24 Conversation Do's & Don'ts



DO

1. Do kindly acknowledge and recognize everyone in the group conversing.
2. Do pay attention to how you are organizing questions and points.
3. Do listen for what is worth remembering to inject again later in conversation or during your next visit.
4. Do think before you speak. Keep your mind ahead of your mouth as much as possible!
5. Do show interest in others by listening carefully and searching for points on which to respond or ask meaningful questions - now or later.
6. Do allow others time to expand on your questions and do expand on their questions, too, without going too far. Also allow time for the other person to ask further questions.
7. Do look for ways to mix a little humor into the conversation.
8. Do pause throughout the conversation to review, perhaps with a restroom break.
9. Do ask cross questions. When the other person asks something like "Have you seen any good movies recently?" answer and then respond in kind with, "Have you seen any that you would recommend?"
10. Do pause to consider whether to ask or share anything else related before changing the subject, and before closing the conversation.
11. Do paraphrase what was just said, at times, to assure understanding and to enhance your memory, such as, "If I understand you correctly, you are saying that....." This also shows that you're listening.
12. Do be careful not to miss meaningful comments the other person says. Tricky as it may be to listen while reflecting to remember valuable points and to consider your next words, not paying attention to another person's details in conversation may reduce your credibility.



DON'T

1. Don't eat garlic, onions, or other foods that cause halitosis when you are going to talk with others that day, or take breath mints.
2. Don't forget to call and inform a person you are to meet with in a timely manner, if you are running late.
3. Don't converse aimlessly. Be aware of conversational flow, taking care not to absorb conversation, whether talking about your favorite topic or dwelling too much on your own life situation.
4. Don't speak ill of others, share rumors, or gossip.
5. Don't be dishonest as this can kill your credibility and distance others.
6. Don't miss meaningful points the other person says.
7. Don't utter blunt, profane, rude, or sarcastic remarks.
8. Don't blame or complain too freely as it may be construed as negativity.
9. Don't ignore others who are listening to you converse with one person in your group.
10. Don't inject humor and other light-hearted subject matter, if you are attending a funeral, experiencing a disaster, or other sad situations.
11. Don't let your eyes roam. Eye contact is important in conversation.
12. Don't become indifferent about your sense of direction in conversation.

©Emotional Intelligence Institute 2020