



**Building Business Relationships and Making the Most of Networking Opportunities: One  
Conversation at a Time, Keep the Conversation Going**

*"A desk is a dangerous place to view the world" John Le Carré*

**Names**

- Introduce yourself/give the gift of your name
- Use and use it correctly
  - Employ host behavior

**Conversation Launchers**

How did you come up with that idea?

Tell me about your history with...

How did you get into healthcare?

**Dig in Deeper**

***"How's the project going?" "Pretty good." "What does it involve?"***

***"Did you enjoy the presentation?" "Yes." "What was your number one takeaway?"***

***"How's work?" "Good." "Tell me about your most recent project..."***

***"How was your weekend?" "Fine." "What did you have going on this weekend?"***

**Interacting with Acquaintances**

"Bring me up to date on the project..."

"What has been going on with work since I last saw you?"

"What has been going on in your life since the last time we got together?"

**Play the Conversation Game**

***"How are you?" "Fine."***

***Instead:***

***"How was your weekend?" "Excellent, got in a round of golf."***

***"How's work?" "Hectic, we are struggling with scheduling municipal inspections."***

**"Active" Listening**

## Listening Quiz

1. I
- 2.

- **Visual Listening**
- **Verbal Listening**

*Developing*

"Tell me more." "What was that like for you?"

*Taking it in*

"Hmmm, I see..."

*Responding positively*

"How interesting!" "What an accomplishment!"

*Diverging*

"On the other hand, do you think...?"

## **Paraphrasing/Clarifying**

You find out whether or not you understood exactly what the person said.

People calm down once they believe you understood what they said.

**Don't say "I know." Instead say:**

"So the problem is..."

"To prevent a problem, let me summarize what needs to happen."

## **Conversation "Killers"**

Advisor

Interrupter

Can you top that?

Monopolizer

## **Exit Gracefully**

### **Wave the White Flag**

"Your work on the project sounds very interesting; I'd like to know what you found to be the greatest challenge before I make a hard stop on this call."

"I do want to know your favorite golf course before I get back to the details of this proposal."

### **Ask For Referrals**

"Who else might have thoughts about this aspect of the project?"

"Is there anyone else here that you know that might have similar challenges?"

### **Show Appreciation**

"It sounds like you had a great vacation."

"It's great to meet someone so knowledgeable about software programs."