

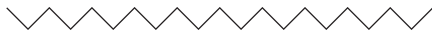
UNIT 1



COMMUNICATION



Target Outcomes



After studying this unit, you are expected to achieve the following outcomes:

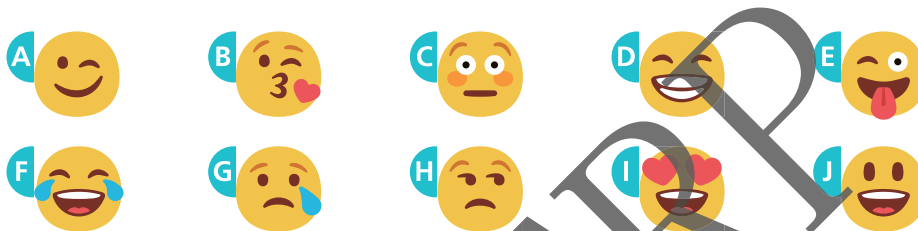
- Make a mini speech with a group of words and expressions on communication;
- Make sentences with the useful words and phrases from the passages about communication;
- Answer the questions about the main idea and write summaries of the passages about communication;
- Write an essay of 250-300 words about communication;
- Make a group presentation to report an interview with foreigners.



PART I WARMING-UP

Task 1 Find some bilingual expressions on communication and learn to appreciate them. You can refer to Appendix 1.

Task 2 Emojis are ideograms and smileys used in electronic messages and web pages. If you have a smartphone, emojis are now available to you as an optional written language. Match the following emojis with their meanings. Then fill in the blanks with the words or expressions provided to complete the meanings of other emojis and change their forms if necessary.



- 1 Smiling face with an open mouth _____
- 2 Winking face _____
- 3 Smiling face with heart-shaped eyes _____
- 4 Face throwing a kiss _____
- 5 Face with a stuck-out tongue and a winking eye _____
- 6 Flushed face _____
- 7 Grinning face with smiling eyes _____
- 8 Unamused face _____
- 9 Crying face _____
- 10 Face with tears of joy _____


11 _____ face 12 Smiling face with an open mouth and _____

13 Face _____ in fear 14 Loudly _____ face

15 Face savoring _____ food 16 Face with a(n) _____

- angry
- medical mask
- scream
- cry
- cold sweat
- delicious

PART II LISTENING & SPEAKING

 **Task 1** You will hear six dialogs between Speaker A and Speaker B. After you hear each dialog, write down exactly what Speaker B has said.



Speaker A: What skill do you think is a must for college students?

Speaker B: The communication skill is a vital skill that college students should master.

Dialog 1

Speaker A: What are appropriate conversation starters for new acquaintances?

Speaker B: _____

Dialog 2

Speaker A: How do you build a rapport with your colleagues, Jack?

Speaker B: _____

Dialog 3

Speaker A: My roommate always uses my things without asking for permission. I'm really upset.

Speaker B: _____

Dialog 4

Speaker A: Do you believe animals can communicate with people?

Speaker B: _____

Dialog 5


Speaker A: What will cause cultural barriers in intercultural communication?

Speaker B: _____

Dialog 6

Speaker A: Why is listening important for effective communication?

Speaker B: _____

 **Task 2** You will hear a dialog between Andy and Jessie about the cultural differences between China and America in terms of communication. The dialog will be played twice. Fill in the blanks based on what you hear.



- The most impressive cultural difference Jessie mentioned is classroom (1) _____.
- Chinese students are more (2) _____ to their teachers during the class.
- Americans prefer a(n) (3) _____ communication style.
- (4) _____ are also different when Chinese and Americans call other people.
- Jessie recommends Andy to (5) _____ communication across culture by reading books and watching films.



Task 3 You will hear Linda talking about the impact of technology on effective communication. Complete the notes by filling in the blanks.



- The impact of technology on effective communication
- Most people (1) _____ with others digitally rather than in person today. A survey shows that about (2) _____ of millennials prefer digital communication to face-to-face one.
- Technology has (3) _____ today's interpersonal communication to some extent.
- It's vital to (4) _____ between digital communication and real-world communication.
- Leave your phone behind. When it's out of sight, it's (5) _____.

