### No Talk too Small

Marita Moll NARALO

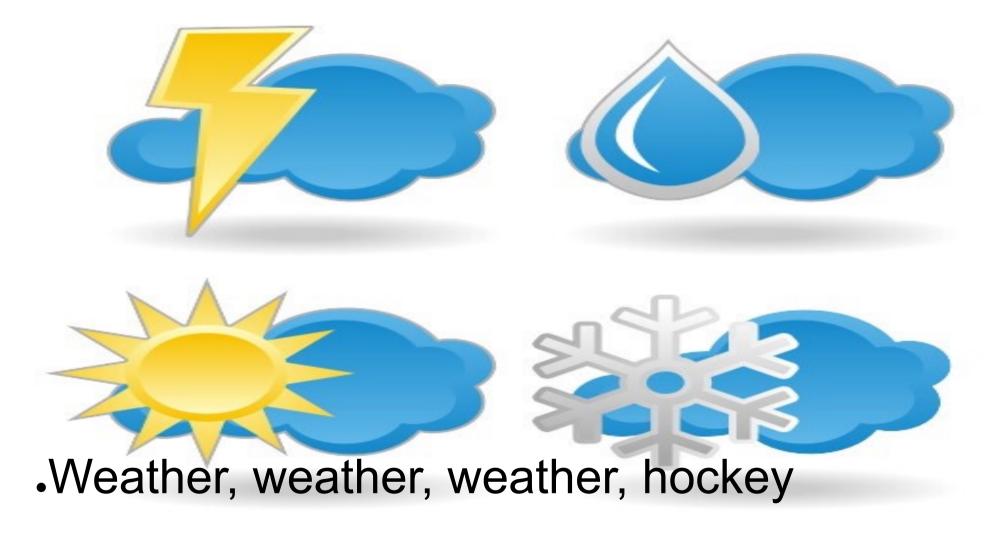
### NARALO

#### **Vast Generlizations:**

- .Americans
- .Outgoing, talkative
- .Canadians
- .Reticent, cautious
- .Puerto Ricans
- .Friendly, welcoming



# Favourite Canadian opening lines



# Chat management strategies

Politics and religion

- Ask non-committal questions
- Use context as a cue
- Stay positive
- Choose language carefully