

# 1 UNIT

# Communication




## Learning Objectives

- To be able to describe your way of communicating
- To be able to understand the mystery of miscommunication
- To be able to use inverted sentences
- To be able to write a business card
- To be able to use the proper communication skills

# WARMING UP

Do you think you have effective communication skills?  
Tick your answers to the following quiz to identify your communication strengths and weaknesses.

- 
- 1 I maintain eye contact with the person I'm talking with.
  - 2 I treat others respectfully even when I strongly disagree or am upset with them.
  - 3 I try to avoid participating in or spreading gossip.
  - 4 I can read other people's moods by watching their body language and facial expressions.
  - 5 I show I'm engaged in a conversation by asking meaningful questions and giving positive feedback.

	A	O	S	N
1				
2				
3				
4				
5				

Scores:

**A** (Always) = 3

**O** (Often) = 2

**S** (Sometimes) = 1

**N** (Never) = 0

**Total score:** \_\_\_\_\_

The higher score you get, the better your communication skills are.

# LISTENING & SPEAKING

## 1 Listen to the dialogs and complete the sentences with the missing words.

1 A: Sam, do you know why young people prefer online communication?  
B: They think it is more convenient because \_\_\_\_\_.

2 A: What is the distinct benefit of face-to-face communication?  
B: Well, through an interactive conversation, \_\_\_\_\_.

3 A: What is your idea of achieving effective communication, Jessie?  
B: To begin with, we need to \_\_\_\_\_.

4 A: Tim, can you explain what nonverbal communication is?  
B: OK. No problem. It is transferring information \_\_\_\_\_.

5 A: How do you feel after a good conversation with your loved ones, Laura?  
B: I always feel \_\_\_\_\_.

## 2 Follow the instructions and complete the tasks.

### STEP 1

#### Listen to the conversation and fill in the blanks.

Anna: Hi, Eric. I have noticed that you are busy with your smartphone these days.

Eric: Yes, I enjoy chatting with friends online. The social media app WeChat helps us get 1 \_\_\_\_\_ with lots of people.

Anna: It is indeed fascinating. Everything is just a(n) 2 \_\_\_\_\_ away. Distance doesn't matter anymore.

Eric: Yes. Besides, I can post photos in "Moments", so that my friends know what I'm doing 3 \_\_\_\_\_.

Anna: Well, I have also noticed that you spend less time with us now. You do not come to the club and play tennis with us as much as you used to.

Eric: If I can have a good time with friends while lying in my cozy bed, why bother to go out?

Anna: That is what worries me. Communication in the digital world can bring us a lot of convenience, but it can also damage the quality of 4 \_\_\_\_\_.

Eric: That isn't true.

Anna: I am not joking. The more you connect online, the more you will feel 5 \_\_\_\_\_ in the real world. And could you please put down the phone when I'm talking with you? I am having the feeling that whatever you see on the screen is more important than me.

Eric: Sorry, Anna. But I have just one more message to send.

### STEP 2

#### Listen to the conversation again and check your answers. Role-play the conversation with your partner.

## Words & Expressions

**cozy** /'kouzi/ *adj.* 小而温暖舒适的

**distinct** /di'stɪŋkt/ *adj.* 确实的

**distress** /di'stres/ *n.* 忧虑

**fascinating** /'fæsəneɪtɪŋ/ *adj.* 非常有趣的

**fruitful** /'fru:tʃəl/ *adj.* 富有成效的

**interactive** /,ɪntər'æktɪv/ *adj.* 相互交流的

**introverted** /'ɪntrəvɜ:rtɪd/ *adj.* 性格内向的

**a click away** 一键之遥

**bother to do sth** 费心做某事

**small talk** 闲聊

### 3 Follow the instructions and complete the tasks.

#### STEP 1

**Lisa is sharing her communication experience in her speech. Listen to the speech and answer the questions.**

1 Why did Lisa have to spend Christmas alone?

---

2 What decision did Lisa make at the beginning of the new year?

---

3 What benefits did Lisa get from talking to people on the school bus?

---

4 How did Lisa feel after the change?

---

5 What did Lisa suggest to overcome loneliness?

---

#### Listening strategy

You can write down keywords or use symbols to mark information during listening. After listening, give your answer for each question.

