

Interpersonal Communication

(c) copyright January 2003 Carol Dunitz



SCHMOOZING

What is schmoozing? Why do you schmooze?

CARING

Be sincere. Form a common bond. Be giving.
Don't expect something in return. Help people.
Follow Up.

CONVERSATION

Make a connection. Don't interrupt or advise.
Use common sense and kindness. Be giving.
No excessive behavior (smoking or drinking).
Don't gossip. Compliment appropriately.
Use open-ended questions. Use silence effectively.

LISTENING

Read between the lines. Observe.
Children's rhyme: "The wise old owl lived in an oak.
The more he saw, the less he spoke.
The less he spoke, the more he heard.
Why can't we all be like that bird?"

NEGOTIATING

Win-Win. Everyone's happy. Everyone's a little unhappy.

NONVERBAL

Nonverbal cues. Smiles, good eye contact, firm
handshake, proper dress, clean nails. Avoid stuttering
and stammering. Wear a conversation piece.
(jewelry, ties). Avoid nervous behavior.

TARGET

Who do you want to meet?
Who do you want to reach?
Do homework.
Know something about people you plan to approach.

NETWORKING AND NETWORKS

Practice conversation skills.
Go to appropriate events.
Be brave about approaching people.
Identify gaps in your network and fill them.
Maintain a great rolodex.
Use business cards liberally.
Use network for referrals/advice. Reciprocate.
Find jobs through networks.
Join professional and service clubs.
Volunteer.

MINGLING

You can't be fashionably late to network.
Put your name tag on right in line of vision.
Move out of your comfort zone.
Position yourself in a high traffic area.
Find the host or approach individuals or groups.
Chat by bar. Circulate.
Play the host. Invite others to join.
Leave people wanting more.

SELLING

Life is about selling yourself.



The Last Word

Other Representative Topics:

Understanding Intercultural Communication; Surefire Sales & Negotiating; Top Notch Customer Service;
Leadership & Communication the Workplace; Creating Winning Advertising & PR Campaigns;
Communicology: Communication for Healthcare Professionals; Red, White & Blue: The Spirit of America

Carol Dunitz, Ph.D. • Speaker, Writer, Producer, Consultant

734.747.6266 • Fax 734.747.8888 • P.O. Box 130823 • Ann Arbor, MI 48113 • cdunitz@lastword.com • www.lastword.com