Task 4 Make a mini speech with any one of the groups of words and expressions in the box. The demo that follows is based on Group 1.

Group 1: purpose, communication, survive, relationship, social need

Group 2: presentation, clear idea, confident, interact, body language

Group 3: conflict, misunderstanding, patience, mitigate, benefit

Group 4: communication skill, completeness, conciseness, clarity, courtesy

Demo

The purposes of communication, generally speaking, are as follows. To begin with, we communicate to survive. For instance, we need to communicate with others in order to get help. We also communicate to form and maintain relationships. For example, when we want to clear up misunderstandings with our friends, we need to communicate with them. Besides, we communicate to satisfy our social needs. It's undeniable that the normal function of society relies on effective communication.

① Facing public speaking fear: my story

① Do you have public speaking fear? If yes, share one of your experiences in class.

② “Not that...but...” is the simplified version of “it is not that...but that...”, often used to explain causes or reasons for doing something. Make a sentence with each of the structures.

③ We use “possible” with superlative adjectives to emphasize that something has more or less of a quality than anything else of its kind, such as *the best/clearest possible*. Make a sentence with each of the examples.

④ What is your dream job? Why?

⑤ Search for information about similar organizations around you and make a brief introduction in class.

⑥ “Put sth forward” usually means “to suggest a plan, proposal, etc. for other people to consider or discuss”. What does it mean in this sentence?

⑦ What do you experience when speaking in public?

⑧ “Run over sth” here means “to read through or practice something quickly”. For example, *She ran over her notes before giving the lecture*. Find five more phrases with “run” and make a sentence with each.

1 For the first twenty years of my life, I had avoided public speaking wherever physically possible. There were “those who could” and then there was me. ② Not that I was particularly shy, but public speaking never seemed to be the sort of thing I would do. I’d seen opportunities pass me by at school and then university, just because I didn’t want to stand in the spotlight.

2 Public speaking was my ③ biggest possible fear. And then I was offered the chance to stand for elections to my ④ dream job—a position on ⑤ an international volunteer team which I was completely in love with. The job would mean huge amounts of travel, responsibility and massive learning opportunities, all at a young age. I really wanted that job.

3 The problem was that, to get the job, I had to go through a grueling selection process, which included a series of short speeches to 200 people. It should have been a no go. But something happened.

4 I realized I wanted the dream job more than I wanted my fear of public speaking. So, full of nerves and excitement, I ⑥ put my name forward. And before I knew it, I was standing outside a room of 200 people, waiting to go in and deliver the talk of my life.

5 You can imagine how I was feeling, right? ⑦ Sweaty palms, wobbly knees, everything felt awkward. I was ⑧ running over my opening lines in my head, but in all honesty, I wasn’t sure whether any words would come out at all. And all I could think about was the previous year, when a friend of mine had been through the same process. I was in the audience watching him as he strode to the front of the room. He



Task 1 Read the passage and finish the exercises.



Note

Part III is the demo for Part IV. Go through the tasks under the guidance of the teacher and finish the tasks of Part IV on your own.

^⑨ looked the part. Smart, confident and ready for action.

6 “Good morning, ladies and gentlemen,” he said, “I’m really excited to be here and...” Silence. Nothing. He choked. His speech stopped there. And of course he didn’t get the job, directly as a result of his public speaking. Gulp. So there I was outside the room, thinking “Don’t choke, don’t choke, don’t choke.” Soon it was my turn. The door swung open and I found that my body was walking me through the crowd to the stage. And... I started speaking. The lines came out! ^⑩ Let’s not pretend that this was some kind of Hollywood moment, where I wowed the audience as fireworks exploded behind me. Let’s not pretend that it was a standing-ovation-worthy speech, or that I was even all that good.

7 The important thing was that I did it. I got through it. And in getting through it, I got through my biggest possible fear. And you know what that felt like? EXHILARATING! As soon as I had done that, I was free!