#### STEP 2

**Listen to the speech again. Try to retell it with the help of the answers in Step 1.**

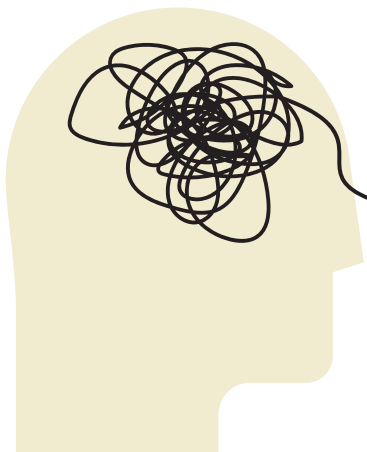
#### STEP 3

**Work in pairs and interview your partner by asking questions about their way of communicating.**

#### Suggested questions

1. What do you say to break the ice with strangers?
2. To express your warmth, what body language do you use with a visiting guest?
3. What do you say to your friends when you know they are going to participate in an important competition?
4. Do you often communicate with your friends via social media?
5. Do you prefer face-to-face communication to online communication? Why?

Read the passage and pay attention to Notes ①-⑩.



## Unraveling the mystery of

- ① Translate the underlined sentence into Chinese.
- ② The present participle phrase “leading to misunderstandings or conflicts” works as the adverbial of result. It can be changed into a non-restrictive attributive clause (非限制性定语从句) led by “which”. So this sentence can be put in this way: “... we can portray mixed messages, which leads to misunderstandings or conflicts.” Find another sentence with this structure in the passage and rewrite it.
- ③ “Little did sb know/realize/think, etc” is used to say that someone did not know or think that something would happen or was true. Translate the following sentence into English:  
当时我一点也没想到我的人生即将发生变化。
- ④ Here “carry sth with sb” means “carry sth in one’s head/mind” or “remember sth”. Translate the underlined sentence into Chinese and pay attention to the translation of the adverbial clause of time led by “before”.

- 1 **C**ommunication always comes with a level of messiness and ambiguity. We communicate in different ways: meetings, emails, social media chats, phone calls, etc. ① Even with the best of intentions and clearest communication, we can portray mixed messages, ② leading to misunderstandings or conflicts. Opportunities for miscommunication are introduced all the time.
- 2 Distrust, misled beliefs, and conflicts, especially in a corporate culture, are at the root of the miscommunication. While managing these issues may make us feel tedious, the long-term effects of unclear communication can be harmful to employees, and the company as a whole.
- 3 I once had a personal experience of this when I worked with my intern assistant. It highlighted the value of clarifying intentions. My intern assistant, who was a green hand, had finished a research report. One day, she heard me say that there were too many mistakes in the report. ③ Little did she know I was talking about another one, not her work. She ④ carried what she heard with her for several days before she had enough courage to ask me about it, and we quickly resolved the misunderstanding.
- 4 Misunderstanding isn’t so far-off from our daily life, is it? Perhaps, it’s the inappropriate wording of an email, or a quick hang-up during a phone call. ⑤ Before we

## Words & Expressions

**accusatory** /ə'kju:zətɔ:ri/ *adj.* 指责的  
#**ambiguity** /,æmbrɪ'ɡju:əti/ *n.* 模棱两可  
**clarify** /'klærɪfaɪ/ *v.* 澄清  
#**corporate** /'kɔ:rpəreɪt/ *adj.* 公司的  
**earnestly** /'ɜ:rnɪstli/ *adv.* 真诚地  
**incredible** /ɪn'kredəbəl/ *adj.* 极好的  
**misconstrue** /,mɪskən'stru:z/ *v.* 误解  
**productivity** /,prɒdʌk'tɪvəti/ *n.* 生产力

**swell** /swel/ *v.* 增加  
**tedious** /'ti:diəs/ *adj.* 枯燥乏味的  
#**unravel** /ʌn'rævəl/ *v.* 解释  
**wording** /'wɜ:rdɪŋ/ *n.* 用词  
**wrong** /rɒŋ/ *v.* 不公正地对待  
**green hand** 新手  
**jump to conclusions** 仓促下结论

# 代表超纲词汇

# miscommunication

know it, we have crafted an entire story about one interaction: “He thinks I don’t know what I’m doing. She thinks all millennials are below her.” This affects our moods, energy, productivity, and many other interactions throughout the day. Worse <sup>⑤</sup> still, we may even use this information to expand our beliefs about the other person, swelling the problem.

