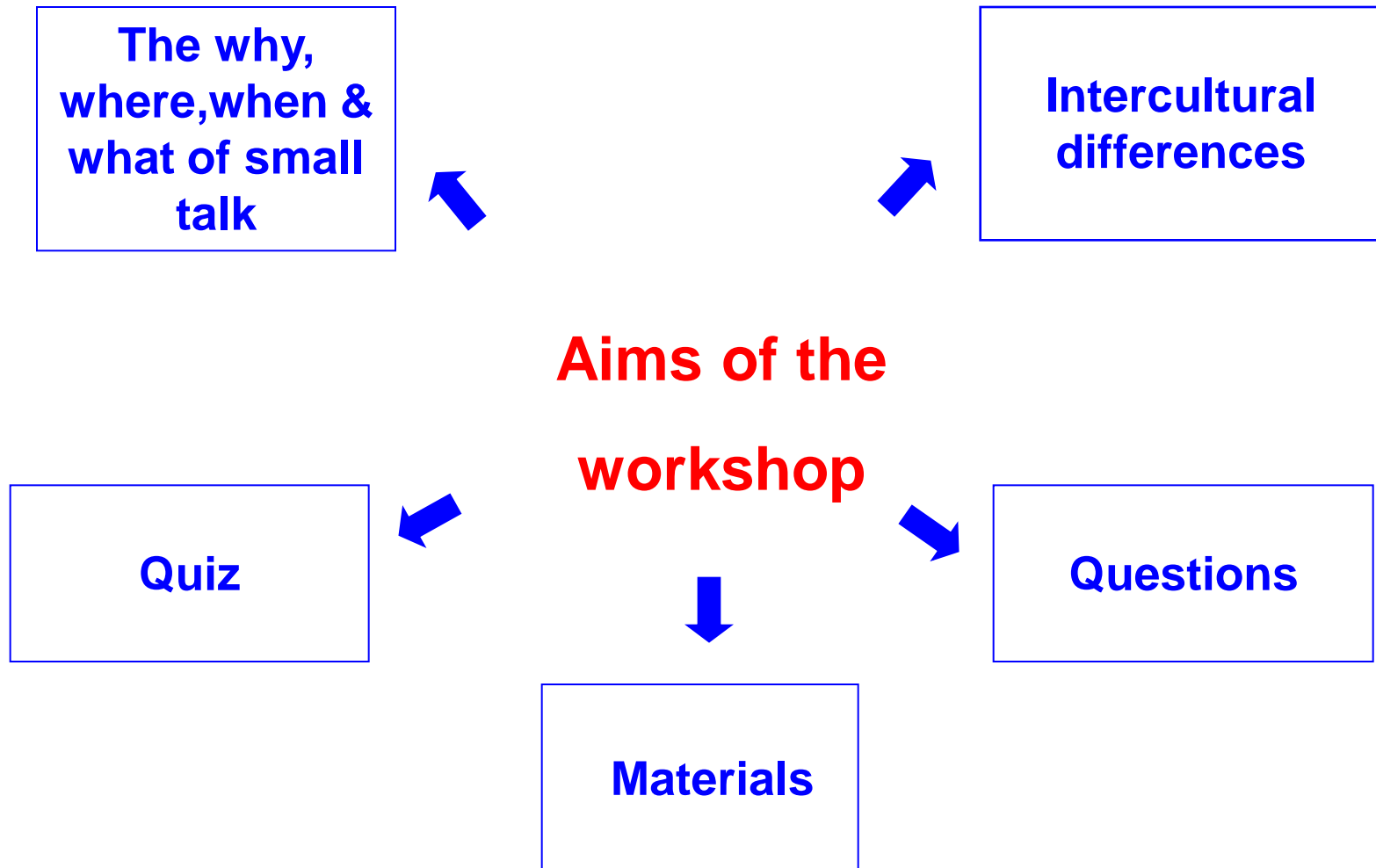




The Art of Small Talk

Pauline Bramall-Stephany & Nicola
Thompson



The purpose of small talk

To...

- *build up a relationship*
- *network*
- *feel at ease*
- *break the ice*
- *save face*
- *act as an alternative to silence*
- *share opinions, experiences and concerns*

In which contexts & when?

- At meetings
- In emails
- During phone calls
- In the supermarket
- Waiting for the elevator
- Over meals
- In queues.....



To what extent is this
different in other
cultures?





Training Centre for Language and Communication



The Art of Small Talk
Icebreakers and warmers

Pauline Bramall-Stephany
Nicola Thompson



LinC
PUBLICATIONS

Where do you like to shop? **30l**
Why?

- boutiques or small shops
- shopping malls/supermarkets
- chain stores/markets
- department stores
- on the internet
- ...

