Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

Small Talk

- Small Talk is an informal discussion ,usually among people less familiar with each other ,about unimportant and uncontroversial matters
- Small talk is very critical in rapport building
- It is an art learnt with practice

Small Talk Topics

- Weather
- Venue or something about it
- Common Interest
- Genuine compliment

Topics to avoid

- Politics
- Religion
- Anything Personal
- Anything racial, obscene ,controversial

What do you need to be good at it ?

- Listening skills
- Art of asking questions
- Confidence
- Pleasantness
- Bonus : wit & sense of humor

Small talk in large gatherings

- Ask someone you know to introduce you
- Make eye- contact, smile
- Be the first to introduce
- If you know few people in a group ,join the group ,listen and speak at an appropriate time
- Move around the venue
- Observe body language to know when to avoid conversing.

Some Questions to start the conversation

WORK

- What do you do ?
- What does your typical work day look like?
- Is this your dream job or are you working towards something else?
- what motivated you to become a _____?
- What do you love about your job ?

Some Questions to start the conversation

LIFE

- What's the plan for the weekend ?
- What do you like to do in your spare time ?
- Have you read any good books lately ?
- Have you seen any movies lately ?
- So, are you from _____?
- So, do you have any pets/Kids ?
- Where did you grow up ?

Some Questions to start the conversation

TRAVEL

- Are you planning on getting away for the holidays?
- Are you taking time off for Christmas /Diwali ?
- I've just got back from a trip to Japan .Have you ever been there ?
- You went to Bali last year, didn't you ? Do you have any recommendations?

Some Questions to start the conversation

FOOD

- Do you know any good restaurant around here ?
- Do you like Thai food?
- Have you tried the new Italian restaurant on Greams Road?
- What are you making for dinner today?

WEATHER

- It's a beautiful day ,isn't it ?
- Can you believe all the rain we have been having lately ?

3 V’s in small talk

- Verbal : Choose polite words
- Vocal : Warm ,friendly tone
- Visual : Smile , slight nod, open body language

Exiting Small Talk

A key professional skill –It keeps relationships intact while respecting time and context

- It was really nice talking to you
- I enjoyed our conversation
- Great catching up with you
- Lovely Chatting with you
- Hope to see you around
- Let's stay in touch
- At work/office- "I'll get back to this task now-catch up soon"
- At networking events-"I don't want to take up all your time-great meeting you!"

Exiting Small Talk

Avoid

- Suddenly walking away
- Saying ‘I’m bored’
- Showing disinterest
- Over-apologizing
- Dragging the exit too long

Class room activity

Start a conversation & practice small talk

- Waiting for a meeting in office
- In the gym for workout
- At a restaurant invited by a common friend
- While travelling in a train
- Speaking with the foreign client before starting the official discussion /Team meeting

Participants must talk for 1 minute on the selected topic