JobTIPS

✓ KEY POINTS – Responding to Comments & Questions

1. Comments and questions are a normal part of the work environment.

2. Respond to any compliments or praise by saying something like, "Thanks!"

3. When someone makes a comment, you can respond verbally by saying something or nonverbally by gesturing, nodding, or smiling.

4. You need to respond immediately to all direct questions.

5. If you do not know the answer, say something like, "I'm sorry, I don't know."

6. If you need more time to think about a question, say something like, "I need some time to think about that."

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