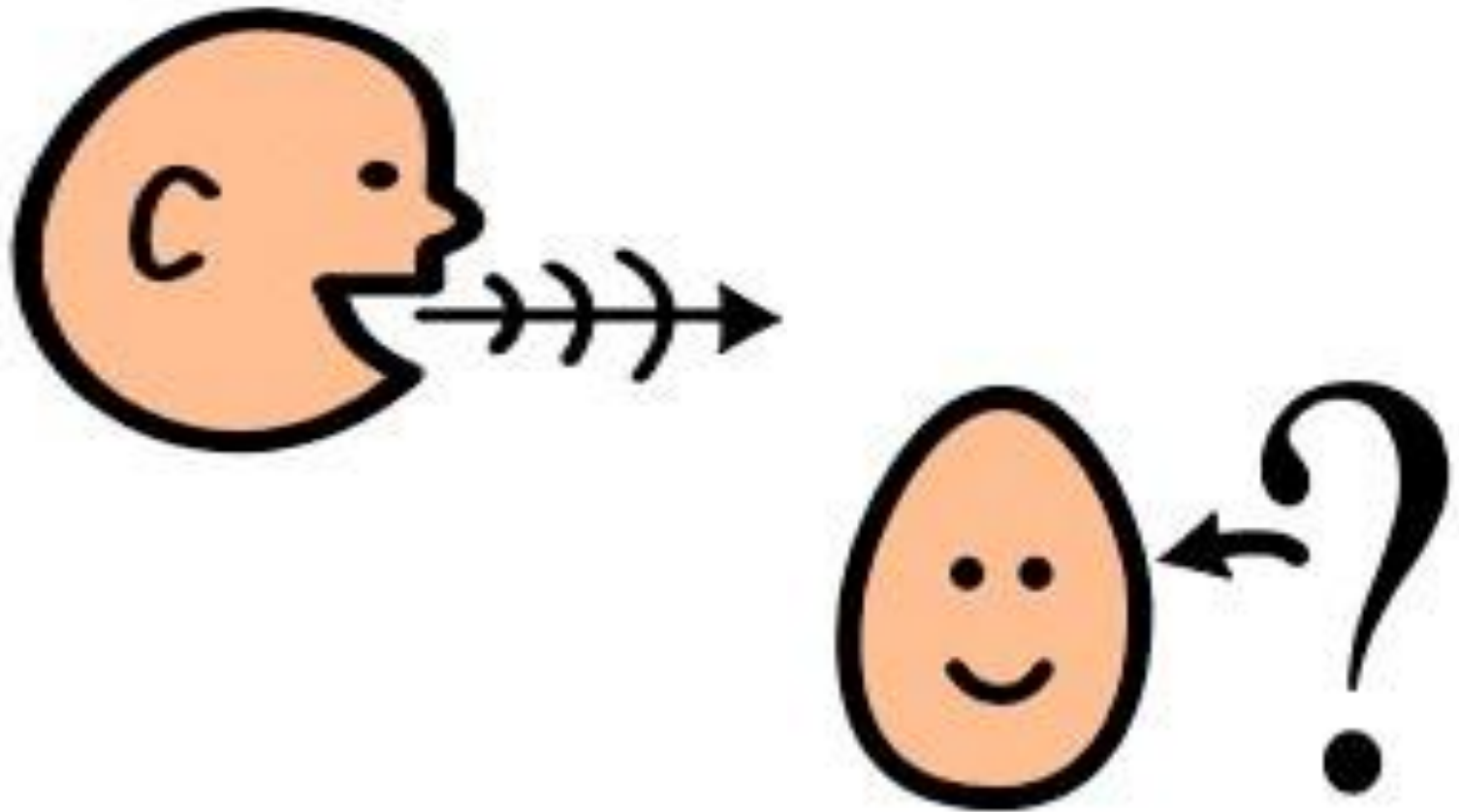


SOCIAL SKILLS



- **It's not what you know, it's who you know**

GETTING TO KNOW YOU



INTRODUCTION

- Greetings
- Terms of Address
- Men :-Encik, Mr., Tuan, Dato etc
- Women : Puan, Miss, Ms., Mrs.,Datin rtc



GREETINGS

- Assalamualaikum..
- Hi....
- Good morning...
- Good afternoon...
- Hello....



MAKING INTRODUCTIONS

- Base on status and position-junior to senior, man to woman
- Introducing yourself:
- I'm.....from

INTRODUCING SOMEONE

- When there is a third party:
- Introduce the third person to your friend (depending on your friend's status)
- E.g.
- Dato' Aziz (third person), this is En. Khairul from UPM..

