

HOW TO MAKE SMALL TALK

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Small talk is a casual form of conversation that “breaks the ice” or fills an awkward silence between people.



- *Who?*
- *What?*
- *Where?*
- *When?*
- *Why?*



WHO makes small talk?

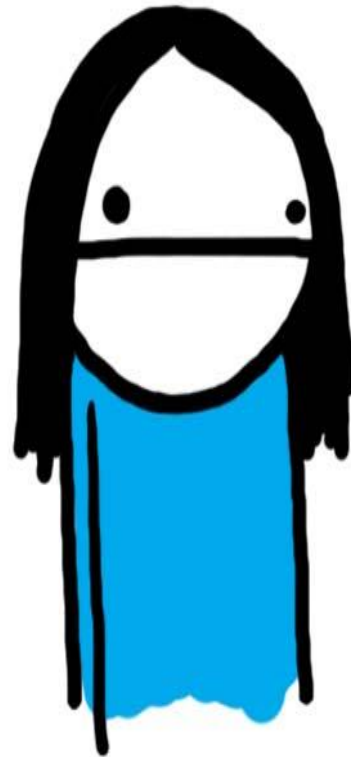
- People with many different relationships*
- who do not know each other at all*
- people who are only acquaintances*
-“friend of a friend”
- Office employees who may not be good friends but work in the same department*

WHAT do people make small talk about?

- The weather***
 - The food***
 - Current events***
 - The news, sports news, entertainment news***
 - Likes and dislikes***
 - Family affairs***
 - Country matters***
 - Showing interest***
 - Back to business***
- 

Forbidden topics

- *personal information as salaries or a recent divorce*
- *something (good or bad) about a person's body*
- *Negative comments*
- *Private issues*
- *Religion or politics*



hot
talking
to
you.



WHERE do people make small talk?

- At the office***
- At a social event***
- Out for a walk***
- Waiting somewhere***



WHEN do people make small talk?

- first time you see or meet someone on a given day
- during a break in a meeting or presentation when there is nothing important

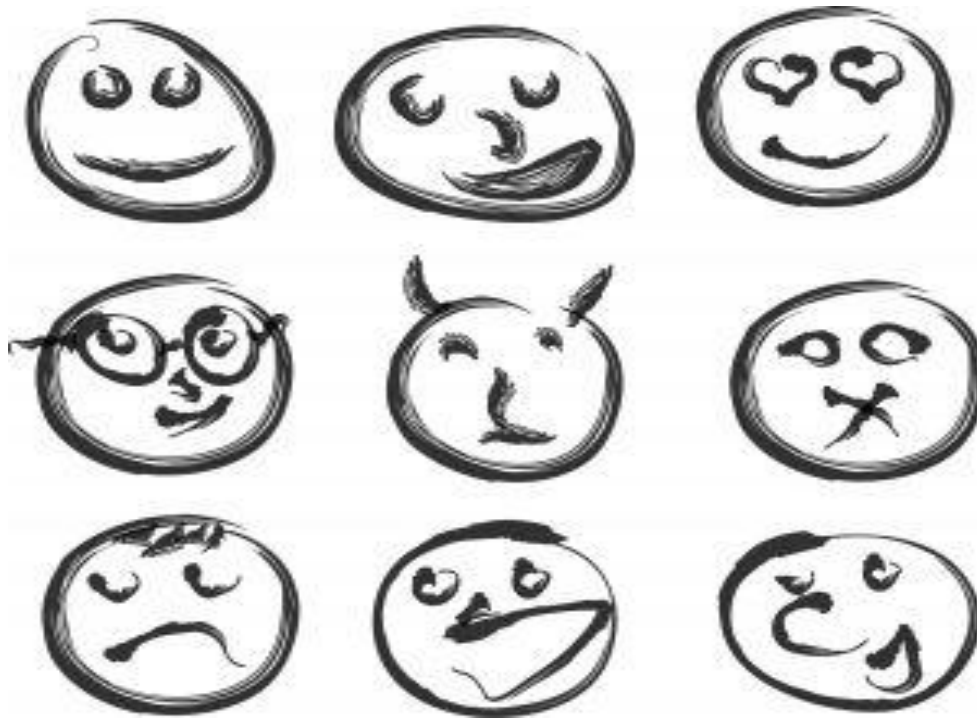


WHY do people make small talk?

