

WHAT THE EXPERTS SAY

Video: Improving Conversation

Improving Your Conversations

Dale Carnegie, early expert on communicating successfully, offered advice to readers in the 1930's that is still followed today. In his book, *How to Win Friends and Influence People*, Carnegie offers these principles for having a successful conversation:

- Become genuinely interested in other people.
- Smile.
- Remember that a person's name is to that person the sweetest and most important sound in any language.
- Be a good listener. Encourage others to talk about themselves.
- Talk in terms of the other person's interests.
- Make the other person feel important – and do it sincerely.

Think About It...

You can show that you are interested in others by learning about them and paying attention to their interests and ideas.

Smiling and showing other forms of positive non-verbal communication helps your conversation partner know that you are listening and that you are interested.

Knowing a person's name and remembering other simple facts about them also shows you care.

Active listening involves making connections to what you hear so that you can remember what you have learned.

Connecting with others' interests helps to keep the conversation going.

A good conversation allows all to be involved and to contribute to the discussion. We all feel valued when we can contribute.

References:

Carnegie, D. (1936). *How to win friends and influence people*. Simon & Schuster, New York, NY.