8 ^⑪ If I could overcome my biggest possible fear, what else could I do? Of course, it didn’t stop there. It’s that experience that has propelled me into helping others overcome their fear of public speaking. If I can do it, so can anyone. We just have to find ^⑫ the thing in life that we want more than the fear itself. That’s what spurs us to step beyond our fear.

9 And by the way, yes, I got the job.

^⑨ “Look the part” means “to seem impressive; to dress or behave in the way that is characteristic of a particular kind of person”. For example, *You look the part in your smart suit, so he is half ready to believe you as soon as you meet.* Just as a well-designed website and an office dress code can help businesses look the part, what do you think can help a public speaker look the part?

^⑩ “Hollywood moment” is an English idiom, meaning “a highly dramatic act or moment, as might happen in a film”. Translate the underlined sentences into Chinese.

^⑪ What did the author do after his successful speech? What’s his suggestion as to how to overcome public speaking fear?

^⑫ Do you have “the thing” that is able to beat your biggest possible fear? What is it?



Task 2 The new words and phrases from the passage are given below. Look them up in the dictionary and write them down following the example.

not that	pass sb by	spotlight	massive	grueling
no go	put sth forward	palm	wobbly	run over
in all honesty	stride	gulp	wow	standing ovation
propel	spur			

Example not that
 which is not to say or suppose that 并不是说
 e.g. 1) Not that I'm not willing to go with you, but I'm busy now.
 2) Not that I don't like the car, but I think it's too expensive.

Task 3 Write the main idea for each of the following parts. That of Part I has been done for you.

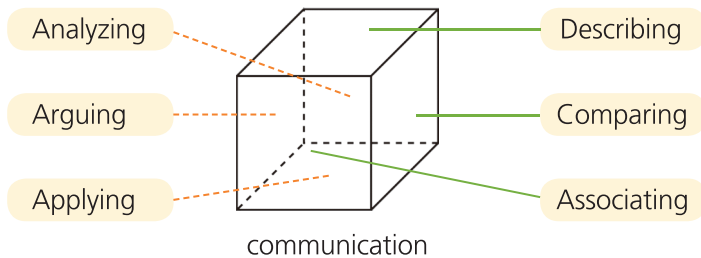
Part	Main idea
I. Paragraph 1	I had been in fear of public speaking for the first twenty years.
II. Paragraphs 2-3	
III. Paragraphs 4-9	

Task 4 Complete the following summary.

I had been in fear of public speaking for the first twenty years. It was not something I would do. Then, I got a chance _____
 _____. I longed for the job, so _____
 _____, though I was feeling _____.
 With _____ opening lines, I got through the speech. I overcame
 _____. This experience _____
 _____.

Task 5 With the help of the teacher, follow the steps about how to write an essay on communication.

Step 1 Narrow down the topic through "cubing" to an interesting and manageable one.



Cubing is effective to generate ideas. Imagine a six-sided cube and roll your subject around the cube and write the answers to the questions that follow. Write whatever comes into your mind; don't concern yourself with the "correctness" of what you write.

a. Describing	What is communication? Can you introduce some successful communication experiences?...
b. Comparing	Are you good at communication? Can you compare effective communication and ineffective communication?...
c. Associating	Have you ever been the victim of someone else's anger as a result of their misunderstandings? What caused the misunderstandings?...
d. Analyzing	Do people pay attention to the importance of communication? Can you analyze why communication is important to human life?...
e. Arguing	What method of communication allows you to learn more about another person: WeChat's Moments or face-to-face conversation?...
f. Applying	What effective interpersonal skills are worth mastering? How can you improve communication skills in a digital world?...

Step 2 Draw up an outline of the essay and improve it.

Sample:

Title: Communication is important to human life

Thesis statement: Communication helps to spread knowledge and form relationships between people.

Introduction: Communication is a process of sending and receiving information among people. Humans communicate with others not only by direct face-to-face conversation, but also by giving information indirectly via the Internet and printed products such as books and newspapers.

