## Worksheet One: Conversation Case Study

Study the following conversation and answer the guide questions on the next page.

**Patrick:** Hi. I’ve seen you looking at the golf display. You must be a golfer.

**Mindy:** (laughs) Oh, no! I was just admiring the display. Hi, I’m Mindy.

**Patrick:** I’m Patrick. Pleased to meet you… This is a great assembly we’re having.

**Mindy:** Yes, it is. And the Continental seems like a good place for it too. Is this your first time in the assembly?

**Patrick:** Yes, it is. I wanted to go last year but our company felt the venue is too far for me. I work with DataCorp, based in San Diego.

**Mindy:** DataCorp? Yeah, I saw your company name by the registration table. I think we’re going to the same conference. I am with ManualWorks, in Maine. This is our third time; we went last year and the year before as well.

**Patrick:** Oh, so you’re theveteran to these things! I’m new, but I like it so far. The registration was well-organized and the program they sent looks comprehensive. It’s good the committee is taking the conference seriously.

**Mindy:**  Yes, it’s well-organized. I think they’re getting better as they go along. And the program looks more interesting. Last year wasn’t as good, to be honest.

**Patrick:** Oh? How so?

**Mindy:** The topics are a bit outdated. In fact when I heard that we’re going again, I was a bit annoyed. I didn’t want to waste another week with a bad conference. But I am delighted I did, it promises to be different this time.

Go back to the conversation and identify which ones are:

1. small talk
2. fact disclosure
3. viewpoints and opinions
4. personal feelings
5. What is the purpose of Patrick speculating to Mindy if she was a golfer? Do you think Patrick achieved this purpose?
6. How did the transition from small talk to fact disclosure occur? Do you think this transition went smoothly?
7. Was the expression of viewpoints and opinions appropriate in this conversation? Why and why not?
8. Based on your answer, was the disclosure of personal feelings appropriate?
9. What personal feelings would have been inappropriate to discuss in this particular conversation?
10. What did you like about the conversation?
11. What didn’t you like?
12. How would you have done things differently?
13. Overall, do you think Patrick and Mindy had an effective conversation? What are your indicators?

## **Worksheet One Answers:**

**Patrick:** Hi. I’ve seen you looking at the golf display. You must be a golfer. *(Small talk)*

**Mindy:** (laughs) Oh, no! I was just admiring the display. Hi, I’m Mindy. *(Small talk)*

**Patrick:** I’m Patrick. Pleased to meet you… This is a great assembly we’re having. *(Small talk)*

**Mindy:** Yes, it is. And the Continental seems like a good place for it too. Is this your first time in the assembly? *(Small talk)*

**Patrick:** Yes, it is. I wanted to go last year but our company felt the venue is too far for me. I work with DataCorp, based in San Diego. *(Fact disclosure)*

**Mindy:** DataCorp? Yeah, I saw your company name by the registration table. I think we’re going to the same conference. I am with ManualWorks, in Maine. This is our third time; we went last year and the year before as well. *(Fact disclosure)*

**Patrick:** Oh, so you’re theveteran to these things! I’m new, but I like it so far. The registration was well-organized and the programme they sent looks comprehensive. It’s good the committee is taking the conference seriously. *(Viewpoints and opinions)*

**Mindy:**  Yes, it’s well-organized. I think they’re getting better as they go along. And the programme looks more interesting. Last year wasn’t as good, to be honest. *(Viewpoints and opinions)*

**Patrick:** Oh? How so?

**Mindy:** The topics are a bit outdated. In fact when I heard that we’re going again, I was a bit annoyed. I didn’t want to waste another week with a bad conference. But I am delighted I did, it promises to be different this time. *(Personal feelings)*