CONVERSATION SKILLS

Miss Ranmeet Kaur
Stages in a Conversation

Starting a conversation

Maintaining a conversation

Closing a conversation
Starting a Conversation

Use Inviting Body Language
Starting a Conversation

Heart Use Inviting Body Language

Heart Introduce Yourself
Give a greeting:
- Hello/Hi
- Good morning/afternoon/evening

Listen to response:
- Hello/Hi
- Good morning/afternoon/evening
Ask how the person is:

- How are you?
- How are things?
- How have you been?

Listen for response:

- I am fine. How are you?
- Not bad. And you?

If you know the person but haven’t met for some time:

- It’s been a long time.

Listen for response:

- Yes, it has.
- Right. Since last December.
Starting a conversation

Introducing &
Identifying Yourself

**Introduce yourself:**
- My name’s Sarah.
- I’m Juraida. Please call me Ju.

**Listen for a response:**
- Hello. My name is Afiq.
- Nice to meet you Sarah. I’m Afiq.
- It’s a pleasure meeting you Ju. My name is Bob.
Give a basic fact about yourself:
- I’m Ain’s course mate.
- Rafeeq and I used to teach in the same school.
- I’m from Johor.
When introducing others, remember some introduction basics:

- a younger person is introduced to an older person.
- a less important person is introduced to an older person.
Saying you’d like to make an introduction:
• Ahmad, there’s someone I’d like you to meet.
• Ahmad, let me introduce you to a friend of mine.

Following by the introduction:
• Professor …., this is my colleague RazaliMuktar. Razali, this is Professor Paul Vang from UNIMAS.

Listening for a response:
• Nice to meet you.
• Pleased to meet you.
Starting a conversation

Say something about the following:

a. your relationship to the person:
   • Ariffin and I are staying at the same college.
   • I know Ariffin from school.

b. an interesting fact about the person:
   • Ariffin is from UK – Ulu Kelang.
   • Sheena speaks Japanese.
Starting a Conversation

❤️ Use Inviting Body Language
❤️ Introduce Yourself
❤️ Open With An Open-Ended Question
❤️ Pass On Control Of The Conversation
❤️ Avoid conversing about sensitive issues
Maintaining a Conversation

Ask questions
Maintaining a Conversation

產生問題

輕鬆的寒暄

Maintaining a Conversation

Ask questions

Making small talk

• 1. Weather
• 2. Arts and Entertainment
• 3. Sports
• 4. News
• 5. Family
• 6. Work
• 7. Travel
• 8. Celebrity Gossip
• 9. Hobbies
• 10. Hometown
Maintaining a Conversation

❤️ Ask questions

❤️ Making small talk

❤️ Use short response to show you are listening
Maintaining a Conversation

 Loving questions

 Making small talk

 Loving short response to show you are listening

 - I see.
 - Of course.
 - Really?
 - Oh?
 - Yes.
Maintaining a Conversation

Ask questions

Making small talk

Use short response to show you are listening

Ask for clarification
Maintaining a Conversation

>& Ask questions

>& Making small talk

>& Use short response to show you are listening

>& Show that you are listening

>& Ask for clarification

>& Disclose personal information (bonding)

>& Use nonverbal communication
Do activity 1 on page 21
Do activity 2 on page 21.
Do activity 3 on page 21 & 22.
Thank You