Body: ① For one thing, communication helps people to spread knowledge and information.

② For another, _____ (*What else do you want to say about the importance of communication?*)

Ending: To sum up, communication plays an important role in human life. We should learn how to communicate effectively to make our lives better, especially in the digital age.

Step 3 Draft the essay and revise it.

Example

- ① Parallel structure error
Correction: relationships
→ form relationships
- ② Run-on sentence
Correction: companies
→ and companies
- ③ Unnecessary verb
Correction: it is → it

Communication is important to human life

Communication is a process of sending and receiving information among people. Humans communicate with others not only by direct face-to-face conversation, but also by giving information indirectly via the Internet and printed products such as books and newspapers. As one of the most important assets we have as human beings, communication helps to spread knowledge and ^①relationships between people.

For one thing, communication helps people to spread knowledge and information. For example, authors write books to share their insights with the world, and teachers impart knowledge to their students. Friends or relatives discuss their ideas with each other, ^②companies exchange information with their subsidiaries and customers. Nowadays, the Internet not only allows people to have better access to knowledge and information in all fields, but also makes ^③it easier and faster to contact people around the world. Undoubtedly, the sharing of knowledge and information cannot function without communication. And thanks to the Internet, it becomes much simpler for people to exchange ideas through communication today.

- ④ Run-on sentence
Correction: _____
- ⑤ Parallel structure error
Correction: _____
- ⑥ Unnecessary verb
Correction: _____

For another, communication is the foundation of all human relationships. Simply speaking, strangers need to start talking to get to know each other. Communication helps people to express their ideas, ^④it also helps people to understand the thoughts of others. Consequently, we will develop affection or hatred toward other people, and positive or negative relationships will be created. Therefore, communication acts as a connector that has the ability to strengthen bonds or ^⑤issues.

To sum up, communication plays an important role in human life. It not only helps to facilitate the sharing of knowledge and information, but also helps people to develop relationships with others. Every day, we communicate with a lot of people including families, friends, colleagues, or even strangers. We should learn how to communicate effectively to make our lives ^⑥live better, especially in the digital age.

Step 4 Write the final version.

Sample:

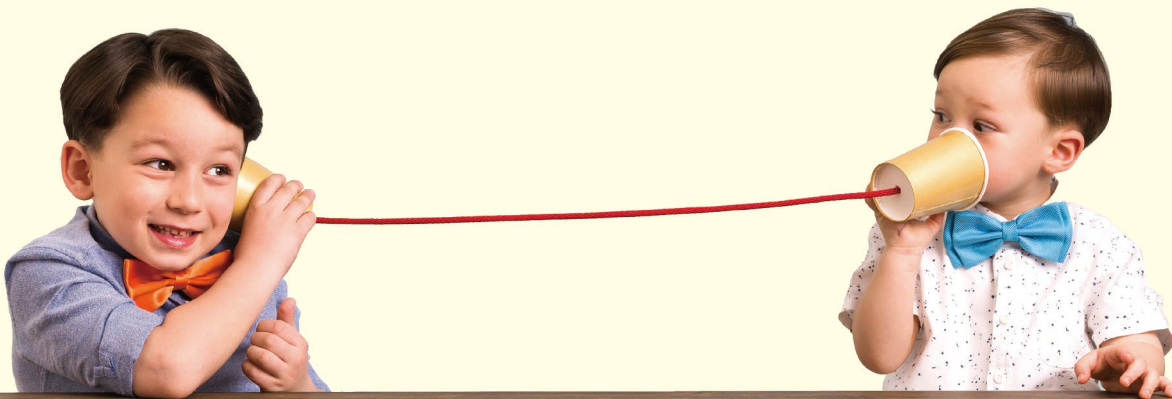
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To sum up, communication plays an important role in human life. It not only helps to facilitate the sharing of knowledge and information, but also helps people to develop relationships with others. Every day, we communicate with a lot of people including families, friends, colleagues, or even strangers. We should learn how to communicate effectively to make our lives better, especially in the digital age.





