

# How to Answer Tough Questions & Keep Your Cool

When you receive a question seemingly from left field or one that appears pointless, or downright weird, stop and take a moment to consider the PICKLE.

**P**

Pause and gather yourself before responding.

**I**

It does not matter why they asked this oddball question.

**C**

Control your emotions – no eye rolls or frustrated sighs.

**K**

Keep in mind that this is a team member.

**L**

Let go of any attitude or annoyance, and respond in a professional, courteous, and friendly manner.

**E**

Express your answer with honesty and civility, no matter how silly the question.

Utilizing this strategy will move your conversation forward and past the PICKLE.