

What to Say

American way, *just say hi...*

- "what you all celebrating?"

Comment about the *situation...*

- "I think the train's going to be late again."

Ask their *advice...*

- "do you know what these are like?"

Mention what they're *wearing...*

- "I love your shoes, where did you get them?"

Observe what they're *doing...*

- "is that dry white wine that you've got?"

Match what they're *feeling...*

- "it's been a long week."

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Hunt Where They Browse

- check out the situation.
- wait for them to stop, then speak.
- get your eyes on same level before you speak.
- make eye contact, smile and then speak.

Speak

- question, statement or statement-question.

Topics They Will Talk About

- what they are doing at that moment.
- why they are there.
- whereabouts they live.
- their interests.
- what's going on in the world.