HAND SHAKE

- Extend your hand first
- Let a woman extend her hand first
- Look at the person and mention your name
- Always shake hands while standing up

RESPONDING TO INTRODUCTION



- Respond politely
- Smile
- Eye contact
- Body language

- Hi, I'm...
- Hi, I am...Hi, please call me...
- Hello, I am....Nice to meet you.
- Hello, pleased to meet you.
- I'm sorry, I didn't get your name



Question about the topic:



Question about the topic:



Conversation
TOPIC:

Question about the topic:



Question about the topic:



C o n v e r s a t i o n T o p i c s



M E N U

W h i l e w e e a t w i t h o n e
a n o t h e r , w e s h a r e
C O N V E R S A T I O N w i t h
o t h e r s . - T h i s i s g o o d
F r i e n d s h i p B e h a v i o r !

SUITABLE TOPICS FOR CONVERSATION

- Sports
- Food
- Interesting topics
- Hobbies
- Etc.
- List down 10 suitable topics to start a conversation with a stranger.

MAINTAINING THE CONVERSATION

- **Make small talk**
- Suitable topics : weather, games, hobbies
- **Ask appropriate questions**
- Suitable questions: Where do you work?
- What do you think of Arsenal?



FUN TIME!!!

- List five suitable questions to ask when you meet someone for the first time.
- List five unsuitable questions to ask when you meet someone for the first time.



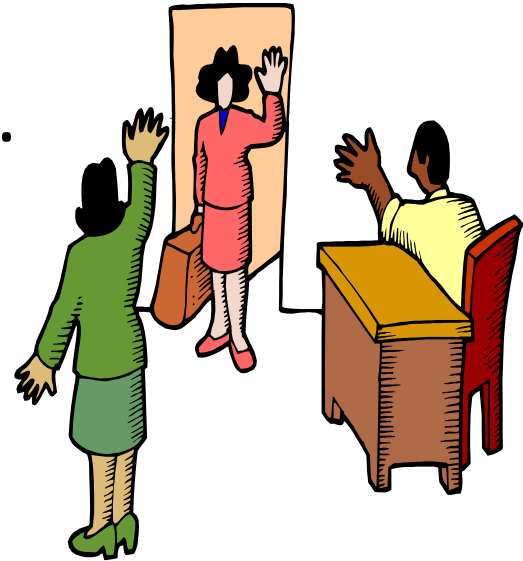
BEFORE SAYING GOOD BYE

- **Give signal before leaving**
- Ooops I've to go
- My, look at the time..
- Oh no! It's 2 o'clock..
- **Give reason for leaving**
- I've to take my wife..
- I've to see my boss...



SAYING GOOD BYE

- Ok, bye..nice talking to you.
- Ok, I've got to go now.
- Ok, I'd better go now.
- I'm sorry, but I have to go now.
- Ok, till next time



CONVERSATION SELF-CHECK

If you answer YES to at least 3 questions below, you did a great job with conversation!

- Did I look at the speaker's face?



- Did I ask at least one question?



- Did I make at least one comment?



- Did I eat neatly while I talked?

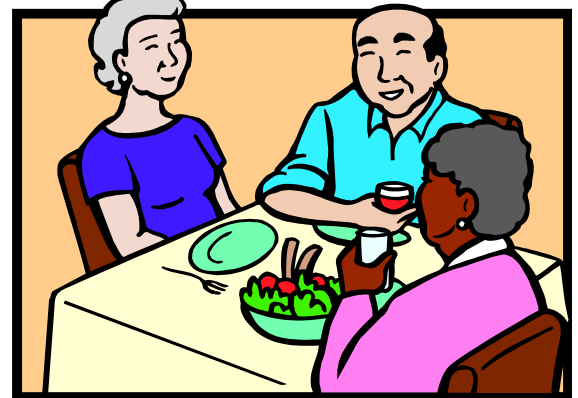


- Did I smile at least one time?



FUN TIME !!!

- Situation A
- You are waiting for to board the bus near your office. A man comes to ask you about how to go to KL.



FUN TIME!!

- Situation B
- A foreigner comes to you and says hello.
- She is new and wants to get to know people.



FUN TIME!!!!

- Situation C
- You are alone at the office, a foreign visitor comes to you and says hello. He is waiting to see your boss . You have to entertain him while he waits for your boss.