



## *Use People's Names*

Focus	<ul style="list-style-type: none"><li>• Just listen carefully</li><li>• If you forget it quickly, ask again</li><li>• Look at the person when they introduce themselves</li></ul>
Associate	<ul style="list-style-type: none"><li>• Associate the person's name with other characteristics they have</li><li>• Associate it with a rhyme</li><li>• Think of a 'thing' that is close to the person's name, such as a 'car' if you meet a Carla</li></ul>
Repetition	<ul style="list-style-type: none"><li>• Repeat the name immediately after they tell you it 2-3 times (out loud if a tricky name, or in your head of a common name)</li><li>• If the name is different, have a brief conversation about it</li><li>• Use their name in the next 2-3 minutes during the conversation</li><li>• When you excuse yourself, use their name</li></ul>
Write it down	<ul style="list-style-type: none"><li>• Get them to spell it out</li><li>• Get them to write down their name</li><li>• Write down their name as soon as you get a chance</li><li>• Write down the phonetic spelling</li></ul>