

STEP 1 GREET THEM & INTRODUCE YOURSELF

Sometimes you may have to introduce yourself. You can be more or less formal depending on the situation. For example:

- *Hi, I'm Julie, what's your name?*
- *Hey Dave, I'm Julie. Nice to meet you.*
- *Hey Dave, my name's Julie. Pleasure to meet you.*
- *Good morning Dave, I'm Julie, the head of HR. Thank you for coming.*
- *Hello Dave, my name is Julie. I'm the head of HR here at ABC Global. Thanks for joining us today.*

You might also have to introduce someone else. You can simply add any of these to your own introduction.

- *This is my friend Victoria.*
- *I'd like you to meet my friend Victoria.*
- *This is Victoria. She's the general manager.*
- *I'd like you to meet Victoria. She's the general manager here at ABC Global.*

You can always mix and match these phrases to make your greetings to best fit the situation. For example:

- *Hello Dave, I'm Julie, the head of HR and This is Victoria. She's the HR manager here at ABC Global. Thanks for joining us today.*



STEP 2 ASK ABOUT THEM & MAKE SMALL TALK

The small talk questions you would ask to a friend or colleague might not fit into a situation with someone new. For example, if you ask a stranger how their family is doing, this might make them uncomfortable. Instead, try more general questions like:

- *What brings you here?*
- *Are you enjoying the event / party / conference so far?*
- *Did you have any trouble finding the location?*
- *Do you live nearby?*
- *What do you do?*
- *Is it your first time here?*
- *Have you lived here long?*
- *Nice t-shirt. I'm a fan of (sports team / band etc.) too. Have you ever seen them live?*
- *How do you know Sarah? (Referring the host of an event or a mutual friend.)*
- *I'm new in this area, would you be able to recommend any ...?*

This part of the conversation is really flexible! Keep it positive and appropriate, nothing to personal or controversial. Keep the conversation two-sided and try to find things in common. Remember small talk is a chance to build rapport and establish a level of comfort. Have fun with it!

STEP 3 TRANSITION TO YOUR MAIN TOPIC

In social conversations you can go with the flow because you might not have one particular topic to discuss. But in meetings you might need to direct the conversation a little more. Try these to introduce your topic:

- *Thanks again for coming. I'd like to chat with you about some ideas for...*
- *So, can you tell me more about what your company does?*
- *So, I'm working on ___ and I'd like to ask you about / chat with you about...*
- *Could you tell me about...*
- *Speaking of ___, would you be interested in ___?*



EXAMPLE CONVERSATION

Here's the situation. You're at a networking event and you meet Jess, a graphic designer. You're looking for someone to design a logo for your business.

YOU - Hey, I'm Julie nice to meet you.

JESS - Hey Julie, I'm Jess, pleasure to meet you.

YOU - Are you enjoying the event so far? What brings you here?

JESS - Yeah it's an awesome event, I've connected with a lot of great people so far. I'm actually friends with the event coordinator James so I come every year. What about you, have you been to this event before?

YOU - Oh really? That's nice. I haven't met him but he's organized a fantastic event. It's actually my first time here but I've already gotten in touch with some potential investors for my company. What about you, what do you do?

JESS - Oh wow, amazing. I'm a graphic designer. What type of company do you have?

YOU - I own a salon and I'm in the process of expanding. Speaking of graphic design, we are actually rebranding and I'm looking for someone to design our new logo and product packaging. If that's something you might be interested in, maybe you could you tell me more about your work?

JESS - Absolutely, that sounds right up my alley. I actually specialize in branding. If you have some time we can grab a coffee and I can show you some of my work.

YOU - Sounds great!

A FEW THINGS TO NOTE

This conversation flows naturally even though you and Jess have just met.

Your small talk was about neutral topics that were appropriate for the situation.

The interaction was polite, positive and two-sided.

You transitioned into talking about working together without being too pushy or putting any pressure on Jess.

