



Q&A: A Guide for Success

A vital component to engaging sessions is the opportunity for the audience to participate in active discussion and Q&A. This guide provides questioning strategies to increase engagement and offers best practice tips to execute these strategies.

STRATEGIES FOR ENGAGEMENT

You don't need to wait until the end of the session to engage the audience in Q&A! **These questioning strategies get the audience engaged and help facilitate a robust Q&A session whether in-person or virtual.** *Virtual Note: When presenting virtually, you'll be able to use polling (live only), chat, and Q&A to engage the audience during your session.*

Capture Their Attention

- **Start with a question and get attendees asking their own questions early. For Q&A sessions with pre-recorded content, encourage live attendees to answer questions and share their experiences.**
"I am a project team leader, and I must facilitate a team meeting to finalize our plans for an event. Over half of the team will need to join the meeting from various remote locations. Is this a familiar scenario in your workplace?"

Make the Content Relevant

- **Identify prior knowledge and connect to real-life applications to learning.**
"What is one way you could apply this process to complete a task in your day-to-day work?"

Foster a Positive Environment

- **Encourage attendees to share their learning goals and reduce common anxieties.**
"Something I struggle with when I'm teaching online is my pace. I don't always move slowly enough for people to catch everything I'm doing. What is something you struggle with when teaching an online session?"

Provide Cognitive Support

- **Check for understanding and review and elicit questions from attendees.**
"Please take the next 60 seconds to review your notes about the topic we just discussed and try to identify any gaps in your understanding. What questions do you have about this topic before we move on to the next item?"

BEST PRACTICE TIPS

- Prepare 2-3 questions in advance in case attendee Q&A is slow to get started.
- The session moderator or discussion leader should announce the timing of Q&A at the beginning of the session. For live sessions, Q&A can be held after each presentation or at the end of the session. Announcing the timing of Q&A reassures the audience that they will get to ask their questions and encourages them to start thinking of questions.
- For live or semi-live sessions, repeat each question clearly before directing it to the speaker or speaker(s) who can best answer it. For virtual speakers, make sure you pause to allow time for a short delay in response.
- As the Q&A portion begins, let the audience know how much time is allotted for questions.
- Don't end the Q&A portion abruptly. Let the audience know how much time is left.
- When the speakers have finished answering all questions, repeat the main theme or key message of your session to bring closure to the session and reinforce the main points of the session.