

We h	have t	two ears	and o	one	mouth	so	that	we	can	listen	twice	as	much	as	we s	spea	k
------	--------	----------	-------	-----	-------	----	------	----	-----	--------	-------	----	------	----	------	------	---

- Epictetus, a Greek philosopher

1.	Discuss	the o	uestions.
----	----------------	-------	-----------

- What does the quote mean? Do you agree with it?
- When we communicate, what is more important: listening or talking?
- What are the qualities of a good communicator?
- What problems might occur when communicating with someone?
- 2. Complete the table with words that go with these verbs. Some words can be matched to more than one verb.

feedback thoughts ideas confusion meaning misunderstanding miscommunication message animosity

receive	share	grasp
	Indonesia (lead to
prevent	interpret	lead to

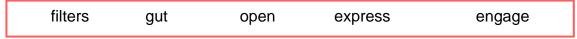
- 3. Fill in the sentences with the correct form of the verbs from the table above and then discuss these points.
 - Asking people questions usually miscommunication.
 - One of the most common reasons that misunderstandings is the use of complicated sentence structures.
 - It only makes sense to positive feedback as it keeps everyone happy.
 - People with various knowledge, experience and cultural backgrounds
 messages in a different way.





- 4. Watch the first part of a <u>video</u> (to 3:10) titled "How miscommunication happens (and how to avoid it)" and choose correct answers.
 - 1) The transmission model:
 - A. means that communication is a one-way process
 - B. involves communicating complex concepts
 - C. includes feedback from the other person
 - 2) In the transactional model:
 - A. there is no exchange of information
 - B. just one person assigns meaning
 - C. people give and receive feedback
 - 3) Perceptual filters....
 - A. improve communication by adding extra information
 - B. limit the number of messages we receive
 - C. change meanings and interpretation of messages we receive





#1: actively with the verbal and nonverbal feedback of others, and adjust your message to facilitate greater understanding.

#3: In the rush to ourselves, it's easy to forget that communication is a two-way street. Be to what the other person might say.

#4: Be aware of your personal perceptual Elements of your experience, including your culture, community, and family, influence how you see the world.

- 6. Watch the second part of the <u>video</u> (from 3:10) and check your answers in the previous exercise.
- 7. Discuss the rules above. What do they mean? How easy do you think it is to follow these rules?





8. Discuss the questions.

- Do you think that people tend to use too many words to communicate their ideas?
- What can we do to be better communicators?
- In what kinds of situations do you have to ask someone to rephrase what they've said?

9. Match phrases to correct categories.

- In other words, ...
- I don't quite follow....
- Can you elaborate on that?
- I don't fully understand...
- Could you be more specific?
- I didn't catch that.
- Could you repeat?
- To put it another way...
- Just to be clear, you're suggesting that...

- To be more specific....
- Can you say that again?
- I don't get it...
- Would you mind speaking more slowly?
- So, you're saying that...
- If I understand you correctly...
- Correct me if I'm wrong, but you're saying that...
- Let me clarify that...

You want someone to clarify	You didn't hear something
what they've said	
You want to explain/clarify something	You want to check if you understand what
You want to explain/clarify something you've already said	You want to check if you understand what someone has just said





10. What would you say in these situations? Use the expressions from the

table on the previous page to complete these dialogues. a) A: First, you need to know the nuts and bolts of running a business. B: A: It means that you need to know at least basic details about running a business. b) A: I'm going to finish this task soon. B: Everyone's waiting for you. A: Yeah, I'll finish by Friday. c) A: If you want to add a new vendor to the system, you have to click this button and type the vendor's details. B: That's it? I'm not sure if I know what to do. A: Ok, so you click this button and type your vendor's details. Remember that all fields should be filled in. Then, you click 'accept' in the top right corner. After a second, you'll see the information on your screen whether your form has been completed correctly or not. If not, you need to repeat the process. d) A: So, I asked her if she knows... and how about ... But she... B: I'm sorry, but I've just switched off. e) A: He wasn't really honest with us. B: A: Yes, he was a liar. f) A: Your name, please. B: Jane Kowalski. K - O - W - A - L - S - K - I. A: Sorry, Would you mind speaking more slowly? g) A: You should present the product, talk about all its advantages, give them the price and make sure they buy it. B: If I understand you correctly, I just need to sell it.

A: Yeah,, just sell it.

