

# 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?*

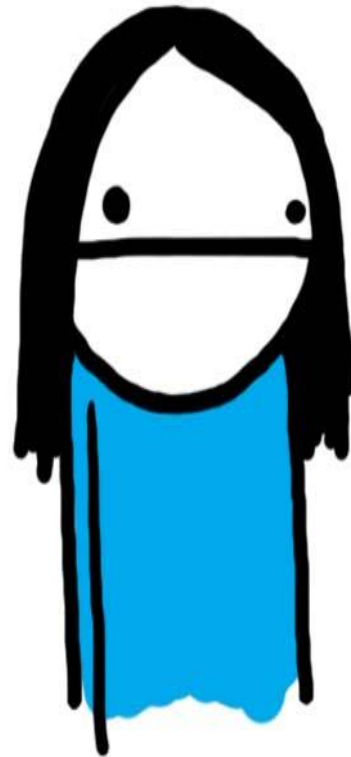
- People with many different relationships*
- who do not know each other at all*
- people who are only acquaintances*  
*-“friend of a friend”*
- Office employees who may not be good friends but work in the same department*

# ***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

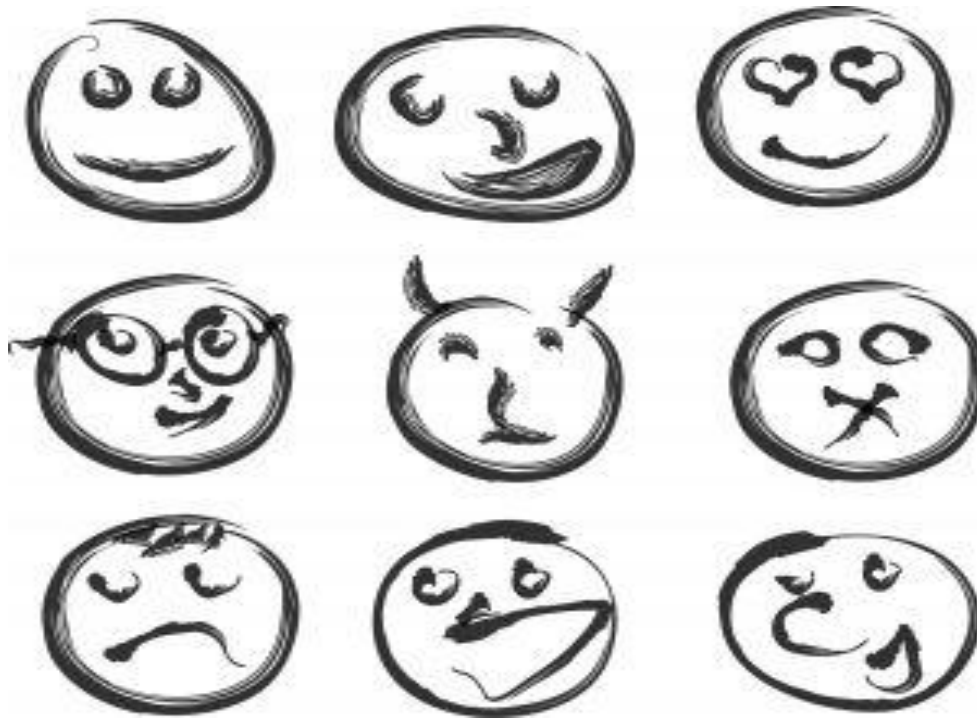




# *WHY do people make small talk?*

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

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

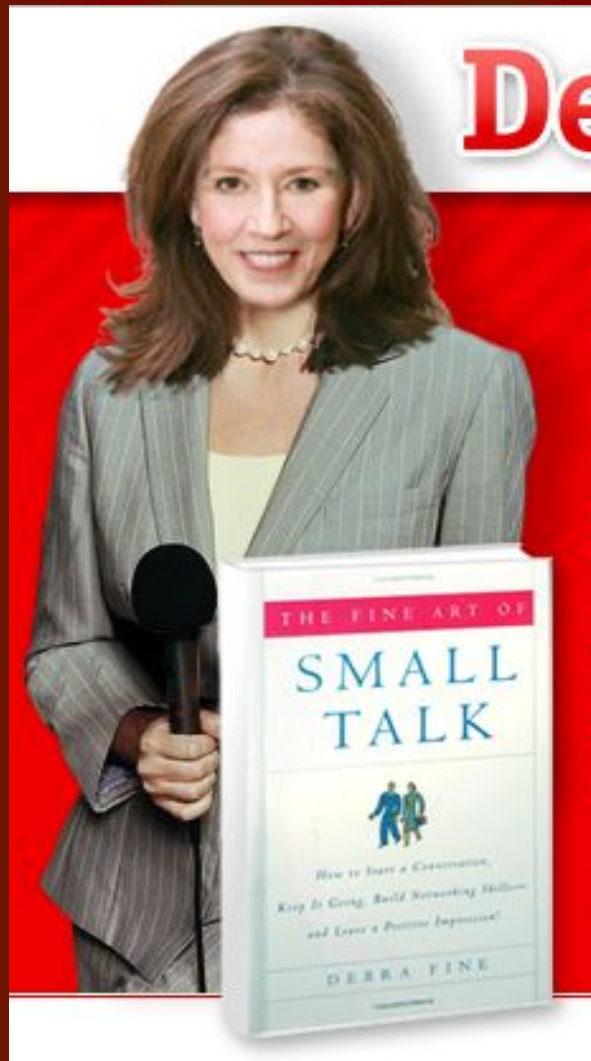


Talk Deeply, Be Happy?

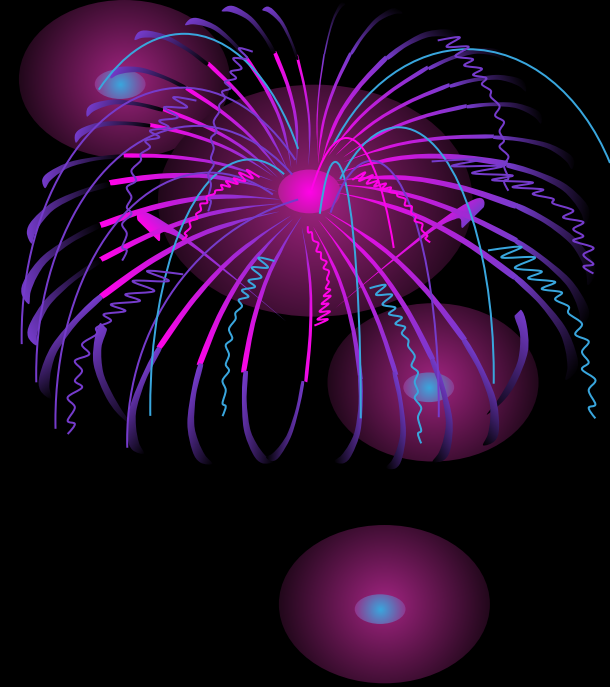


# *The Fine Art of Small Talk*

- 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**