

Mastering the Art of Small Talk

Program Overview:

Have you ever wondered how some people can enter a roomful of strangers and strike up a conversation with practically anyone, yet others struggle just to say hello? Learn some effective tips and techniques for engaging in casual conversation, helping you to appear more approachable and friendly to others, while feeling a greater sense of comfort and confidence. *(half-day program)*

Learning Outcomes:

- Realize why the skill of engaging in small talk is important in networking situations and also in both establishing and maintaining relationships.
- Learn how to spontaneously start conversations, while creating rapport with greater comfort and confidence.
- Discover how to maintain stimulating discussions, change topics gracefully, and end conversations tactfully.
- Learn effective strategies to more easily get to know someone, create a positive first impression, and gain self-confidence in the process.

Biography:

Tracy Butz, Owner of Think Impact Solutions, is an inspirational speaker, captivating author and successful consultant. In addition to being a recognized speaker of the National Speakers Association, she has over 20 years of experience actively engaging both large- and small-size audiences from a wide range of industries including the US Army, Motorola, and Subway, just to name a few. She has also spent part of her career working as Director of Learning & Development, responsible for leading organizational development and talent management initiatives. Tracy truly delivers the tools for today's world, propelling her audiences to live more productive, passionate and purposeful lives.