring Responses Drill** - Use the Headline, Rule of Three, and What-Why-How models to organize concise answers.
- **Closing Your Response Activity** - Practice effective methods to summarize and close responses with clarity.

## Agenda:

- Topic 1: Introduction to Thinking on Your Feet
- Topic 2: Effective Communication Foundations
- Topic 3: Organizing Your Response
- Topic 4: Handling Questions with Confidence
- Topic 5: Managing Tough Questions and Objections
- Topic 6: Practice and Feedback
- Topic 7: Reflection and Action Planning

Delivery Format  
**In-Person or Virtual**

Duration & Structure  
**7 hours**

Up to  
**10 participants**

## Targeted Reinforcement:

1. **Short Cut Card (Included):** Quick reference guide of the tools and tips learned in class.
2. **iSpeak U Tool Library (Included):** Access to the iSpeak U library with tools and examples.
3. **AI iSpeak Coach for 30 days (Additional Charge)**
  - **Scenario 1: Answering Project Questions:**  
Practice clear and concise communication using the Headline and Good-Bad-New models to confidently answer questions from a new team member while maintaining approachability.
  - **Scenario 2: Introducing Yourself to the Board:**  
Practice delivering a polished self-introduction using the Rule of Three model to present yourself, your role, and your department clearly, followed by structured answers to board member questions.
  - **Scenario 3:** You will practice maintaining your professional presence and technical credibility when called upon for an impromptu update. Using the Headline and Good-Bad-New models, you'll learn to brief stakeholders on an emerging technical issue with clarity and composure, ensuring you provide the necessary context without causing unnecessary alarm.