How to communicate effectively

A Find two difficult sentences in the passage. Write them down in the Workbook and translate them into Chinese.

B According to the author, what is effective communication?

C When “only” begins a sentence and is followed by an adverbial or adverbial clause which typically expresses time, place, or manner, the sentence should be partly inverted. Find two sentences with this structure from the passage.

1 Effective communication is the most important skill in life. But it’s a two-part skill. The first is the ability to clearly articulate our own thoughts and feelings. The second (and more difficult) part is the ability to listen while others do the same. According to some experts, about 50 percent of what is said in the workplace is not what is actually heard.

2 While most of us learned to talk at a young age, very few of us received any actual training in listening. Most of the time we’re too busy formulating our own thoughts and opinions, waiting impatiently for our turn to speak. As a result, there is no real connection happening, only two competing monologs. But really listening to someone, with the whole of our being, can be transformational. It’s also one of the greatest gifts we can give to another person.

3 What are some of the ways in which we can better learn to do this?

4 Firstly, stop talking. It is impossible to talk and listen well at the same time. Give the other person space and permission to speak without fear of interruption, and we’ll be amazed at what we’ll hear. In ancient tribal culture, people passed around the peace pipe or conch shell to whoever had the floor. And only when the pipe was passed did someone else get to speak. Only by giving the other person uninterrupted airtime can we invite the possibility of a real dialog.

5 Secondly, ask good questions. What people say and what they mean



Task 1 Read the passage and finish the exercises.



are often two very different things. Leaving aside gender, cultural and language differences, there are many obstacles to good communication. It can be hard for two people from the same family to understand each other, never mind different countries! The key to uncovering the meaning behind the words is to remain curious and ask the right questions, such as “I want to be sure I’m understanding you. Can you tell me more about that? Can you describe how you’re feeling?” “What do you want most right now?” We might also try reflecting back what is being said: “So what I’m hearing you say is... Would it be fair to say that...?” When we are able to reflect back the cognitive content of what is being said, we crystallize the message and make space for better understanding.

- 6 Thirdly, suspend all judgments. Most of us listen through a very selective hearing filter, based on our own experiences, bias and frame of reference. Our mind is like a busy computer, constantly evaluating what we hear, and looking for cues, openings, and connections that bring the conversation back to us. But truly empathetic listening requires that we abandon that filter in order to fully understand another’s perspective. And this is why it’s so powerful. When we can walk a mile or two in the other person’s moccasins, we begin to see and hear things through another filter. This doesn’t mean that we have to agree with that person. We are just no longer listening to evaluate or judge. We are listening to understand.
- 7 Some of these techniques seem clunky, remedial and time-consuming. But the cost of poor communication—in terms of confusion, low morale, lack of productivity, cynicism, and general apathy—is infinitely greater than the time it would take to foster a better dialog.
- 8 Now more than ever, it seems we need good communication skills if we are to solve our many problems. Even if nothing gets resolved, we will still have the benefit of understanding one another better. And when we understand one another better, we at least leave the door open to the possibility of creative solutions.

D “Walk in the other person’s moccasins” means “to see or hear things in the other person’s situation or position”. Find more phrases with this meaning.

E What suggestions does the author give to improve our ability to listen completely? Why?

F What obstacles to good communication are mentioned in the passage? List some other obstacles.

Task 2 The new words and phrases from the passage are given below. Follow the example in Task 2 on Page 8 and complete the task.

articulate	formulate	monolog	transformational	pass sth around
conch	have the floor	airtime	cognitive	crystallize
make space for		suspend	selective	filter
bias	frame	empathetic	moccasin	clunky
remedial	time-consuming		morale	productivity
cynicism	apathy	infinitely	foster	resolve

Task 3 Write the main idea for each of the following parts. That of Part I has been done for you.

