

## Things to do to help clients become employable

A few months back I wrote you about performance measurements and behavioral objectives. I mentioned that a lot of times we tell clients to be on time, have a good attitude or be more outgoing and they have no idea at all what we are speaking about. I believe that when working with our clients we need to be very specific. One of the things that I have noticed is that clients do not know how to carry on a conversation, to be honest not a lot of non-clients do either. Here is something that you can do in a class setting or at a desk one on one; as a matter of fact it is a great icebreaker at a meeting. I tell people in class that the secret of conversation is to ask people to talk about themselves. I think it was the great Dale Carnegie who said ...in order to be interesting you have to be interested. The only way that happens is to ask questions. When I introduce myself to someone I ask a question and they answer but never ask me anything.

Person A: How are you?

Person B: Fine or ok

Person A: Where are you from?

Person B: California?

Person A: Where in CA?

Person B: San Diego

Not once has B asked how A was. You get the picture. Watch how often this happens in our daily life.

### The Conversation Game:

Get three pieces of paper or three ping-pong balls and put question marks on them.

The game works this way:

Divide into groups of two

One of the two people gets the three pieces of paper or balls

Every time that person asks a question they give the ball to the other.

The other person cannot give it back until they ask a question about the other person.

The person who gets all three balls, loses the game.

If you have any other games you play to teach a lesson please share it.

Have a great week.

Paul