

Review of the Video **Video: Breaking the Ice**

Whether you're starting a new job, entering a new school, or joining a new team, meeting new people can be challenging and stressful. To help, Ms. Carmen and her Improv team offer a number of communication strategies that will lead you through the basics of good conversation. In this video you will learn the importance of:

Conducting background research before meeting new people or groups.

- Before meeting new people, use resources such as posters, flyers, webpages, and other printed items to help you gather information.
- Ask questions to get background information.
- Listen to others to gather the information you need.
- Think of questions to ask to help you learn more about the subject.

Using good non-verbal and verbal communication.

- A person's tone of voice can help give information about their attitude about a topic. If they are excited they may talk quicker or louder, or they may pause often if they are uncertain.
- Pay attention to the body language of the person with whom you are speaking.
- Look for facial reactions from other speakers.
- Be sure that the verbal and non-verbal messages you are sending support your attitude and interest.
- Different cultures do use different non-verbal cues—be sensitive to differences in background as you communicate with others.

Beginning with one-on-one conversations when initially meeting a new person.

- Look the person that you are talking to in the eye.
- Pause and listen to their points and ideas.
- In order to keep the conversation going, use questions that can't be answered in just one word.