

# First Impressions Matter

## Communication Skills for Meeting & Greeting in Business



A Guide for Non-Native Speakers on English

British Chamber of Commerce Myanmar





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## CEO NextGen Corporate Language Training

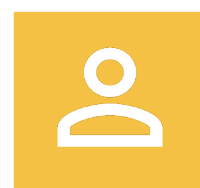
- Masters in Education
- 35 years experience in language education & corporate training
- instructional designer, teacher trainer, lead trainer
- communication consultant –MOEA [Ministry of Economic Affairs in Taiwan]





# ABOUT US

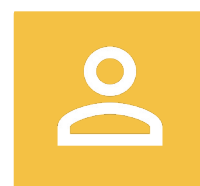
## NextGen Corporate Language Training



Deliver business communication skill training programs for clients in Asia



Design specialized training content for specific industries & job roles



Provide face2face, virtual training, webinars & eLearning





BCCM webinars vs.  
NextGen Training



# Who is this webinar for?

## Non-Native Speakers

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Professionals who want to gain valuable insights and learn useful communication skills for business.

## Upper-Intermediate Level

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Individuals with an upper-intermediate level of English will benefit most from the event.

## Global Business Environment

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People who work, or plan to work in a global business environment will benefit most

## Employees, Team Leaders, Managers

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Team members with 3/5 years of experience working in global business, team leaders, junior managers





# Get involved!

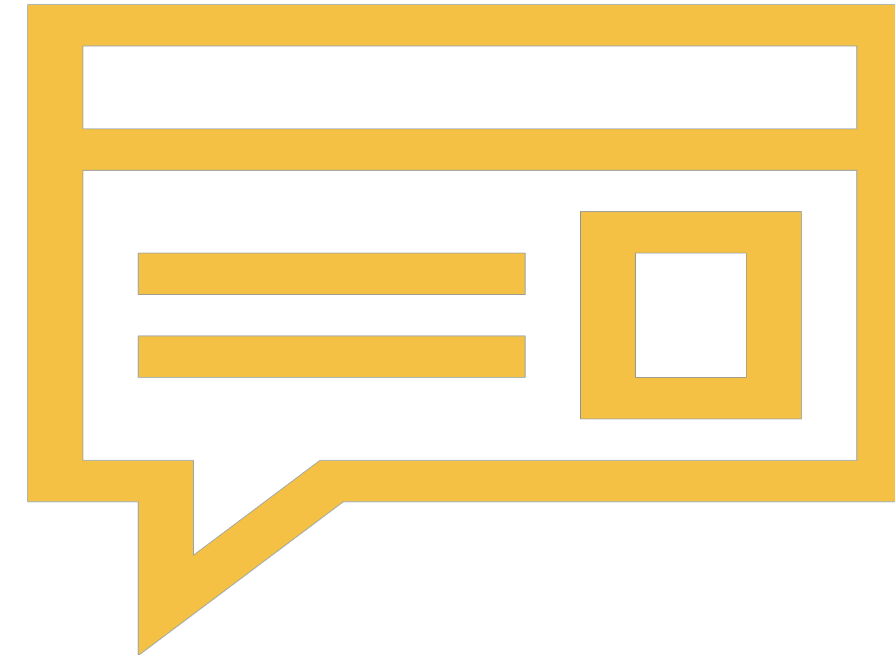
- Leave a question or comment in the chat box.
- Raise your hand.
- Unmute your microphone to ask a question or make a comment





# Get involved!

Say hello in the Chat box now!





# The Conversation cycle

## The approach

Create a positive impression, approach and join a conversation



# Webinar Outline



01

Socializing vs. Networking:  
Clarify the scenario and objectives

02

Your Socializing Mindset  
Don't put yourself under pressure

03

Build an Immediate Rapport  
Make a personal connection and be likeable

04

How to Create Simple Conversations  
Don't be a conversation killer!





# Part One

## **Socializing vs. networking:**

Clarify the scenario and  
objectives

01



## Networking

When networking you have a business goal, something you want to achieve

- Expand your business network
- Generate sales leads
- Explore business opportunities
- Discover opportunities for collaboration
- Source for talent to your company
- Look for employment opportunities



## Socializing

When socializing you want to present yourself as someone interesting and worth getting to know

- Create a positive impression
- Build rapport with others
- Have an engaging conversation
- Connect with new people
- Enjoy your conversation
- Others ....





