

# Conversation Advice

## Conversation ideas:

Cover the basics first - do they have enough food, how are they feeling, have they seen anyone else recently.

Any updates from the last time you called?

Hobbies/Interests - maybe you'll find something in common.

TV - have they watched anything they really enjoyed over the past week? maybe you watched it too?

Play a game - you could do a quiz or play categories.

Ask open questions to keep the conversation flowing. try using "tell me..." or "I'd love to hear more about that..."

Discuss the latest news or weather

## Ways to end a conversation:

" I'm just aware of the time..."

Affirm your enjoyment, let them know you have enjoyed your conversation and are looking forward to speaking again soon.

"Is there anything else you wanted to discuss this week?"

Arrange your next meeting time.

"It was lovely chatting to you, unfortunately I have to go now. It was lovely talking. Take care and speak with you soon."

Fit calls in between activities and let them know when you need to go at the start of the call

## Dealing with difficult conversations:

Listen to them - sometimes people just need to get things out in the open to start feeling better about them.

Stay calm - reassure them they don't have to struggle on their own. Ask them what is their ideal solution.

If they need further support reassure them that you will speak to the Good Neighbours team who will identify the appropriate support Any concerns you have, feed them back to the Good Neighbours team.



**Good Neighbours**