

## GBS Day3+4+5

### Vocab Review

**Answer Key:** 1. hygiene 2. conversely 3. dominant 4. extended 5. jolted

### Small talk

Making small talk is vital to building connections that increase your business. Small talk is polite conversation about things that are not important, often between people who are meeting for the first time. Making small talk gets friendships started and 'breaks the ice'. In spite of seeming to have little useful purpose, small talk helps develop good relationships and a good atmosphere and the ability to conduct small talk is a business skill because it can make doing business easier. It's nothing difficult. Discussing the weather, for example, with people who you don't really know is an example of small talk that many of us are very familiar with on a daily basis.

#### ➤ After the handshake and introductions;

##### Case 1

You: "Is this your first trip to Japan?"

##### Case 2

You: "How was the flight?"

Visitor: "Pretty smooth actually, except for some turbulence."

You: "Well, that must\* have been scary but it does not mean the plane will go down. Just keep your seatbelt fastened all the time and you'll be safe."

#### ◆ Which is better for small talk?

A. Did you have a nice flight?

B. **How was your flight?**

### Modals of Deduction Exercise

**Answer key:** 1 must 2 might 3 can't 4. must

#### Case 3

You: "How was the weather back home?"

Visitor: "It was drizzling in England, as usual! I can't believe it is so sunny here."

You: "Yes, this summer has been great."

Visitor: "Do you normally get good summers here?"

#### ◆ Which sentence is correct?

A. **What was the weather like?**

B. How was the weather like?

C. **How was the weather?**

#### Case 4

You: "Which or What part of England do you come from?"

Visitor: "I am from Weybridge, Surrey."

You: "What is your hometown like?"

Visitor: "Well, it's a very nice town - very leafy Surrey. It is an outlying suburban town within the Greater London Urban Area. So, transport into London is easy by train. There are nice parks, lots of pubs, restaurants, good schools, and a great college. Weybridge is a good place to raise a family."

You: "What is the best season in your hometown?"

Visitor: "May is a lovely time if you are planning to visit gardens as the flowers will be in bloom."

➤ **Reacting to what someone says**

Answer key: 1. must 2. glad 3. must 4. must have been

◆ Which sentence is correct?

- A. My son is a manager of Olivetti.
- B. My son is a manager for/ at/ in/ with Olivetti.
- C. My son is the manager of a hotel in Osaka.

2. Small talk topics

2A Match the topics (a - l) with the questions (1 - 13 ; two of the questions belong to the same topic).

Answer key: a 7 b 10 c 8 d 9 e 11 f 2 g 1 h 12 i 6 + 13 j 5 k 4 l 3

2B You have here some answers to job questions. Fill in the blanks

Answer key: 1 as/ in/ 2 in/ of 3 of 4 for 5 with

◆ Which is better when we ask someone about their job\*?

- A. What's your job?
- B. What do you do?

2C Which of these topics are not suitable for a first conversation? Can you think of any other topics that should be avoided?

Answer key: Religion, ethnicity, and money are not suitable.

1. At the beginning of your small talk, it is a good idea to discuss weather and politics.

- A. True
- B. False

2. For doing business today making small talk is important because it

- A. Establishes a rapport with people and lets them know you're human.
- B. Gives people some ideas about your character.
- C. All of the above.

➤ **Keeping a conversation going**

Listen. Fill in the blanks.

1. Make sure your body language is saying the right things. Don't cross your arms. Keep your shoulders relaxed. Nod every so often. Maintain the right distance from the person. Smile.
2. Stay focused on your conversational partner by actively listening and giving feedback. Keep track of what the other person is saying by being a good listener. If you listen closely to what the other person is saying, you'll be able to store away nuggets of information that will keep the conversation going.
3. Maintain good eye contact without staring. Staring at your partner for a long time makes them feel uncomfortable. Never glance around the room while they are talking to you.
4. Avoid asking simple 'yes/no' questions.
5. Never answer questions with only one word. Answering with a simple "yes" or "maybe" will kill the conversation immediately.

6. Follow up with a question or statement. The person's response will influence whether you follow up with a question, or a statement. Try to find a balance between questions and statements. Too many questions will make the person feel like he/she is being interrogated, and too many statements won't give the person room to talk.

**Match each definition (A – Q) with today's vocabulary word (1 – 17)**

**DEFINITIONS**

**Answer Key:**

A-13; B-14; C-1; D-10; E-2; F-16; G-3; H-4; I-12; J-17; K-7; L-6; M-8; N-9; O-5; P-11; Q-15

Fill in the blanks.

**Answer Key:** 1. atmosphere 2. conducting 3. purpose 4. nugget 5. turbulence 6. interrogated 7. basis