## Socializing Scenario

**What?**

a business social event with light snacks or a buffer lunch

**where?**

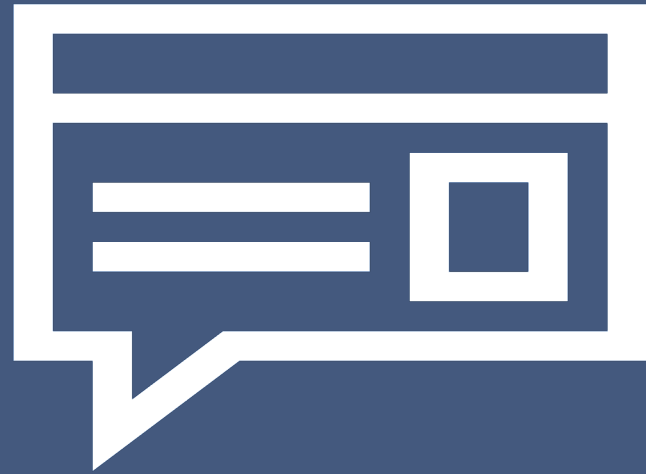
a hotel reception room or an exhibition hall

**who?**

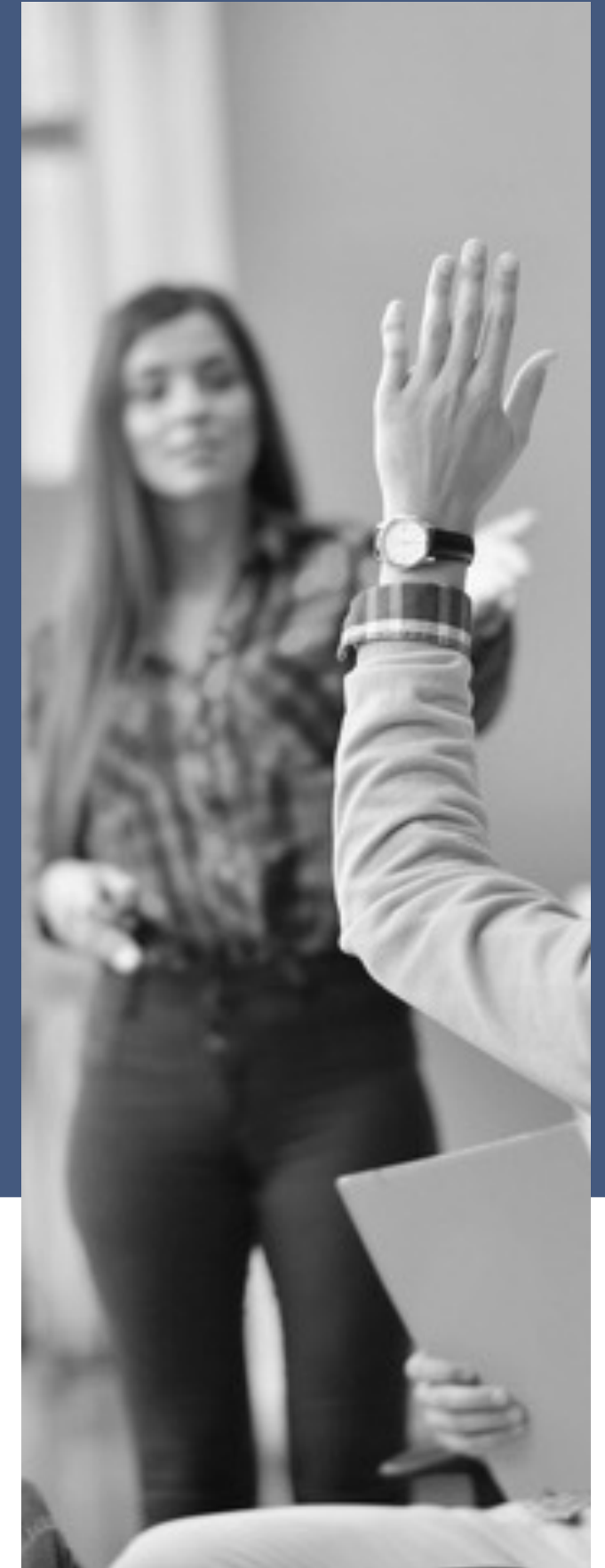
20 – 40 professionals – global or APAC clients or colleagues

# Question

What are some of your biggest concerns when you socialize in business?



