

## LEADERSHIP LAB

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

#### 5. Notice Nonverbal Cues

- Body language, facial movements, hand gestures, posture and eye contact are all signs that you should pay attention to.
- Refocus your attention from how you're feeling inside to how you think the other person is feeling based on that person's nonverbal cues.
- Learn how to gauge the flow of the conversation by reading nonverbal cues.

#### 6. Avoid Rush Judgements

- Misjudging the person and situation is a huge mistake.
- Don't jump to conclusions too quickly!
- We might rush to conclusions about people based on superficial cues.
- Things aren't always what they seem to be when meeting someone for the first time.
- If you've listened carefully, reflected back what you heard, and kept your nonverbal channel open, you'll be less likely to make a mistaken judgment based on outer cues.

#### 7. Don't Assume Agreement

- Don't assume people will agree with you.
- Research shows that many people engage in the "assumed similarity bias."
- It's not safe to conclude that just because you have an opinion about someone or something that the other person does as well.
- Debates can make for enjoyable conversation, but you can also alienate people if things get too touchy.
- If you assume everyone feels as you do, you might get started on the wrong foot and then end up with it in your mouth!
- Don't overshare. Too much personal information can be boring or awkward!

#### 8. Detect Lean-In Moments

- A lean-in moment is when you find yourself leaning in to hear a story that the other person is telling or when you notice that they are leaning in to your story.
- Lean-in moments are times of powerful connection and they're valuable tools to foster a relationship.
- Jesus was the best at this! He told stories that connected powerfully with his listeners.
- When you're telling a lean-in story, you might be telling about an experience that the other person has had as well.
- If you have a shared experience, your connection quotient will soar through the roof!

Discussion Questions:

What are some of the nonverbal cues you look for when you're meeting someone for the first time?

Have you ever had someone misjudge you? How have you learned from that experience?

Who is someone you instantly connected with? What caused you to connect so quickly?