

Handling difficult questions

Consider the situations below and see how you would handle them.

| Difficult situations and questions | How to handle? |
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| 1. If the question was unexpected and difficult to answer, what should I do ? | |
| 2. If I need time to think, what should I do? | |
| 3. If there was a conflict between my view and the interviewer's, what should I say ? | |
| 4. If I could not catch the question or understand the intended meaning of the question, what should I do? | |
| 5. If I felt answering the question would put me or a third party (e.g. a previous employer/colleague) in an unfavourable light, what should I say? | |
| 6. If I could not understand the accent or speech of an expatriate interviewer, what should I do? | |
| 7. If there was an aggressive interviewer who interrupted my answer or showed that s/he was not convinced by my answer, what should I do? | |
| 8. If I were asked how much starting pay I expected, what should I say? | |
| 9. If my answer is very long how can I avoid losing the listener? | <i>Structure and section a long answer</i> |
| 10. What should I do if I am very nervous? | <i>Smile, make eye contact, sit comfortably in your seat, do not speak in a monotone</i> |
| 11. Should I prepare my answers? | <i>Yes, but do not rattle off a prepared answer; pause between important chunks of information</i> |