Use the chat box to type your ideas.





When I ask this  
question .....

**60 - 70%**

“ I don't know  
what topics I can  
talk about. ”



This is a  
fundamental  
misunderstanding  
of how to  
socialize in  
business







# Part Two

## Your socializing mindset

Don't put yourself under  
pressure

# Mindset

If you think bringing up interesting topics is important, then you are focused on impressing others, gaining approval and you need to be liked.

Effective socializers have a different mindset.





They see socializing as an opportunity to meet others, share ideas and connect with people.





# Mindset

## How you approach a social event

-  People often feel that they have to 'perform' well. They are going to be judged!
-  They have to be humorous, funny and get approval from others. They try too hard!
-  They must tell interesting stories and make insightful comments to impress others.
-  They put themselves under a lot of pressure, which makes them nervous!





# Great News!



Socializing isn't so difficult if you just change your mindset, be open-minded, look forward to meeting new people and relax!

It's okay to do some research and prepare some topics, but you can't let the topics drive the conversation!





# Your mindset

## Summary

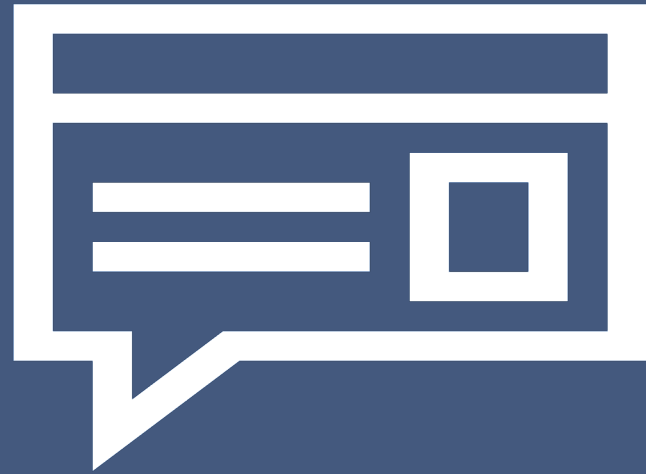


- ☑ Everyone feels a little nervous.  
Everyone is there to socialize.  
Nobody is there to judge.
- ☑ You don't need to perform.  
You don't need to get approval.  
You don't need to impress.
- ☑ Know your own value.  
Just be yourself. Relax.
- ☑ Take the pressure off yourself.