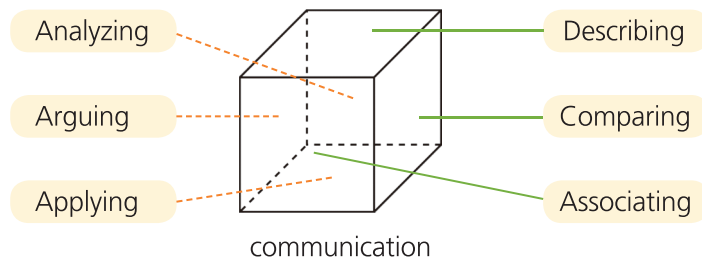
Part	Main idea
I. Paragraphs 1-2	Effective communication is a two-part skill in which listening to others is more difficult.
II. Paragraphs 3-6	
III. Paragraphs 7-8	

Task 4 Complete the following summary.

- Effective communication is a two-part skill in which listening to others is more difficult. _____
- _____
- _____
- _____
- _____
- _____

Task 5 Write an essay on communication. Choose an interesting title for your essay and write 250-300 words.

Step 1 Narrow down the topic through “cubing” to an interesting and manageable one.



Step 2 Draw up an outline of the essay you are going to write. Discuss it with your classmates and improve it.

Step 3 Draft your essay and revise it.

Step 4 Write the final version of your essay.

FLTRP



Task 1 Read the passage and look up the new words and phrases in the dictionary.



What's your body language saying?

- 1 At work or in a job interview, you probably think a lot about what you're going to say, and how you're going to say it. But some of the important information is conveyed through your body language—not your words.
- 2 Think about it: how often do you look at the way people are dressed, the way they're walking, or the confidence or awkwardness of their interactions, and make assumptions about who they are? Right or wrong, accurate or incorrect, we assume and we assign. And people do the same with us!
- 3 Those assumptions may not have a direct impact on your life as you're walking down the street, but in the workplace, how others perceive you is extremely important to your success. So, how can you make sure you're coming across as professional, confident, and engaged? How can you make sure your body is sending the right message?
- 4 Body language is often subtle, so pay attention to the details!
- 5 Oftentimes, your handshake is one of the first ways you'll be evaluated. To make it a firm-but-relaxed greeting that conveys confidence and capability, first, make eye contact and smile, which both show that you're confident, friendly, and relaxed. Then, extend your hand for a firm and brief handshake. And make sure you maintain eye contact the entire time! This isn't necessarily as easy as it sounds. If you're about to hit the interview circuit and there will be a lot of handshakes

in your future, consider practicing with a friend.

- 6 Having proper posture is good for your back, but it's also good for business. Whether you're seated or standing, your posture can say that you're interested and engaged—or exactly the opposite. When you're seated in a meeting or an interview, sit in the way that your back doesn't touch the back of the chair. This prevents slouching and giving the impression that you're too comfortable. When you're standing, put your shoulders back, have your hands at your sides, and keep both feet on the floor, and your weight will be evenly distributed between both legs. And be still—fidgeting or shifting conveys that you're nervous or anxious, but try to avoid stiff posture.
- 7 And you should mind your mannerisms. Of course, it can be awkward to sit, stand, or talk and not know what to do with your arms and hands. People often solve this by crossing their arms in front of their bodies or by fidgeting, tapping their fingers, or twirling their hair. But the best and most professional stance is to keep your arms right at your sides. If you feel uncomfortable with this, make sure you have something to hold, like a notepad or file. Don't stick your hands in your pockets, which can convey reluctance or cautiousness.
- 8 Your mannerisms should be small and intentional, and never a distraction to what your mouth is saying. Using too much movement when you talk may give the impression that you're emotional or unsure of what you're saying, and motions like pointing at someone, even if your voice is friendly, can be misinterpreted as anger, an ultimatum, or an accusation.
- 9 Besides, your facial expressions, like raising your eyebrows, breaking into a smile, or furrowing your brows, can speak volumes about your thoughts and emotions. A small, calm smile will always make you appear neutral, friendly, and approachable, and nodding and raising your eyebrows show that you agree.
- 10 Whether or not you're doing any talking, your body language will make some strong statements for you. And it's all in the details. So pay just as much attention to what you're doing as what you're saying, and you can be sure you send exactly the message you mean to.