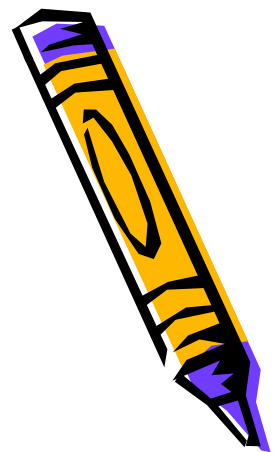
- to break an uncomfortable silence.*
- simply to fill time*
- in order to be polite*



*Small Talk Is for Small
Minds. Think About it.*

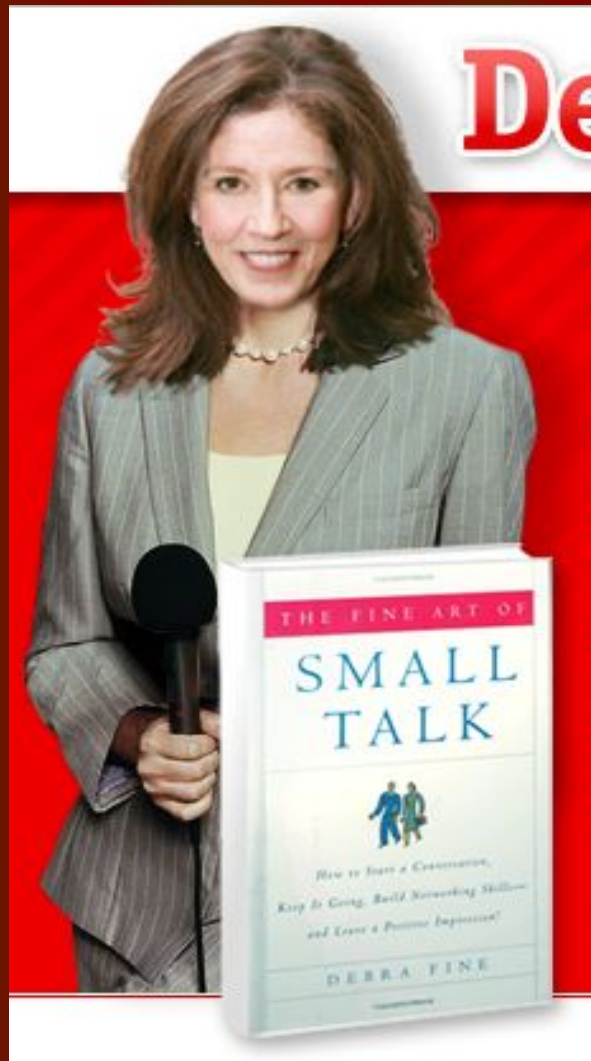


Talk Deeply, Be Happy?

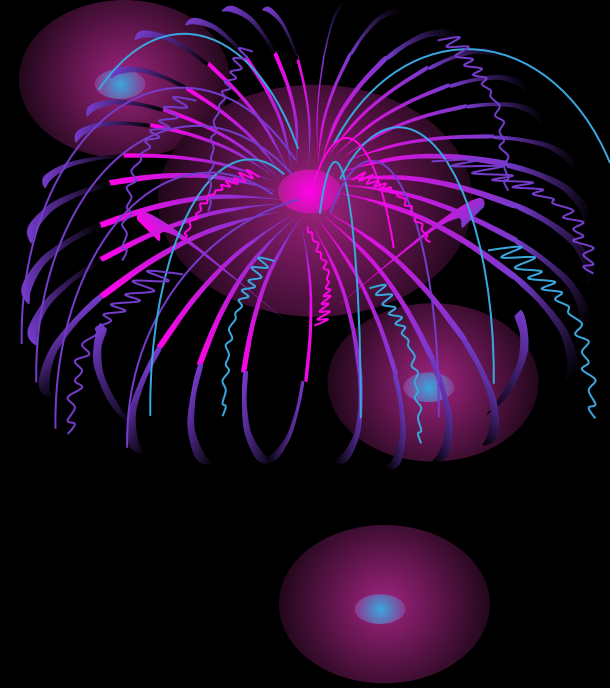


The Fine Art of Small Talk

- Engage anyone in conversation with poise and confidence
- Revive a dying conversation
- Come across as composed and self-assured when talking to people or entertaining clients at conventions, trade shows, and other work related functions
- Become an "active" listener
- Overcome communication barriers
- Handle awkward situations
- Come up with topics to discuss
- Avoid conversation "killers"
- Develop business friendships
- Prepare for successful conversation
- Remember names and use them properly
- Exit conversations with tact, with grace
- Feel more at ease at parties, banquets, receptions, and networking events



"A mixture of stand-up comic, therapist and teacher."



« *Every conversation is an opportunity for success* »

Debra Fine