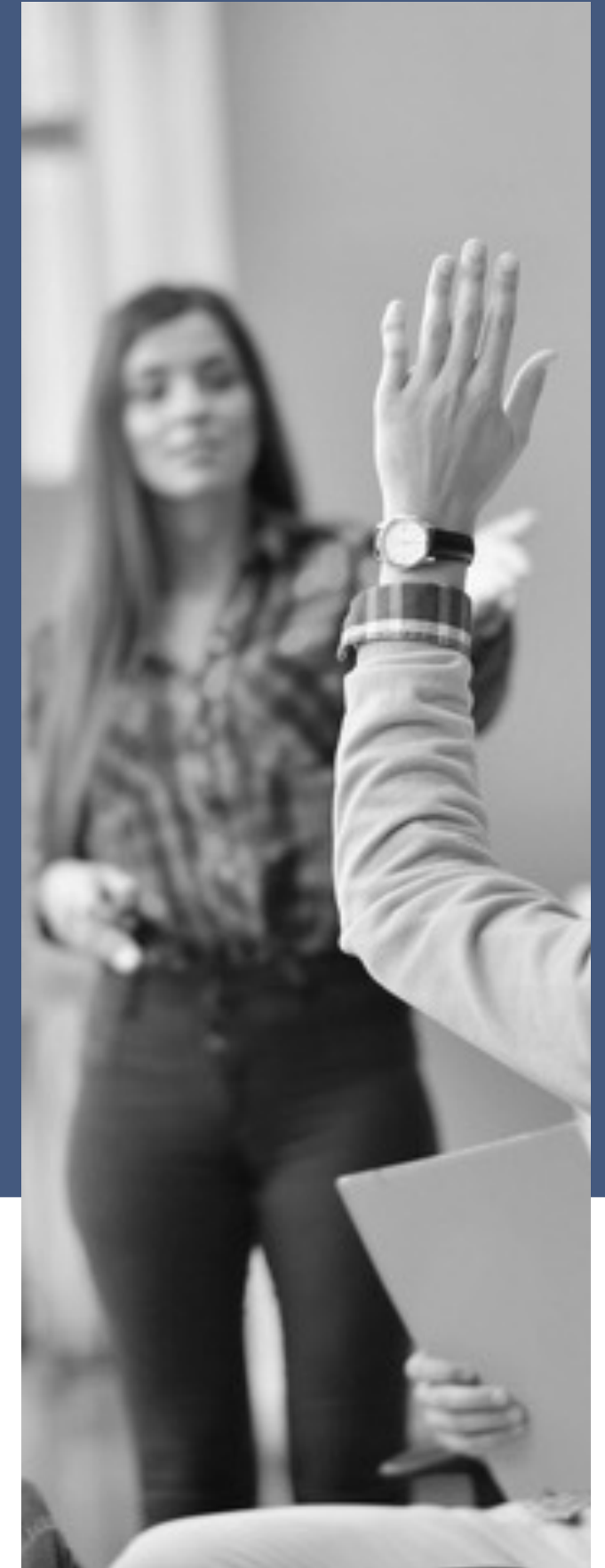


# Question

How can you take the pressure off yourself in a social situation?



Use the chat box to type your ideas.



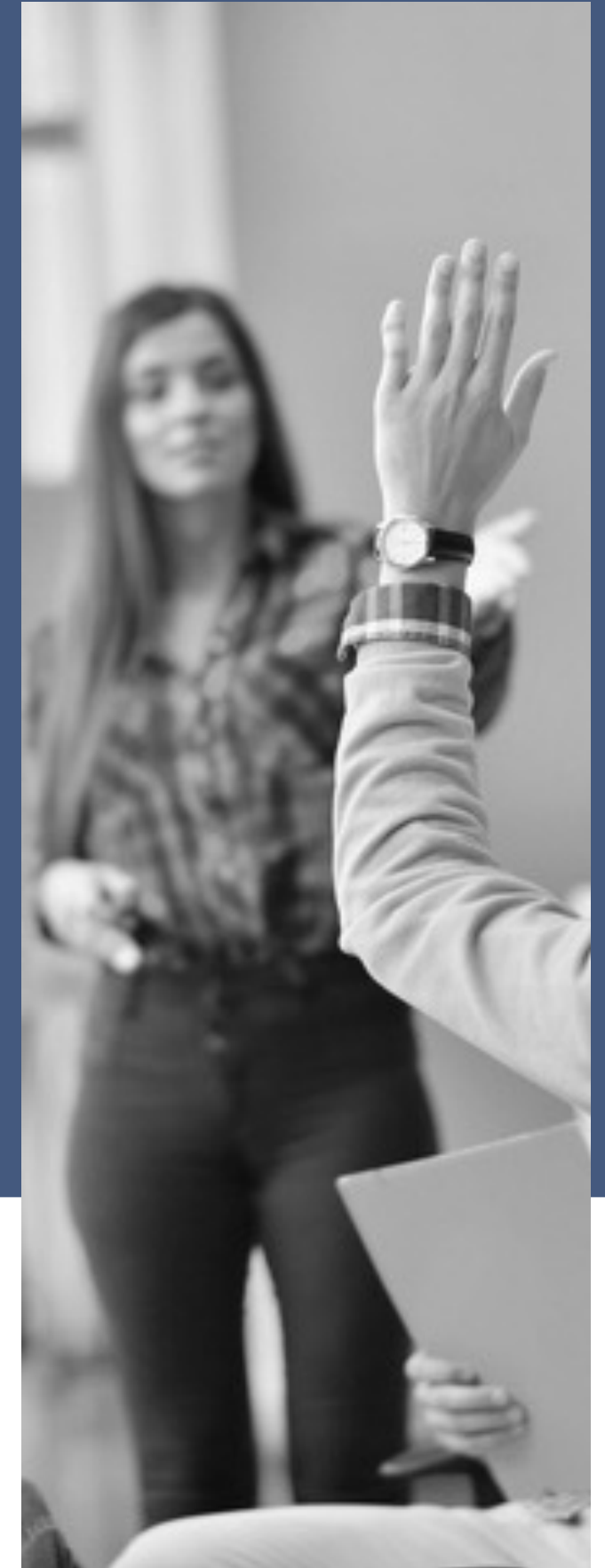


# Answer

How can you take the pressure off yourself in a social situation?

