



TEN WAYS TO HAVE A BETTER CONVERSATION

<https://youtu.be/R1vskiVDwl4>

TED: Celeste Headley, Speaker

1. Don't multitask. ([4:27](#))
2. Don't pontificate. ([4:50](#))
3. Use open ended questions. ([6:02](#))
4. Go with the flow. ([6:39](#))
5. If you don't know, say that you don't know. ([7:26](#))
6. Don't equate your experience with their. ([7:46](#))
7. Try not to repeat yourself. ([8:26](#))
8. Stay out of the weeds. ([8:46](#))
9. Listen. ([9:08](#))
10. Be brief. ([10:29](#))