Handling Questions Structure & Expressions

Welcome the question

That's a good question.
I'm glad you brought that up.

Clarify the question

If I understand you correctly, you're asking…?
I didn't quite catch that.

Take time to think before you answer

Reply positively – be brief and clear

Avoid giving an answer

Perhaps we could deal with that later.
Let me get back to you on that.

Check the questioner is satisfied

Does that answer your question?
Is that clear?