Focus on other people!

Get other people to talk about themselves!





# Part Three

## Build an immediate rapport

Make a personal connection and be likeable

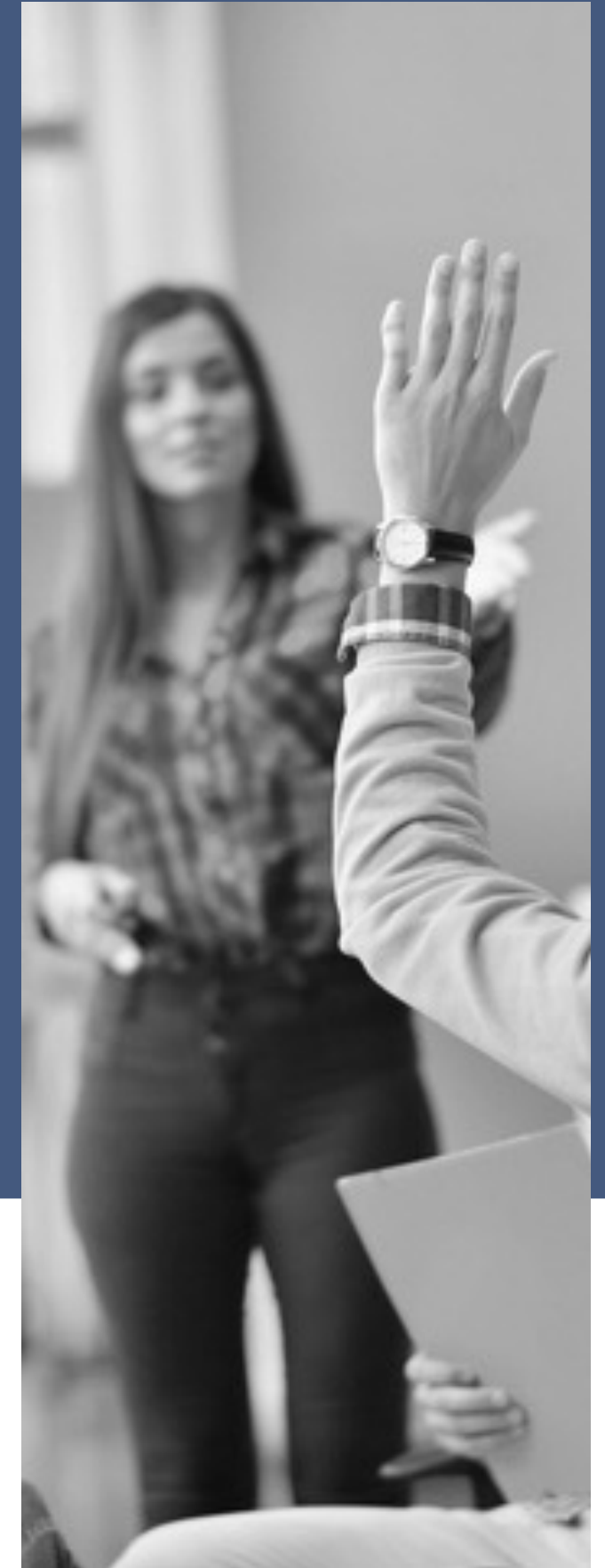


# Question

Why are some people really boring?



Use the chat box to type your ideas.



“ Did I tell you about my new office? .... ”

“ I just joined the gym because I really want to get fit because .... ”

“ My son joined the school basketball team. They won a big game last week. .... ”



“ I’m thinking of taking a short break. Maybe I’ll go to Hong Kong for a week. .... ”

“ I got some great news at work last week. .... ”

“ My wife just started learning a new language, which I think is great because .... ”





Talking about ourselves triggers the same sensation of pleasure in our brains as food and money do.

Letting people talk about themselves will make them like you more.

So rather than putting pressure on yourself to 'be interesting', just focus on others



Show an interest in others and they'll like you and enjoy speaking to you.

Be interested and you will be interesting.





