



Provides practice listening to and participating in extended conversations

### 1 Possible Answers

Topics	Speakers	Location
Traffic; compliment about house/ landscaping; new house office; landscaping	Tax specialist and client	Home office of tax specialist
Activities at community centre; current job; how long at community centre; swimming pool; children's ages; compliment about appearance	Two former colleagues	Community centre
The company where they both work; the departments they work in; job responsibilities; compliment about marketing campaign; company soccer team; where Pedro is from	Two employees	Company cafeteria

**Extend the Activity:** Have learners listen to the dialogues again and identify the conversations strategies (e.g., asking or redirecting a question).



### Audio 3.4: Transcript

#### Dialogue 1: A tax specialist and client

**Tax Specialist (Ted):** Hi, Vivian. Come on in. Let me take your coat.

**Vivian:** Thanks so much, Ted. I'm sorry I'm a bit late. There was a lot of traffic.

**Ted:** No problem, Vivian. I'm buried in tax returns right now, so I've just been working away.

**Vivian:** I love your new house. The landscaping out front is gorgeous.

**Ted:** Oh, that's right. You haven't been here before, have you?

**Vivian:** No, last year you were still in your office on Berry Road. So I guess you're enjoying having your office at home now.

**Ted:** Oh, yeah, it's great. I love commuting from the kitchen to the office every morning!

**Vivian:** Did you guys do the landscaping yourselves?

**Ted:** Oh, no, that was all here when we bought the place. Come on in to the office, Vivian. Can I get you anything? Coffee?

**Vivian:** A glass of water would be great.

**Ted:** Sure, have a seat. So how has your year been?

**Vivian:** It's been really good, Ted. I've got several new clients and the business has expanded.

**Ted:** Glad to hear it, Vivian. Now, I see you've brought all your receipts. That's good. And all your invoices. It's a pleasure to work with you because you're always so organized! So let's have a look.

# Conversation Strategies

Keeping a conversation going can be a difficult thing to do, especially if you are shy or in the company of people you do not know very well. Here are some techniques you can use to encourage another person to speak:

- Ask questions. You can initiate a conversation by asking another person about something you think you might have in common or something you think they might be interested in talking about. For example, *How long have you lived in this neighbourhood? How do you know Gina? How do you like the school?*
- Answer questions with longer answers, adding specific/interesting information. For example, *Do you like living here? – Yes, there are so many interesting places to visit. Last week we went to ...*
- Answer a question, then redirect it using these expressions: *And you? What about you?*
- Respond to the other person's comment/answer with a follow-up question. For example, *I live in Toronto. – Oh, really, which part of Toronto? How long have you lived there? How do you like it there?*
- Comment on what the other person is saying to encourage more details or to show interest: *That's really interesting; I had no idea!; I lived in Montreal. – Really? I love Montreal! What a great city.*
- Use a short response or vocal filler to show that you are listening. For example, *Oh, yeah; Really?; Uh-huh; Mmmmm; Yes; I see; Wow.*
- Signal a change of topic when you feel you are “running on empty.” For example, *Oh, by the way ...; So, ah, ....; Now, what about ...;*



**1** Audio 3.4: Listen to three dialogues. Complete the chart by writing the topics in each conversation. Record who the speakers might be and where each conversation might be taking place. Write down the words and expressions used by the speakers to keep the conversation going.

	Topics	Speakers	Location
1.			
2.			
3.			



**2** Search the Internet for tips on having a good conversation or being a good conversationalist. Present your findings to the class.

Possible search terms: *how to have a great conversation; good conversationalist; conversation strategies*