

# MAINTAINING A CONVERSATION

## Communication Series - Lesson # 5

### **GOAL:**

- To be able to sustain a conversation for a period of time.

### **MATERIAL NEEDED:**

For each participant a copy of the ***Checklist of Behaviours*** and *Role-Play Situations*, pencils.

### **METHOD:**

Ask participants to report to the group about their assignment from the last session (a conversation with someone about their interests or a current event). Explain that participants will have the opportunity to further practise conversation through role-play. This will include initiating, responding and maintaining conversations.

### **Warm up:            **A Good Conversation****

Enlist two staff members to role-play a good conversation. Invite participants to write out the behaviours (verbal and non-verbal) that they observed. This will act as a review of the first four lessons. The list might include such things as:

- the invitation to have a conversation
- eye contact
- facial expression
- compliments
- body language
- tone of voice
- the use of questions

Remind the group that conversation is not a monologue. You may demonstrate how to keep a conversation going using the 5 WH questions where appropriate - WHAT? WHERE? WHEN? WHY? WHO? and HOW?

### **Exercise: Conversation Skills Feedback**

Distribute copies of the ***Checklist of Behaviours***. Divide group into triads. Explain that each person in the triad will have a turn as the initiator, respondent and observer. Give a role-play situation to each group.

Give observers the ***Checklist of Behaviours*** and tell them to make notes of what behaviours they observe during the course of the conversation between the initiator and the respondent. Encourage participants to give each other feedback in the triads.

### **EVALUATION:**

### **CREDIT:**

Heather Campbell, The Salvation Army Bathurst Industries.

## ROLE-PLAY SITUATIONS

1. You notice that there is someone new at work. You want to introduce yourself to them and find out who they are.
2. You are at home having dinner. You are interested in finding out how your friend's day went.
3. It is coffee break time at work and you are sitting at a table with someone who was very helpful to you today and you want to let them know how much you appreciate their help.
4. You saw an interesting movie last night and you want to tell your friend about it.
5. It is Monday and you have arrived at work early. You see someone you have not met before, sitting alone. You want to talk to them.
6. You have met someone with whom you would like to become better friends. You want to find out if they would like to get together with you socially some time.

## CHECKLIST OF BEHAVIOURS

Conversation between \_\_\_\_\_ and \_\_\_\_\_ .

**Place a check mark besides any of the following behaviours which are observed during the conversation.**

- Eye contact
- Good body language (posture)
- Use of compliments
- Facial expression
- Nodded head appropriately
- Distance to person was appropriate
- Tone of voice was appropriate to conversation
- Voice loudness was appropriate