



# 10 Rules For Better Conversations

When your job hinges on how well you talk to people, you learn a lot about how to have the best conversations.

Your job in sales primarily hinges on how well you talk to people and how to have the right conversations. NPR radio host Celeste Headlee has worked as a radio host for decades, and she knows the ingredients of a great conversation: Honesty, brevity, clarity and a healthy amount of listening. With technology, devices, and social media becoming larger pieces of our communication infrastructure, how do we get back to effective and meaningful communication when we are more polarized and divided than ever before?

In this insightful talk, Celeste shares her 10 interviewing rules to help be a better listener and have profoundly improved conversations.

### Movie Link (11:43)

[http://www.ted.com/talks/celeste\\_headlee\\_10\\_ways\\_to\\_have\\_a\\_better\\_conversation?utm\\_source=tedcomshare&utm\\_medium=referral&utm\\_campaign=tedspeak](http://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation?utm_source=tedcomshare&utm_medium=referral&utm_campaign=tedspeak)

### Motivational Discussion Questions (Select One)

- Which of the 10 rules for better communication apply best to selling and why?
- Which rule do you break most often and how can you turn that around?