

# Be prepared to be amazed!

## 10 ways to have a better conversation by Celeste Headlee



**BEFORE WATCHING**      Check the following words and expressions? How can you use them in a sentence?

- **to pontificate about something** – to speak or express opinions in a pompous or dogmatic way
- **a pundit** – a person who gives opinions in an authoritative manner usually through the mass media
- **to equate** – to treat as equivalent, or comparable
- **condescending** – characterized by a patronizing or superior attitude toward others
- **weeds** – here: useless details

Why do we sometimes fail to have good conversations? Suggest as many reasons as you can think of!

**WHILE OR AFTER WATCHING**      Listen to the beginning of the talk and answer the questions.

- *According to Celeste, why do we have problems when having conversations?*
- *What's the problem about teaching children and teenagers?*

Before you listen to Celeste's advice, try to come up with some ideas of what we should do to have a successful conversation?

- *According to Celeste, which advice about conversations shouldn't we accept and why?*

Listen to Celeste's tips and explain what she means by saying:

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| 1. Don't multitask.                            | 6. Don't equate your experience with theirs. |
| 2. Don't pontificate.                          | 7. Don't repeat yourself.                    |
| 3. Use open-ended questions                    | 8. Stay out of the weeds.                    |
| 4. Go with the flow.                           | 9. Listen.                                   |
| 5. If you don't know, say that you don't know. | 10. Be brief.                                |

**AFTER WATCHING**      Answer the questions.

- 1) Which of these tips do you agree with?
- 2) Which of these tips can be useful:
  - during small talk?
  - when making a presentation?
  - when socializing at a networking event?
  - during business negotiations?
- 3) Is there anything you disagree with?
- 4) Is there anything you would like to add to the list?