- 5 The truth is that it can be easy to misconstrue what someone says or does. But assuming and jumping to conclusions could do nothing to resolve it. The key to maintaining a healthy working environment is <sup>⑥</sup> staying in a place of curiosity.
- 6 When something doesn’t seem right or fair, when we feel wronged, we need to take steps to ask questions, to listen earnestly, and to leave space for an honest explanation. Believe that most people come into situations with good intentions and understand that sometimes our friends and colleagues are having <sup>⑧</sup> off days. So much good can even come from a simple inquiry, “Would you mind telling me what you meant by that?” Not in an accusatory way, but from a place of wanting to understand <sup>⑨</sup> where someone else is coming from, and really hearing and understanding them. It’s not easy to calmly address miscommunication, but the reward is certainly worth it. After all, no one ever said we’d <sup>⑩</sup> get somewhere incredible by sticking to our comfort zone.

⑤ “Before we know it” means “very soon”. Find a Chinese phrase with the same meaning.

⑥ “Still” can be used with comparatives to make a comparison stronger. For example, *The next day was warmer still.* Make two more sentences with this structure.

⑦ According to the passage, what can we do to stay in a place of curiosity?

⑧ An off day is a bad day or an unlucky day, or a day when someone does not perform as well as usual. What do you expect others to do when you are having an off day?

⑨ How do you understand “where someone else is coming from” in this sentence?

⑩ You can use “get” to talk about the progress that you have made. For example, *I have got somewhere. = I have made some progress.* Paraphrase the underlined sentence and translate it into Chinese.

# Word Study

**1** Replace the underlined parts of the sentences with the correct form of the words in the box.

ambiguity clarify earnestly incredible misconstrue

- 1 It is sincerely hoped that you will accomplish the matter.  
\_\_\_\_\_
- 2 Winning the championship was an extremely good feeling.  
\_\_\_\_\_
- 3 You should remove confusing things from your essay by adding more details.  
\_\_\_\_\_
- 4 Children may have difficulty in making their feelings clear.  
\_\_\_\_\_
- 5 Don't misunderstand what I'm trying to say, as I am grateful for all you've done.  
\_\_\_\_\_

**2** Follow the example and make at least one sentence with each of the words.

**Example** ambiguity

There was an element of ambiguity in the manager's reply.

clarify \_\_\_\_\_

earnestly \_\_\_\_\_

incredible \_\_\_\_\_

misconstrue \_\_\_\_\_

**3** Find the following sentences in the passage. Then make two sentences with each of the underlined structures.

**Model 1** Even with the best of intentions and clearest communication, we can portray mixed messages, leading to misunderstandings or conflicts.

1 \_\_\_\_\_

2 \_\_\_\_\_

**Model 2** Misunderstanding isn't so far-off from our daily life, is it?

1 \_\_\_\_\_

2 \_\_\_\_\_

# Text Analysis

**4** Read the notes again and give your answers. Discuss your answers with your partner and share some of them in class.

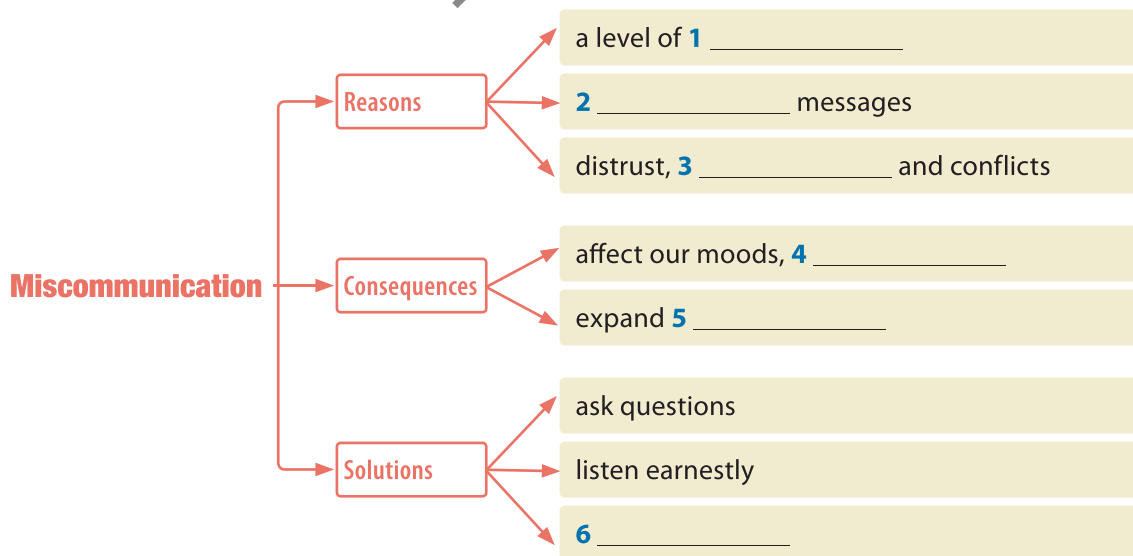
① 即使我们完全出于好意并以最清晰的方式表达, 我们仍可能传达混杂的信息, 并引发误解或冲突。