# My story

# 3 Strategies to be more likeable

## 1



## Encourage people to talk about themselves

People love talking about themselves. If you encourage your conversation partner to talk about himself, he will really enjoy the conversation. After meeting you, he will tell his friends that you are a very interesting person, but he won't realize that the reason he enjoys talking to you is because you let him talk about himself!

3 Steps to encourage others to speak about themselves.

- 1 Mention something about the person –  
“So, you're from Hong Kong.”
- 2 Make a comment.  
“I don't really know much about that city.”
- 3 Ask a question.  
“Is it a good place to live?”



# 3 Strategies to be more likeable

## 2



## Show a genuine interest in others

Showing a genuine interest in other people makes them feel happy. By focusing on the other person, you make her feel important, which means she'll really enjoy talking to you. To show a real interest, you must use:

- positive body language
- active listening skills
- a three-step communication strategy.

1 First, point out something about the person – “So you work in education.”

2 Then, say something positive that shows you are genuinely interested – “That sounds interesting.”

3 Finally, ask a question that allows her to talk about herself – “Is that a challenging job?”

# 3 Strategies to be more likeable

3



## Focus on topics s/he likes

Bringing up topics that your conversation partner likes is another great way to make sure s/he really enjoys talking to you.

You can do this by:

- 1 Bringing up a topic you know he is interested in – “Your wife said you really enjoy golf.”
- 2 Showing you are interested – I’ve never played, but I’m curious why it’s so popular.”
- 3 Asking a question – Tell me, why do you like it?”





## SUMMARY

You can create an immediate rapport and get other people to like you during a conversation by:

1. encouraging them to speak about themselves
2. showing a genuine interest in them
3. focusing on topics that they like.

Using these communication strategies is guaranteed to make you immediately likeable in a conversation.





# Key Takeaways

What are some of your key takeaways so far?



Something valuable that you can use immediately in your work.



Something that you didn't realize was really important.



Anything else that you'd like to share with others.



