



# Chat Seats – Conversation Guide



## Conversation Guidelines:

- **Start the Conversation:**
  - Greet the participant warmly and introduce yourself.
  - Ask them their name.
- **During the Chat:**
  - Ask open-ended questions to encourage sharing e.g.,
    - How long have you lived around here?
    - Do you enjoy living here? Why or why not?
    - Do you have family and friend living around here?
    - What have you been doing today? What's on for the rest of the day?
    - What's been on your mind lately?
  - Use reflective listening to show understanding. e.g.,
    - So, you are saying that???
    - It sounds like you really enjoyed/or didn't enjoy that?
    - It sounds like you're feeling..."")
  - Summarize periodically to ensure clarity and understanding.
- **Ending the Chat**
  - Thank them for taking the time to chat.
  - Say how much you enjoyed chatting with them and that it is always great to meet people from the local community.
  - Let them know that the "Have-a-Chat-Seat" will be here at different times and that they are always welcomed to sit and chat.
  - If you know when you will be back, tell them and invite them to come and chat.

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Extra resources: On "Ending Loneliness Together" site - Tip sheet for starting conversation

<https://endingloneliness.com.au/wp-content/uploads/2024/11/Conversation-Starters.pdf>

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We hope that you find this guide sheet helpful.

Thank you for taking the time to support your local community through chatting with some of its members.

We hope that you will be able to commit to further "Chat" times in the future.

***Connecting Through Conversation***