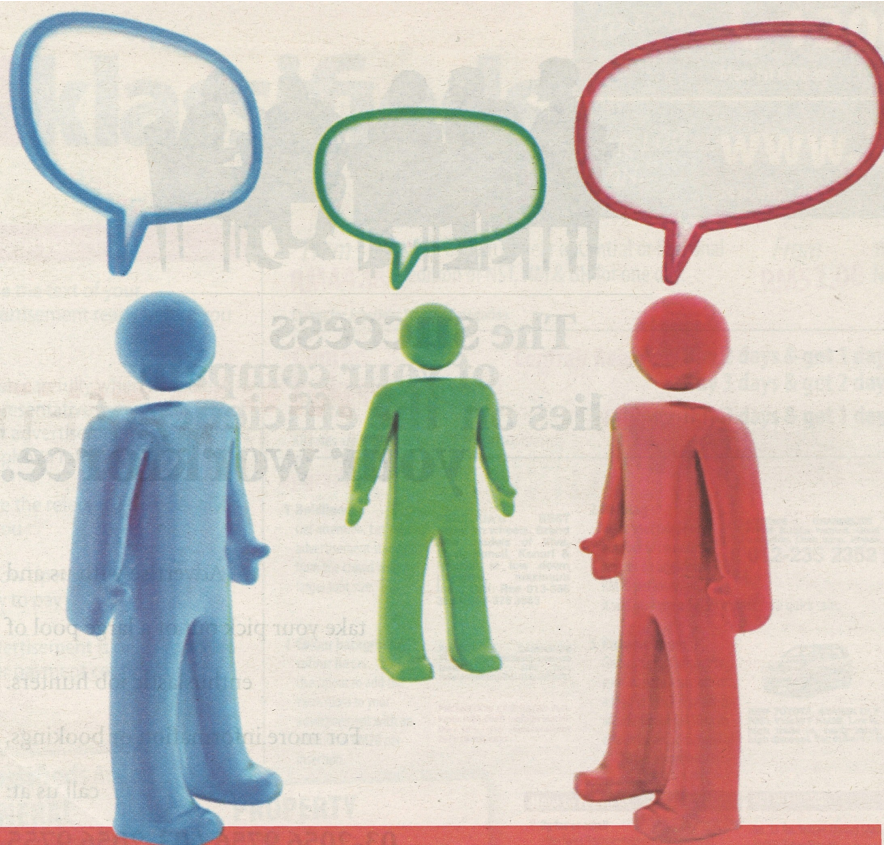


CORPORATED MANAGEMENT / HUMAN RESOURCES

PAPER: NEW STRAIT TIMES (KLASSIFIEDS)

DATE: 01 NOVEMBER 2012

PAGE: C246



CONVERSATIONAL SKILLS

THE art of conversation takes practice, and is not as hard as you think. It will take some knowledge, practice, and patience, to relax and enjoy a great conversation.

For example, there are many ways to improve your relationship. One way is to start your conversation in the right direction. In every relationship you need to communicate well to help you build the base of a good relationship.

If you improve your conversational approach, you would have better relationships.

To begin with, you need to understand that conversations are governed by "rules". These are unwritten rules but they are rules, nonetheless. For instance, "Don't ask too many questions", "It is impolite to talk with your mouth full", "Don't make too much eye contact" and so on.

Learn to pinpoint these rules and uncover them. Write them down. Observe when you buy into them, and when you do not, and you will begin to improve your relationships. Which rules are serving you, and which ones are not?

For example, take the rule: "Don't share your inner most thoughts." This may have served you well back in high school but will it serve you in your relationship with your spouse today?

There are many unwritten rules that prescribe when and where it is appropriate to have a particular conversation. For example, most people would agree the grocery store is an appropriate place to have chit-chat or average conversations.

And most people would think it is an inappropriate place to have a serious argument. But what about speaking from your heart? Is that OK in public? What rules do you follow?

If you want to improve your relationships you must speak from your heart, which means speaking what is really true for you.



5 Elements of a Great Conversation

1 Interesting - The amount of mental preparation we put into a conversation is mostly inversely productive to the quality of the conversation.

2 Fluidity - Great conversation should not be hard work to keep going! Natural conversationalists are not afraid of an awkward silence or pause. They take the ebb and flow in strides.

3 Fun - When you are confident, you will not be thinking or worrying too much about it but start having fun and genuinely begin to enjoy interacting with others and get a reciprocating feeling from everyone else.

4 Meaning - Great conversations need to be meaningful. It simply means there must be a sense of mutual sharing of oneself in conversation. It need not be a mind-blowing revelation or a deep dark secret. Even humour is personal.

5 Purpose - Without purpose there is no sense of direction. All great conversationalists have a purpose in their speech.

Compiled by 1Klassifieds team

