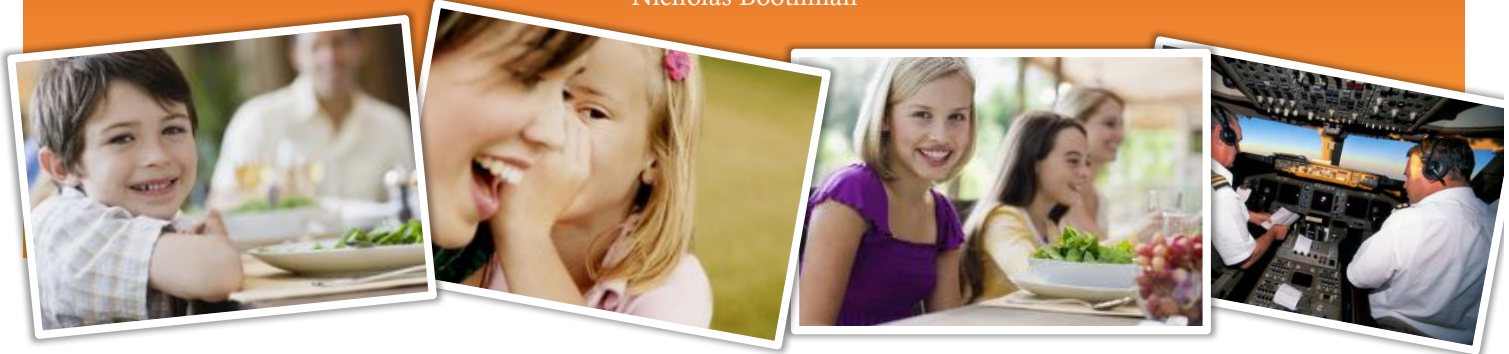




Connect in 90 Seconds

Nicholas Boothman



CNN survey

CNN conducted a national poll reaching out to 3537 respondents, asking them how good are they in conversations?

- 30% choose I could carry on a great conversation with a door knob.
- 48% choose I am good sometimes, but it is mostly luck.
- 22% choose I am terrible, I freeze and I stammer.

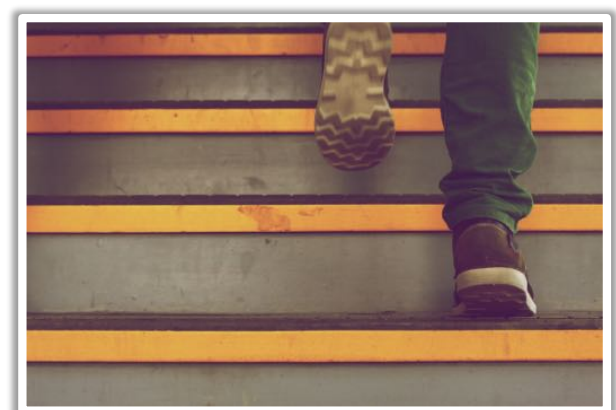
If we can extrapolate that to Singapore, the numbers may be higher. Consider your conversations like a tennis game, you are hitting the ball and you want the player to hit that ball back to you and so forth. Here are some pointers.



CNN survey

Consider these techniques

- ✓ Consider an opening statement
- ✓ Ask questions that will spark their imagination and ignite a conversation
- ✓ Avoid questions that is a simple “yes” or “no” answers
- ✓ Use your body as well as your eyes and voice to show you are paying rapt attention
- ✓ Stay focus
- ✓ Use direct commands, “what do you think...”, “Tell me about” or “what was it like having to”
- ✓ Try answering a question with a question, it can help create rapport



Techniques to run with

Here are some statements you shared



Pilot

- How are you doing buddy?
- How was your breakfast?
- Are you enjoying your training?
- How is it going?
- Let's do this together.
- Which sector are you giving me today?
- Ho Shei Bo? (How are you? in Hokkien)

Trainee Pilot

- Welcome to SilkAir.
- Glad to have you in the team.
- Haven't seen you for a while, how have you been?
- Welcome to the SilkAir family
- I just flew with your course mate, are you close?
- The weather looks good outside, how is the flight?



Pilot being assessed

- Treat this like a routine flight
- Shall we have some coffee before the flight
- You are doing well
- You look like you are all ready
- Have you had your lunch?
- Tell me more about your training in SilkAir

Here some benefits that will help you want to connect. “Connecting” allows you to link up well with a colleague. It makes the work at hand easier to do. Being empathetic to the needs of your working colleagues will help you get the job done better.

Daniel H Pink, in his book talked about the 3 building blocks towards motivating the people you work with.

- Purpose
- Mastery
- Autonomy

Your conversations with your colleagues can be centred on “Purpose”. What drives them to do what they are doing now at work. Good luck, connecting has helped me in my work. For a fact, I saved \$9000.00 getting a recommendation to use another workshop for my car, when it broke down unexpectedly.