

The 10 Ways (to have a great conversation)

Bill Robertson Toyota

March 2024

- 1** 4:31 1: "Don't multitask."
- 4:53 2: "Don't pontificate."
- 6:06 3: "Use open-ended questions."
- 6:44 4: "Go with the flow."
- 7:36 5: "If you don't know, say that you don't know."
- 7:57 6: "Don't equate your experience with theirs."
- 8:38 7: "Don't repeat yourself."
- 8:58 8: "Stay out of the weeds."
- 9:21 9: "Listen."
- 10:41 10: "Be brief."