Guidelines for Having a Satisfying Conversation

1. **Ask** the person to have a conversation with you.
   "Mary, I’d really like to talk with you today. Would you mind if I sat down beside you?"

2. **Guide** the conversation onto specific topics and **redirect** the conversation back to the topic when the person begins to ramble.
   "Mary, let’s talk about your family now, please tell me all about them."

3. **Reassure** the person and **help out** when he or she gets stuck or can’t find a word.
   "That’s ok, Bob; what else can you tell me about your life?"

4. **Smile** and **act interested** in whatever the person is talking about even if you’re not quite sure what is being said.

5. **Thank** the person for talking with you.

What to AVOID during conversations

- **DO NOT** quiz the person or ask lots of specific questions
  "Now who is this person? I know you know who she is!"

- **DO NOT** correct or **contradict** something that was stated as a fact even if you know it’s wrong.
  "No, that’s not John. That’s Jason, remember, your grandson Jason?"