

**1. Put the headings below in the text.**

- |                                |                                     |
|--------------------------------|-------------------------------------|
| a) ..... Put away your phone.  | c) ..... Ask open-ended questions.  |
| b) ..... Show your enthusiasm. | d) ..... Practice active listening. |

**2. Answer the following questions.**

- a) What are the strategies that help make small talks in any situation?

.....

- b) Which strategy do you like best? Why?

.....

- c) What are the suggested topics for small talks?

.....

- d) What do you think of small talk? Do you think it is necessary?

.....