No Talk too Small

Marita Moll
NARALO
Vast Generalizations:
- Americans
- Outgoing, talkative
- Canadians
- Reticent, cautious
- Puerto Ricans
- Friendly, welcoming
Favourite Canadian opening lines

- Weather, weather, weather, weather, hockey
Chat management strategies

- Politics and religion

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