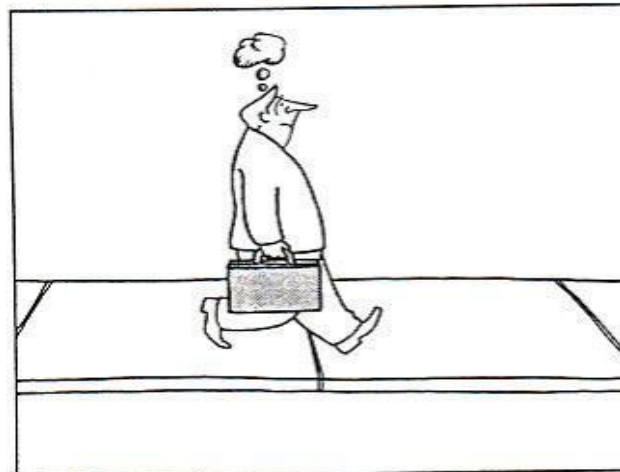
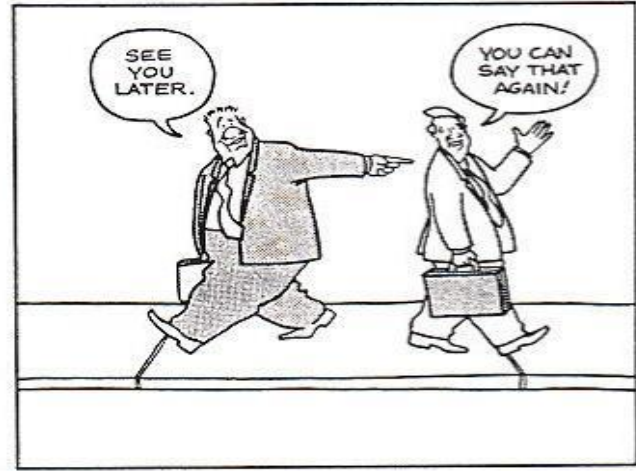


2019 GREAT LAKES REGIONAL CONFERENCE



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THE FINE ART OF
SMALL TALK

303-721-8266

Names

- Introduce yourself/give the gift of your name
- Request if you cannot remember
 - Employ host behavior

Show an Interest

"Bring me up to date...."

"How has retirement been different than you expected?"

"What was the highlight of your trip?"

"What is keeping you busy outside of the Club?"

Dig in Deeper

- “How’s the project going?” ***“Pretty good.”*** “What does it involve?”
- “How was your weekend?” ***“Fine.”*** “Outside of golf what did you have going on this weekend?”

Play the Conversation Game

“How are you?” ***“Fine”***

Instead:

- “I attended a conference in Buffalo, how about you?”
- “My weekend was fun; we went to visit my brother in Tampa.”

“Active” Listening

- **Visual Cues**
- **Verbal Cues**

TYPE OF RESPONSE

SAY

Diverging

“On the other hand, do you think...?”

Empathetically

“That must have been frustrating.”

Developing

“Tell me more.” “What was that like for you?”

Exit Strategies

“In a minute I need to visit with other members, what was the highlight of your trip?”

“Who do you know here that is also attending the ice cream pool party, I would like to get their input?”