What do you say after you say Hello?
Business English Networking

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I know you’ve heard the phrase before!

- A famous transactional psychology textbook by Dr Eric Berne.
- Creator of Transactional analysis
- Invented the way of talking.
- PARENT
- ADULT
- CHILD
What are you like as a networker?

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<tbody>
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<td>1</td>
<td>It is difficult for me to start a conversation with someone I don’t know.</td>
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<td>2</td>
<td>I like meeting new people. I go up to them and say hello.</td>
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<td>3</td>
<td>I prefer to spend time with people I know and like.</td>
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<td>4</td>
<td>I don’t talk to people I don’t know until someone introduces me.</td>
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<td>5</td>
<td>I interrupt people when they are talking to say what I want.</td>
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<td>6</td>
<td>I often speak too much when I meet people.</td>
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<td>7</td>
<td>I get impatient if I have to listen for too long.</td>
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<td>8</td>
<td>I judge what people say and if I don’t like it I interrupt.</td>
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<td>9</td>
<td>I am happy to listen and not to talk.</td>
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<td>10</td>
<td>I listen a lot. I don’t interrupt and I pause and consider before I reply.</td>
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Networking matters

- Networking, gift giving and hospitality are about three very important things.
  - recognition
  - identity
  - respect.

- ‘People need to be listened to even before they are fed.’ Bill Clinton
How do you network in your country?

• Discuss with your ‘buzz’ group how people network in your country.
• What ways of networking create a good impression?
• What ways of networking create a bad impression?
• List the acceptable and unacceptable ways of networking.
• Discuss: how do the British/Americans network?
The Key to Networking!

• ‘Don’t be INTERESTING. Be INTERESTED.’
The problem is...

How do you show interest without being

• Nosy?
• Intrusive?
• Insensitive?
• Too personal?
Experience
The four types

• NATIONAL EXPERIENCE  Where are you from?
• REGIONAL EXPERIENCE What part are you from? What’s special about it?
• PROFESSIONAL EXPERIENCE What did you do before your present job? How was it different?
• PERSONAL EXPERIENCE Have you been abroad much? Where to? What was it like?
Get to know Jo.

• Choose someone from a different nationality.
• Find out as much as you can about them in five minutes.
• Use these questions as a basis for expanding the discussion.
Icebreakers and icemakers

• Form into ‘buzz’ groups. Make sure you have different nationalities.

• Ask each other these questions.

• 1 What subjects are good to talk about if I meet someone from your country?

• 2 What subjects should I avoid if I meet someone from your country?

• Think about: -

• Linguistic, economic, religious, historical, political and scandalous topics.
The four types of listener

How do you recognize these types of listener?

• a non-listener
• a marginal listener
• a judgemental listener
• an active listener

Then ask each other: What type of listener are you?
Active listening

• In pairs. Decide. Who is the talker and who is the listener?
• The talker talks for 90 seconds on any subject.
• The listener just listens (no talking).
• Ask the talker. How did it feel/What was the listener like?
• Ask the listeners. How did they feel? What feeling did they get from the experience?
F.A.C.E

• Explain F.A.C.E.
• F = Focus.
• A = Acknowledge.
• C = Clarify.
• E = Empathise.
• Teach expressions to accompany each word.
• In pairs. Decide. Who is the talker and who is the listener?
• The talker talks for 90 seconds on any subject.
• The listener uses F.A.C.E.
• Ask the group. How was the experience different from activity 5.
Gift giving

• In groups, discuss these questions:
  • 1 When would you give gifts to a person not a close friend or family member?
  • 2 What gifts are acceptable?
  • 3 What gifts are unacceptable?
  • 4 Is there an appropriate value for gifts?
  • 5 Is wrapping important? If so what colours are appropriate? Are any colours inappropriate?
  • 6 Do you open the gift when you receive it? Why or why not?
  • 7 Are there any special gifts for special occasions?
    • e.g. a) Martinitze b) Hongbao (Find out what these are).
  • What have you learned from the activity? Name one thing you will say, do and think differently when next abroad.
Hospitality

In groups ask these questions.

• 1 Do you normally entertain at home or out?
• 2 What typical food and drink would you introduce a foreign visitor to?
• 3 Name two points of etiquette foreigners should observe if they accept hospitality in your country.
• Elicit feedback and list key hospitality and etiquette points.
Conclusion

* Networking is about showing interest in others.
  • It’s about building a good relationship but without doing business.
  • However, in much of the world business happens because you build a good relationship.

‘Build the relationship and business follows as day follows night.’ (Johnny Kim)
And one more thing!

• Don’t say:
  ‘Mr President, are you...?’

• Try:
  ‘Mr President, tell me about .......’

• And the magic word: -
  ‘Really!
  Tell me more.’
Thanks

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