

# **IRL: The Art of Small Talk or Get Your Face out of Your Mobile Device**

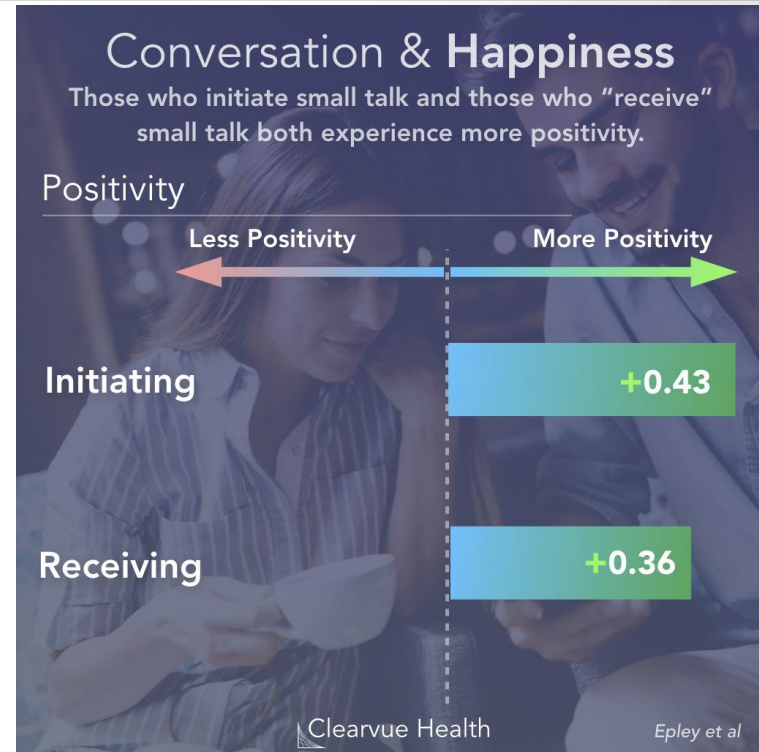
# You Are Here or Are You?

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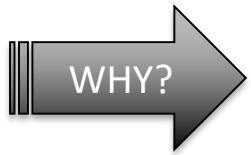
- How many people did you talk to, that you did not know prior to the session starting?
- How many of those people were part of your registration/parking/getting here journey?

# Why Do We Need Small Talk in Our Toolbox?

- Small Talk Makes Us Smarter
- Small Talk Makes Us Happier
- Small Talk Makes Us Feel Better



# Make Eye Contact



When you make eye contact, you create a subconscious connection with the other person. This helps to build a feeling of trust, which will make small talk easier for both of you.

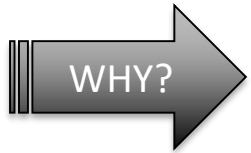


## Mechanisms & Pro Tips:



Imagine a triangle on the other person's face that surrounds their eyes and mouth. Change the location of your gaze every 5 to 10 seconds from one point on the triangle to another.

# Use Alternatives to Classic Questions



Asking questions enable people to chose the focus of the conversation. This will lead to more open dialogue.

## Mechanisms & Pro Tips:



What's keeping you busy these days?

What do you do for a living?

Where do you call home?

Where are you from originally?

# Use the FORD-method to Ask Questions



By asking questions related to these subjects, you can master small talk in many social settings.

## Mechanisms & Pro Tips:

### Family

I'm going to visit my sister for the holidays. Where is your family from?

### Occupation

I work virtually. Where do you work?



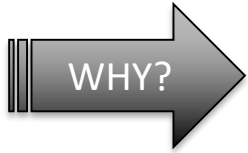
### Recreation

I just got a new video game. What do you do for fun?

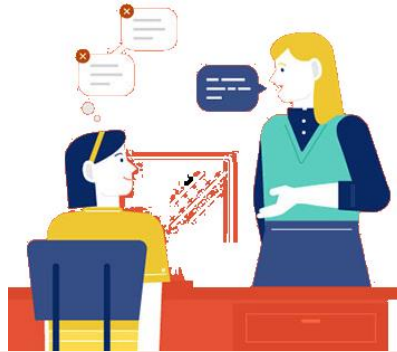
### Dreams

I am thinking about walking the Appalachian Trail this year. Are you planning any trips this year?

# Don't Just Think About What to Say Next



Actively Listen  
Unsurprisingly, actually listening to what your conversation partner is saying, makes small talk easier and more natural for both of you.



Mechanisms & Pro Tips:



Focus on keywords and phrases, and use them to picture what people say in your mind



Schilling, D. (2012) 10 Steps To Effective Listening. Forbes.com

# Repeat What You Heard



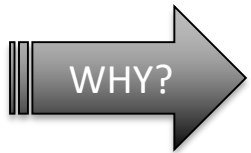
Occasionally restating something you've heard in your own words shows you are paying attention and can prompt the other person to continue speaking.

Mechanisms & Pro Tips:








# Body Language Still Matters



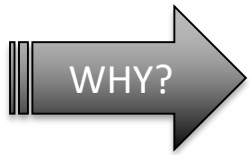
Use your body to communicate!  
You can often convey more with your body than with the tone of your voice and actual words. Positive body language will show you are engaged in a conversation.

## Mechanisms & Pro Tips:



-  Position your body so it's facing the other person
-  Keep your arms at your sides and uncrossed
-  Lean in slightly

# Leverage Your Surroundings



Your current setting is something both you and your conversation partner share. Use this connection to build a longer conversation.



Mechanisms & Pro Tips:



# The Exit



When it is time to leave a conversation, use the phrase “I need”. This take the burden of leaving the conversation off your partners shoulders and shows that you are leaving because you are bored.

## Mechanisms & Pro Tips:



# In summary....

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Small talk doesn't have to be painful. By remembering these easy tips and preparing a few questions in advance, you'll be ready for every situation, whether it's meeting new coworkers or chatting with fellow stakeholders.



*Now get your face out of your screens and mingle.*

# Sources

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# Thank You!



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