

# LEADERSHIP LAB

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## Small Talk is a Big Deal (Part 1)

- Great leaders know how to make other people comfortable in a conversation.
- Conversational success comes from establishing common ground with people by using the right amount of candidness, compassion, and consideration.
- It doesn't matter if you are introverted or extroverted, all great leaders work hard to make a connection with people.

### 1. Listen!

- Leaders with expertise in connecting with people listen first and talk second.
- If you learn to actually listen what the other person is saying and not be so focused about what you should say next, things will flow more naturally.
- Listening is just as important as speaking when it comes to making a connection.

### 2. Show Genuine Interest

- Show other people that you're interested in what they're interested in.
- Jesus is the best example of this! He is God, but he came to earth.
- Humility is the #1 quality of leaders who are able to connect with people.
- People feel BIG when you make yourself SMALL.
- *"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."* — Maya Angelou

### 3. Build Relational Bridges

- Find out something that you have in common and ask them questions about it.
- Jesus did this! He was talking with fishermen.
- Luke 5:10 – Then Jesus said to Simon, "Don't be afraid; from now on you will fish for people."

### 4. Use Reflecting Skills

- Reflecting is restating what you heard or at least what you think you heard.
- This shows that you've been listening and will also allow the other person to clarify if you are off in your judgment of what you thought you heard.
- Start the first one to three words of your response with the final few words of the other person's last statement.

## Discussion Questions:

1. Have you ever known someone who always talked about themselves?
2. In what ways can you become a better listener?
3. Who can you remember that made you feel important?
4. What have you learned from this teaching?