

JobTIPS



KEY POINTS - Conversations are two-sided

1. Small talk is a brief, social conversation between people.
2. A conversation should be two-sided.
3. If you do all or most of the talking, then it becomes a one-sided "speech."
4. A conversation is like a game of catch—it's a back and forth between people.
5. Pay attention to what the other person says and does to determine if they are interested in what you are saying.