

UNIT 4

“Communication Matters”

Pic. A-E



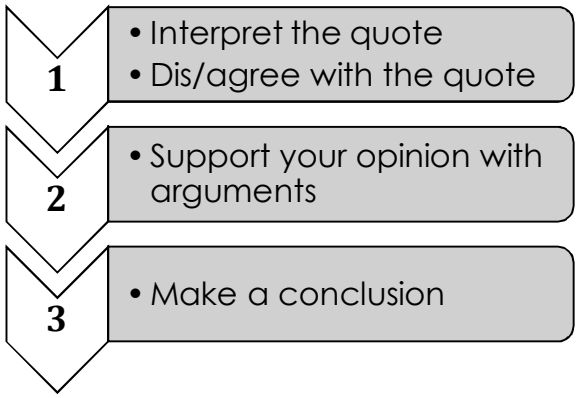
Pic. F-H



LESSON 1. Let's Talk

Ex. 1 ~ Look at pictures A-E on the previous page below and speak on the trends in today's communication.

Ex. 2 ~ Here are some English sayings about communication. What do the sayings imply?



1. The more elaborate our means of communication, the less we communicate.
   Joseph Pristley
2. Good communication is as stimulating as black coffee and just as hard to sleep after.
   Ann Morrow Lindberg
3. I have often regretted my speech, never my silence.
   Anonymous
4. First learn the meaning of what you say, then speak.
   Epictetus
5. A good conversationalist is not one who remembers what was said, but one who says what someone wants to remember.
   J.M.Brown
6. Men and women belong to different species and communication between them is still in its infancy.
   B.Cosby
7. Honest disagreement is often a good sign of progress.
   Ghandi

Ex. 3 ~ Discuss the following questions.

1. Who do you communicate with every day? Do you communicate well with them? Why/Why not?

2. What forms of spoken and written communication do you like using? Why?
3. What problems can people have with the different forms of communication?
4. How do you think those problems can be solved?
5. When did you last have a communication problem? Who was it with? What happened?
6. Who is the best communicator you know? Why?

Ex. 4 ~ Complete the sentences on the right with the words in the box. Which of the points do you agree/disagree with? Is there anything else you would add?

What makes a good communicator?	
appearance **charisma** **cultures** **digressions** **eye** **humor** **language** **listener** **nerves** **pace** **rambler** **vocabulary**	*A good communicator is someone who*: 1. is a good …… and shows interest in other people; 2. has an awareness of body ……; 3. is not a …… and doesn't get easily sidetracked; 4. doesn't suffer from …… and is relaxed when meeting new people; 5. is sensitive to people from other ……; 6. has an extensive ……; 7. has a good sense of ……; 8. has an attractive …… and is well dressed; 9. maintains …… contact with the listener(s); 10. speaks at a reasonable …… - not too fast and not too slow; 11. has …… and can hold the attention of the listener(s); 12. keeps to the point and doesn't have a lot of long ……;

Ex. 5 ~ Which of these words apply to good communicators and which apply to bad communicators? Add 2 adjectives of your own to the list.

articulate	*responsive*	*rambling*
focused	*eloquent*	*vague*
reserved	*inhibited*	*succinct*
coherent	*sensitive*	*fluent*
hesitant	*extrovert*	*persuasive*

Ex. 6 ~ Listen to seven people talking about what makes a good communicator. Match the person with the main point they make.

They ...

a. listen carefully.
b. don't ramble.
c. clarify difficult expressions
d. don't digress too often.
e. don't confuse listeners.
f. explain clearly.
g. don't interrupt.

Ex. 7 ~ Discuss the following questions with a partner.

1. How do you feel/react when someone interrupts you?
2. What do you do when someone isn't paying attention to you?
3. How do you deal with someone who is rambling?
4. What techniques do you use to explain complicated things?
5. Is it always bad to digress when talking?

Ex. 8 ~ Match the idioms with their definitions, find Russian equivalents and make your own questions using these idioms and to ask your partner.

1. be driving at sth 2. be on the same wavelength 3. have a quick word with someone 4. get straight to the point 5. think before you speak 6. get one's message across 7. drop / throw the hint 8. get someone wrong 9. hear it on the grapevine	a) talk about the most important thing immediately b) share similar ideas c) hear about a rumor passed from one person to another d) communicate what you want to say e) talk briefly to someone f) to misunderstand someone g) say sth without getting straight to the point h) don't start talking until you have thought about what you want to say i) to imply, to mean sth

Ex. 9 ~ In pairs, answer the following questions.

