



What Do You Say When . . .: Talking to People with Confidence on Any Social or Business Occasion

Florence Isaacs

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Have you ever walked alone into a room of chattering people and felt nervous? Is the idea of attending a wedding or job interview where you won't know many people intimidating? The art of conversation is a necessary skill for navigating life's social and business occasions, and with practice you can develop the ability to easily talk to people. *What Do You Say When ...* is a smart, useful tool that helps you assess all situations and approach people with confidence.

When you can chat easily and know the right things to say, you not only feel more relaxed, but also make others feel comfortable. *What Do You Say When ...* provides a complete guide to conversation in a variety of circumstances. It teaches the basics, plus helpful rules that work anywhere and with anyone—at cocktail parties, dinners, charity benefits, job interviews, conferences and conventions, dates, and even at family reunions and other gatherings.

Also covered are can't-fail conversation openers and strategies for expanding conversation and getting to know casual social or business contacts better. You'll learn how to find appropriate words for difficult times, such as a friend's divorce, illness, or job loss, or when someone's loved one has died. Included, too, are tips on teaching your children to converse politely.

Filled with examples, ideas, and practical advice, *What Do You Say When ...* helps you master one of life's most essential skills.

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