**What are they going to ask? Preparing for Q&A with ChatGPT**

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**Abstract**

Roleplaying enhances experiential learning by creating opportunities for students to apply and practice newly-learned concepts and skills in different scenarios (Mollick & Mollick, 2023a; Saito et al., 2023). ChatGPT's capacity for simulating natural language responses and human-like conversations suggests that ChatGPT may be useful for roleplay simulation practice to prepare for the question-and-answer (Q&A) segments in oral presentations. This study investigated how undergraduate students in a business and technical communication skills course could use ChatGPT as a coach to help them anticipate questions and prepare for the Q&A session in their business pitch presentations. A thematic analysis was conducted to analyse questions that students anticipated prior to ChatGPT use, questions that were generated by ChatGPT, and actual questions that were asked during the Q&A. The questions were also mapped to the categories in Anderson and Krathwohl’s 2001 revised version of the original Bloom’s Taxonomy (Krathwohl, 2002) to identify the level of cognitive processing necessary to answer each question. Findings suggest that ChatGPT has the capability to ask realistic, meaningful and probing questions that can help students prepare for their Q&A, as well as give students ideas about the kind of questions they as audience members could ask their classmates. However, the lack of nonverbal cues in ChatGPT-generated questions limits it application for comprehensive Q&A skill practice, particularly in negatively-toned questions professionally. An interesting discovery was that students had chosen to not use ChatGPT although they had been empowered, allowed and asked to do so. This aspect deserves further exploration. Future work could also explore prompting ChatGPT to word its questions to convey different emotional undertones, such as cynicism and doubt, and to generate unexpected questions so students could specifically practice responding to such questions professionally and tactfully.

Keywords: ChatGPT, roleplay simulation, Q&A, oral presentations, business pitch