1. Does it irritate you when people do not get straight to the point?
2. When was the last time you felt you were really on the same wavelength as someone else?
3. Dou you always follow the rule "think before you speak"?
4. What have you heard on the grapevine recently?

Ex. 10 ~ In groups, talk about current trends in communication. Think about:

reading
texting
the Internet
audiobooks
telephoning
writing letters
writing emails
using libraries
e-books
social networks

Ex. 11 ~ Do you agree with the following statements?

1. Women talk far more than men.
2. Men talk about sport. Women talk about their feelings.
3. Women and men communicate differently.

Ex. 12 ~ Make a list of differences between men's and women's communication styles.

Ex. 13 ~ Listen to an introduction to a radio programme about *Deborah Tannen*. Say what she is famous for.

Ex. 14 ~ Complete the extract from *D. Tannen's* book using the words and phrases given. What is according to the author the main difference between men's and women's communication styles.

stereotype
rapport
verbal
status
approached
silence
contradictory
negotiating
the life of the party
talkative
gestured
independence
observation

I was sitting in a suburban living room, speaking to a women's group that had invited men to join them for the occasion of my talk about communication between women and men. During the discussion, one man was particularly (1) ..... , full of lengthy comments and explanations. When I made the (2)..... that

women often complain that their husbands don't talk to them enough, this man volunteered that he heartily agreed.

He (3)..... toward his wife, who had sat silently beside him on the couch throughout the evening, and said, "She's the talker in our family."

Everyone in the room burst into laughter. The man looked puzzled and hurt. "It's true," he explained.

"When I come home from work, I usually have nothing to say, but she never runs out. If it weren't for her, we'd spend the whole evening in (4)..... " Another woman expressed a similar paradox about her husband: "When we go out, he's (5)..... If I happen to be in another room, I can always hear his voice above the others. But when we're home, he doesn't have that much to say. I do most of the talking."

Who talks more, women or men? According to the (6)..... women talk too much.

… Yet study after study finds that it is men who talk more - at meetings, in mixed-group discussions, and in classrooms where girls or young women sit next to boys or young men. For example, communications researchers Barbara and Gene Eakins tape-recorded and studied seven university faculty meetings. They found that, with one exception, men spoke more often and, without exception, spoke for a longer time. …

Who talks more, then, women or men? The seemingly (7)..... evidence is reconciled by the difference between what I call public and private speaking. More men feel comfortable doing "public speaking," while more women feel comfortable doing "private" speaking. Another way of capturing these differences is by using the terms report-talk and rapport-talk. For most women, the language of conversation is primarily a language of rapport: a way of establishing connections and (8)..... relationships. Emphasis is placed on displaying similarities and matching experiences. From childhood, girls criticize peers who try to stand out or appear better than others. People feel their closest connections at home, or in settings where they feel at home--with one or a few people they feel close to and comfortable with--in other words, during private speaking.

But even the most public situations can be approached like private speaking. For most men, talk is primarily a means to preserve (9)..... and negotiate and maintain (10)..... in a hierarchical social order. This is done by exhibiting knowledge and skill, and by holding center stage through (11)..... performance such as storytelling, joking, or imparting information. From childhood, men learn to use talking as a way to get and keep attention. So they are more comfortable speaking in larger groups made up of people they know less well--in the broadest sense, "public speaking." But even the most private situations can be (12)..... like public speaking, more like giving a report than establishing (13) ..... .

Ex. 15 ~ Complete each sentence with one of the words or phrases given.

politically correct	*impact*	*body language*
national stereotype	*social*	*communicate*
trait	*breeds*	*arrogance*
reserved	*commitments*	*assertiveness*
image	*superior*	

1. Whenever foreign visitors come into Mrs. Jones's shop she can't help judging then according to …… .
2. A successful businessman has learnt how to project a positive …… .
3. …… training can be a useful asset to people whose self-esteem is low or who are reluctant to speak up for themselves.
4. Maxim is very quiet, very …… .You never know what's going on in his mind.
5. There was a …… in his personality that encouraged people to trust him.
6. Some very …… parents won't let their children play with toy guns.

7. …… exclusion" seems to be the latest euphemism for poverty.
8. He could …… a feeling of intense excitement to his audience.
9. One of the most powerful forms of nonverbal communication is …… .
10. Ignorance only …… fear and contempt of the unknown.
11. I can't get engaged with this job right now as I have other …… .
12. His …… and unwillingness to learn from others prevent him from being an effective member of the team.
13. Internet shopping has begun to have a serious …… on the traditional bookshops.
14. He loves making fun of women. It makes him feel …… .