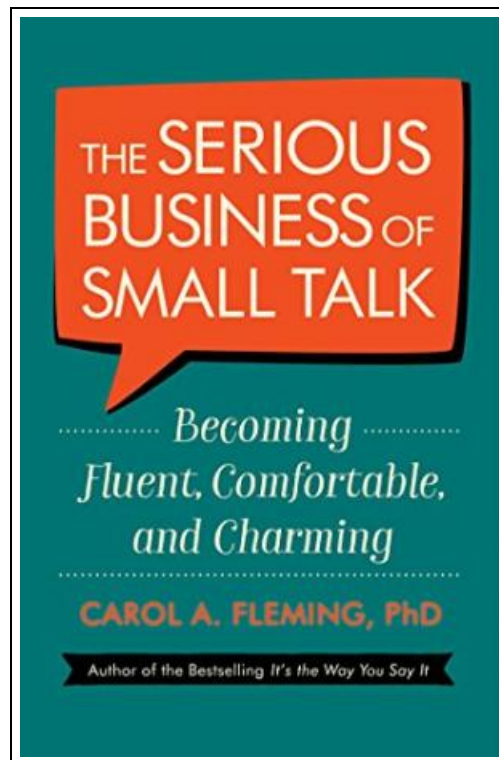


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THE SERIOUS BUSINESS OF SMALL TALK: BECOMING FLUENT, COMFORTABLE, AND CHARMING (PAPERBACK)

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Berrett-Koehler Publishers, United States, 2018. Paperback. Condition: New. Language: English . Brand New Book. For a lucky few, light conversation at parties and social events is a breeze. For the rest of us, there is Carol Fleming (bestselling author of *It's the Way You Say It*), who breaks even the shortest bit of small talk into an understandable process that anyone can master. *Small Talk Is the Single Most Important Communication Skill You Can Develop* Carol Fleming wants to show you that small talk is not as small as you might think. It's the foundation of every relationship, professional and personal. It is the sound of people reaching out to each other, searching for similarities, shared interests, goodwill, connections, and friendship. And it's something we all do every day with people we know. It's just the one little bit about strangers that throws some people off. Graceful social conversation can be learned, even by those requiring the smallest of baby steps. Fleming covers the inner and outer aspects—from the right attitude to how to dress, move around, and introduce yourself. Most importantly, she lays out a series of simple, memorable conversational strategies that make it easy to go from *Nice weather we're having* to a genuine, rewarding give-and-take. But she won't tell you what to say. Believe it or not, you already have what you need inside you. She merely provides the keys to unlock it. Small talk is the language of welcome, the extension of friendliness, the gracious acknowledgment of others, the kindly exchange of introductions and smiles, and the creation of a safe, courteous social space—and this is what has you terrified? After you read this book, you'll wonder what all the fuss was about.



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