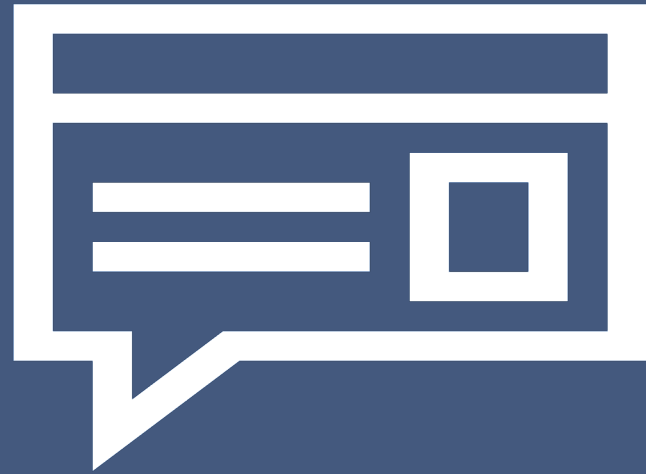
# Active Listening Strategies

1. encouraging them to speak about themselves
2. showing a genuine interest in them
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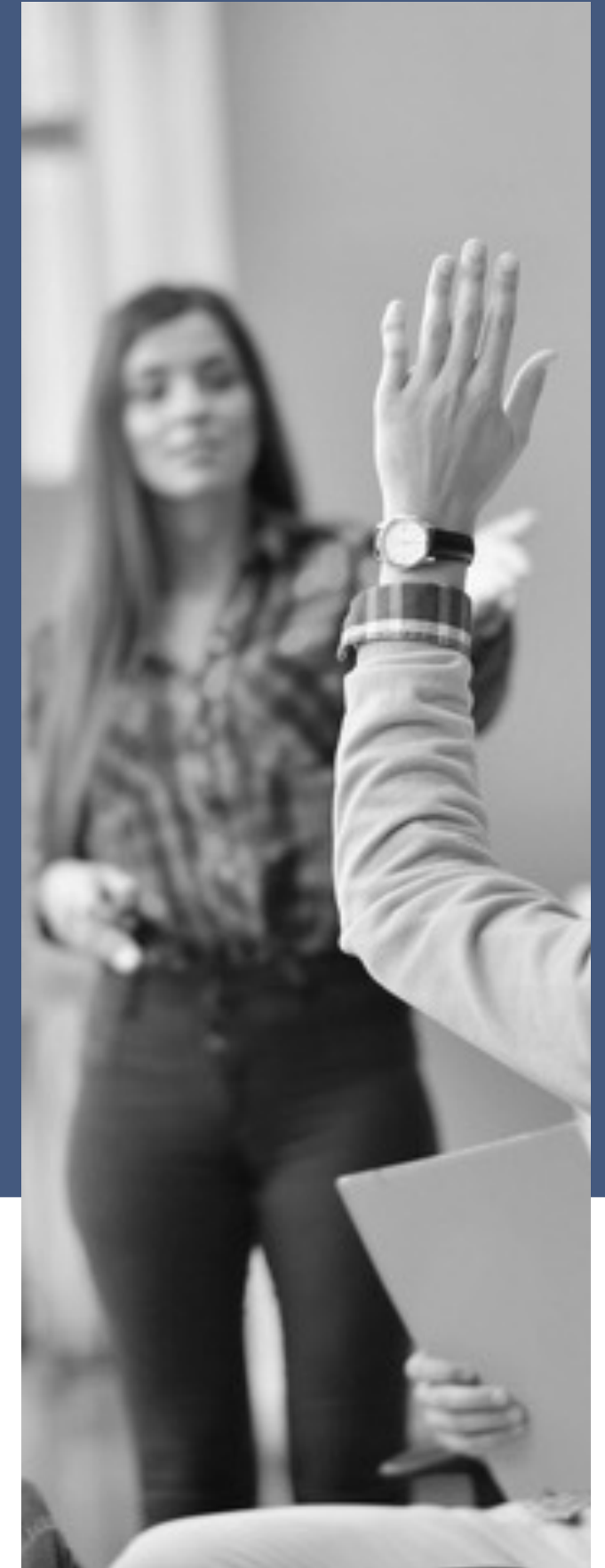


# Question

What are some examples of active listening strategies?



Use the chat box to type your ideas.





# Use Active Listening Strategies: Verbal Cues & Questions

Show that you are listening, paying attention and interested:  
“Ah ha!” “Hmm” “I see.” “I know.” “Okay.” “That’s interesting.”

Express support and empathy:  
“Yeah. Absolutely.” “That’s right” “Of course!” “Sure!”

Express shock or surprise to demonstrate your interest:  
“That’s incredible!” “No way!” “I can’t believe it!” “What?”

Show sympathy to build rapport:  
“That’s awful!” “Oh no!” “I’m sorry to hear that.” “That’s too bad.”

Questions to show your interest and engagement:  
“Is that so?” “Really?” “Is that right?” “Really? When?”





# Communication Strategies

## Creating a natural, smooth flowing conversation – avoiding Q&A

### Question techniques.

That's interesting. A lot of people play golf in Yangoon.  
I'd really like to know why it's so popular.

### Connecting ideas.

That's interesting. I'm glad you said that because ....  
That's a great point. I'd also like to add .....

### Signposting language

I like living in Taiwan. However, .....

I like living in Taiwan. In fact, .....



