

REACH OUT!

10 SIMPLE WAYS TO MAKE A GREAT 'SMALL TALK' CONVERSATION ON THE PHONE



- 1. SMILE:** *even though it can't be seen, it can be heard!*
- 2. BE GENUINELY INTERESTED IN THEM:** *people can see through a 'faker' fairly quickly!*
- 3. DISCUSS WHAT THEY WANT TO TALK ABOUT:** *they may actually be fed up just talking about the latest news on the virus!*
- 4. USE OPEN QUESTIONS** (e.g. why? how?) **rather than CLOSED QUESTIONS** (e.g. what?) **to get the conversation flowing**
- 5. ASK FOLLOW-UP QUESTIONS**
- 6. LISTEN MORE THAN YOU SPEAK**
- 7. GIVE SOME POSITIVE VERBAL REINFORCEMENT** (e.g. "aha", "huh", "aahh" etc...)
- 8. DON'T GET INVOLVED IN ARGUMENTATIVE SUBJECTS**
- 9. DO NOT MULTITASK!** *Be on the phone and nothing else*
- 10. BE YOURSELF!**