Shopping

How many meetings do you go to a month? **10h**

What percentage of them are necessary?

Meetings



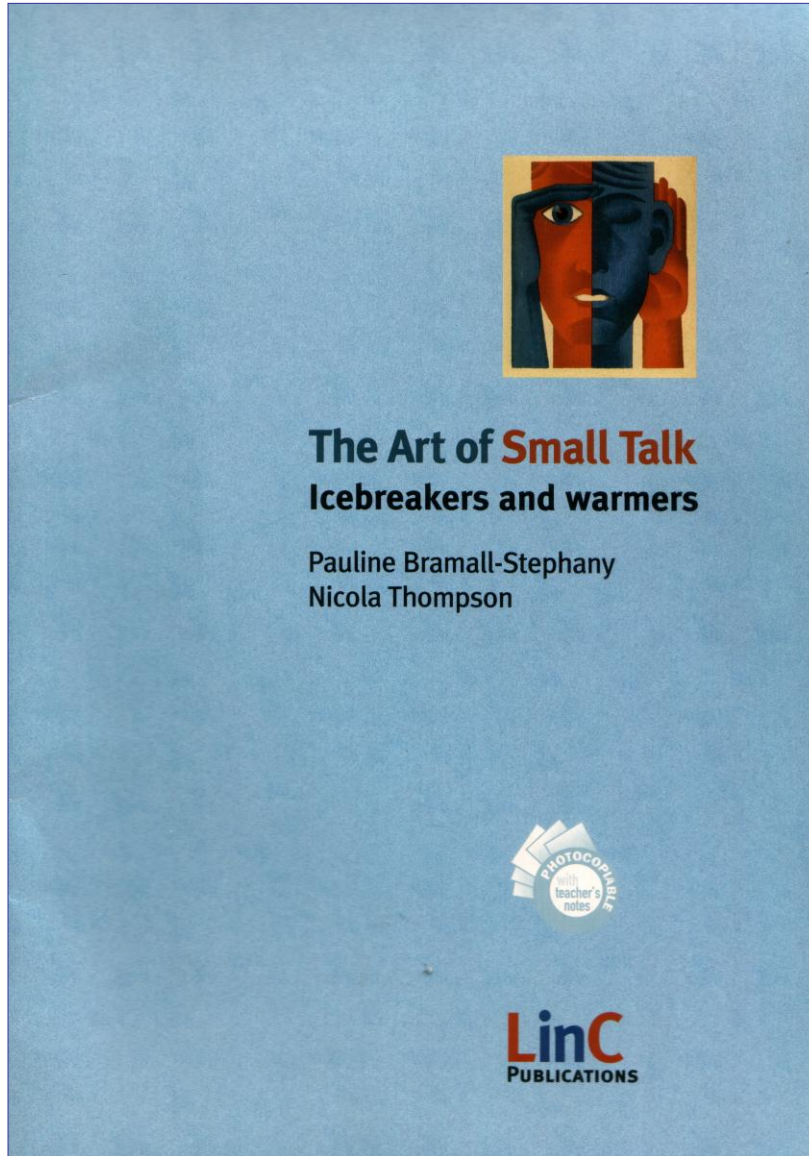
Techniques of small talk

- **Getting someone's opinion**
- **Giving an opinion**
- **Stating a fact**
- **Complimenting**



Open questions

- **What...?**
- **Where..?**
- **When..?**
- **Who..?**
- **Which..?**
- **How..?**
- **Why..?**





Bibliography

Title	Author	Publisher
The Art of Small Talk - Icebreakers and warmers	Pauline Bramall-Stephany Nicola Thompson	LinC Publications
Talk Language	Allan Pease	Pease Training International 0-9593658-1-8
Socialising for Success	Clare Walker	Crown House Publishing Ltd. 1-899836-25-X
The Fine Art of Small Talk	Debra Fine	Small Talk Publishers 0-9711322-0-8
Making the Most of Small Talk	Bob Dignen	Business Spotlight 2/2005

Topics of small talk

Low risk

The weather
The situation you are in
Traffic & vehicles
Current events
Hobbies, sports & arts
Homes, animals & plants
Food & drink
Culture & literature
Work

High risk

Personal health & illness
Gossip
Controversial topics
Religion
Sex
Politics
Jokes
Conflict
Money

Tips

- **Take the initiative**
- **Be positive**
- **Use open questions**
- **Show interest in others**
- **Listen with eyes, ears & smile**
- **Use minimal responses** e.g. *Really?* / *That's amazing.*
- **Offer information about yourself**
- **Throw the ball back:** e.g. 'What about you?'
- **Discover the common denominator**