Task 2 Tell whether the following statements are true (T) or false (F) or not mentioned (UN) according to the passage.

- 1 We convey some information through body language besides our words.
- 2 Stiff posture is considered appropriate when you are having an interview.
- 3 To feel confident when having an interview, you'd better speak in a clear voice.
- 4 It is advisable that you hold a notebook or file if you feel uneasy.
- 5 When you speak, you can walk here and there so as to attract listeners' attention.
- 6 According to the passage, body language includes raising eyebrows, handshakes, posture, smiling, and the words you say.



Task 1 Read the passage and look up the new words and phrases in the dictionary.



Interview body language tips

“Actions speak louder than words.” This is very true in case of a job interview. Whether you go for an interview as a new graduate or attend a panel interview for a CEO’s post, nonverbal communication is as important as verbal communication. A few body language tips will help you in your job interview.

Do’s

- 1. Carry one item only**
A combination of bags, briefcases and a big coat makes you seem disorganized.
- 2. Have a firm handshake**
A firm handshake depicts confidence. A “dead fish” handshake leaves a negative impact on the interviewer. And remember it’s a handshake, not a hand “squeeze”, so your movement should be up and down, not an increase in pressure.
- 3. Maintain good eye contact**
Avoid staring at the interviewer. If there are many people on the interview panel, face each one of them while answering their respective questions.
- 4. Maintain a straight posture**
Make sure that you sit up straight, no slouching or hunching. Not only does sitting up straight convey confidence, studies have shown that it will also make you feel more like a leader.
- 5. Smile whenever necessary**
A smile can lower the stress and make you relaxed. Maintain a smile whenever necessary and refrain from overdoing it.

Don’ts

- 1. Purse your lips**
It makes you look like you are holding something back.
- 2. Touch your hair or face**
Fidgeting with your hair or rubbing your nose, head or neck makes you look dishonest, impatient or nervous.
- 3. Cross your arms**
It comes off as defensive or uninterested.
- 4. Overuse hand gestures**
It distracts the interviewer from what you are saying.
- 5. Nod to everything**
Too much nodding gives an impression that you are hardly listening or that you are trying too hard to please.



Task 2 Tick the wrong body language in an interview according to the tips.

- 1 Keep using hand gestures to show your enthusiasm.
- 2 Face the interview panel member who asks you questions while answering them.
- 3 Smile properly and avoid keeping grinning.
- 4 Cross your arms and stare at the interviewer if you are interested.

Task 3 Answer the following questions.

- 1 What should be avoided when you shake hands with the interviewer?
- 2 What impression may it leave if you keep touching your hair during the interview?
- 3 How many items should you carry in an interview? Why?
- 4 What body language may cause the interviewer to think you are uninterested?
- 5 Is body language important in an interview? Can you give some examples from your own experiences?

FLTRP

PART VII PROJECT

Task Work in groups. Have an interview with at least three foreigners on the topic you are interested in.

Step 1 Prepare for the interview.

Have a group discussion and complete the following list for the interview.

My topic

Interview questions:

When:
Where:
Who:
Possible difficulties in communication:

Solutions:

FLTRP

Step 2 Have an interview.

Have an interview with at least three foreigners on the topic you have chosen. Take notes during the interview.

Step 3 Make a summary of the interview.

The summary may include the following aspects:

- 1 your interview findings on the topic
- 2 your feelings of communicating with the foreigners, including the difficulties and solutions

Step 4 Give a group presentation in class to report your summary of the interview.

Step 5 Make assessments of other groups' presentations. The following form is for your reference.

Peer assessment form

Group assessed: _____

Assessor: _____

	Criteria and weight	Individual score	Total score
Assessment	Content (20%)		
	Structure and cohesion (20%)		
	Use of visual aids (10%)		
	Delivery (10%)		
	Language (10%)		
	Nonverbal language (10%)		
	Teamwork (20%)		
Comments	Merits:		
	Problems:		
	Suggestions:		