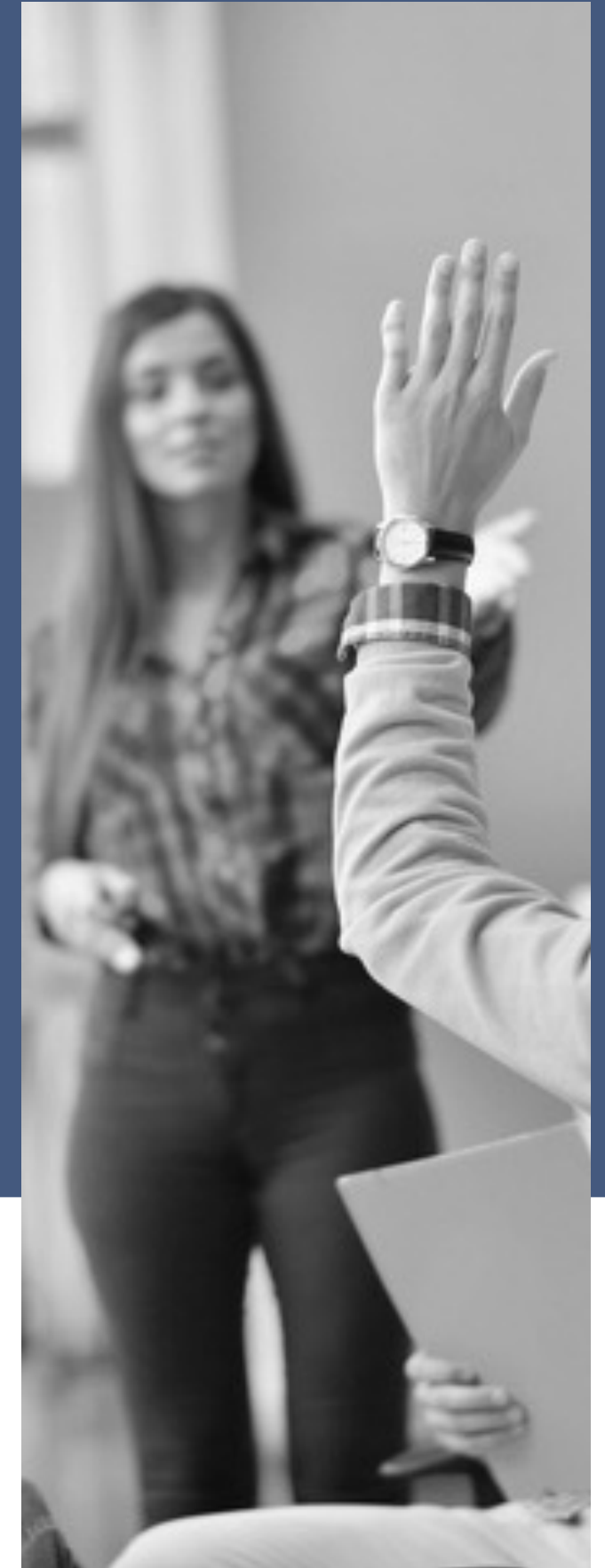


# Question

What are some of your biggest concerns when you socialize in business?

60 - 70%

“ I don't know what topics I can talk about. ”



When I ask this question what are your biggest concerns.....

30 - 40%

“ What happens if there is silence? ”





# Part Four

## How to create simple conversations

Don't be a conversation killer!

# Communication Skills

Is there a problem with this exchange?

“ So, I’m from Yangon. I was born and raised here. How about you? Where are you from? ”

“ I’m from Taipei. ”







When you answer with one word or a short phrase, you kill the conversation!

There are no opportunities to follow up and continue the conversation!!

Put pressure on your partner to continue the conversation by constantly asking questions. This is hard work!

We need to keep the conversation going by constantly changing the topic!





You also give a negative  
impression!

You aren't interested in talking.

You aren't friendly.

You are rude.

You are boring!



Don't be a  
conversation  
killer!



# Communication Skills

## How to create simple conversations

“ So, I’m from Yangon. I was born and raised here. How about you? Where are you from? ”

“ I’m from Taipei. Actually, I was born in Hong Kong, but I grew up in Taipei and I really enjoy living in this city because it’s so convenient. ”





# Communication Skills

## How to communicate in social situations

“ I’m from Taipei.  
Actually, I was born in Hong Kong, but I grew up in Taipei and I really enjoy living in this city because it’s so convenient. ”

Answer the question

Add one or two sentences

This provides your conversation partner with options to continue the conversation naturally.

S/he could follow up by asking you:

- Why you moved from Hong Kong to Taipei?
- Which you preferred, Hong Kong or Taipei?
- Why do you like living in Taipei?
- Why do you think Taipei is convenient?

# Communication Skills

## How to communicate in social situations

“I’m from Taipei.

Actually, I was born in Hong Kong, but I grew up in Taipei and I really enjoy living in this city because it’s so convenient.

How about you? Do you like living in Yangon?”

Answer the question

Add one or two sentences

Ask a question



# Summary

Have the right mindset.  
Don't put pressure on yourself to perform

Create an immediate rapport and get other people to like you by:

1. encouraging them to speak about themselves
2. showing a genuine interest in them
3. focusing on topics that they like.

Don't be a conversation killer!







# Key Takeaways

What are some of your key takeaways so far?



Something valuable that you can use immediately in your work.



Something that you didn't realize was really important.



Anything else that you'd like to share with others.





Q&A



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# THANK YOU

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We appreciate your participation and hope you found this webinar useful



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