



Chit Chat that Makes Business Sense

by Patti Hathaway, Business Advisor & CSP

Brief Description: 'Tis the season for high school and family reunions, company picnics and association conventions. What better time to talk about how to prepare for those events so that you are more comfortable and will leave the impression you desire.

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Re-establish Connections

If this is an event where you see colleagues once a year (or H.S. classmates once every five or ten years), you may want to drop a postcard in the mail telling the person you are looking forward to catching up with them. It helps build anticipation and re-establishes connections.

Always shake people's hands when you meet. It builds rapport and helps you connect with others. Keep in mind that men will typically wait for women to initiate handshakes. You will leave a more powerful and confident impression if you initiate contact with others.

Prepare in Advance

Jot down questions or topics you would like to discuss with people in advance. Bring along material that may be of interest to others. For example, at the National Speakers Association Convention each year we have an informal "Tall Women's Breakfast" (you must be 5'10" or taller to attend). We discuss what marketing ideas worked for us this past year (as well as where to buy good "tall" clothes). Sometimes these informal networking sessions are more valuable than the formal sessions.

Before your social/business event, make sure you are up-to-date on national news. If all else fails, you can talk about what is happening in the world today.

Remember Names

Many people have difficulty remembering names. You may want to use the **C.A.R.E.** Technique to remember names. **C**oncentrate on the person's name. **A**ssociate the person's

first name with someone else you know with that name. Imagine those two people standing together. **Repeat** the person's name three times in your initial conversation. Enquire about the name (i.e. spelling, uniqueness, etc.)

Many people dread these events when in fact it can lead to re--establishment of friendships and provide new, creative ideas for business. For those of you who have taken Patti's program on building rapport -- don't forget to use your NLP Mirroring technique. It's unbeatable for building long-lasting relationships and will help you be comfortable at any event!

Patti Hathaway, CSP, The CHANGE AGENT, is one of fewer than 7% women worldwide to have earned the Certified Speaking Professional designation from the National Speakers Association for her proven presentation skills. She is a Business Advisor and the author of 6 books that have been translated into 5 languages and have sold over 100,000 copies. Patti solves your people challenges by providing highly customized solutions to meet your needs. Contact Patti at 1-800-339-0973 or at her web site: www.thechangeagent.com for information on her speaking and consulting services or to receive her free e-mail newsletter/blog.