**5** Select four of the statements below which are mentioned in the passage and put them in the right order.

- 1 The author once had misunderstandings with an intern assistant.
- 2 One needs to take steps to calmly address miscommunication.
- 3 Miscommunication and misconstruing what someone says or does affect our moods.
- 4 Miscommunication in our work can be harmful to employees and the company.
- 5 Clear communication will surely not lead to misunderstandings.
- 6 Miscommunication rarely happens in the workplace.



**6** Read the passage again and complete the mind map.





# Beyond the Text

1 Here are some tips for avoiding miscommunication in the workplace. Match them to the descriptions and add more.

Tip 1:  
Taking responsibility

Tip 2:  
Listening actively

Tip 3:  
Being to the point and clear

1

- Paying close attention to what is said and making eye contact
- Giving an active response and displaying positive body language

• \_\_\_\_\_

2

- Explaining, defining and designating what is required
- Breaking down duties and tasks specifically

• \_\_\_\_\_

3

- Performing everything in the job description
- Striving for excellence even if it is a very small task

• \_\_\_\_\_



**2** Work in pairs. Choose one of the following cases and work out a solution as the team leader.



You asked a team member to collect information about clients. When the task was finished, you found that she hadn't included something important. She apologized for her mistake and explained herself, saying, "I'm sorry that I wasn't sure about what was required when you assigned the task." You realized you hadn't explained the task in detail before.

**YOU** *It was my oversight not explaining the detail. I'll give you a specific list later. Please modify your work...*



Recently, all of your team members have been working remotely. You found that it was much harder to track everyone's progress. Therefore, you asked the members to submit a brief report every week, summarizing the work that had been done and the plan for the next week. It seemed to be effective at first. But a few weeks later, the actual work was still progressing slowly.

**YOU**



Your team has a new member. He is not as experienced as others. Even though he always comes up with new ideas, almost all of them are impractical. Also, it takes time to familiarize him with the work. One day, another team member comes to you and complains about the new member, saying, "I feel that it's difficult to work with the newcomer. We are being inefficient."

**YOU**

**3** Have a conversation with your partner based on one of the above cases. Then act out the conversation in class.

**Example**

**A:** *I'm afraid that there are some items missing.*

**B:** *I'm sorry that I wasn't sure about what was required when you assigned the task.*

**A:** ...

# GRAMMAR FOCUS

语法要点	要点解析
<b>倒装句</b> Inverted sentences	<p>课文中使用了倒装句： Little <b>did she know</b> I was talking about another one, not her work. 她不知道我说的是另一份报告，不是她的那一份。</p> <p>当某些有否定意思的词位于句首时，句子常用部分倒装语序。例如：</p> <p>(1) Never would he know what she had suffered. 他绝不会知道她受过的苦。</p> <p>(2) Not only did he work faster, but he also worked better. 他不仅工作得更快，也工作得更好。</p> <p>(3) Rarely could I understand what he said. 我几乎听不懂他所说的话。</p>

## 1 Rewrite the following sentences with inverted order.

1 She seldom stays awake past 2 am.

\_\_\_\_\_

2 He not only complained about the food, but also refused to pay for it.

\_\_\_\_\_

3 We scarcely asked him to work long hours.

\_\_\_\_\_

4 I didn't know his real intentions behind negotiation.

\_\_\_\_\_

5 He didn't look up at the audience until the performance was over.

\_\_\_\_\_

## 2 Read the monolog of a green hand, and complete the monolog by inverting the underlined sentences. What would you do if you were Valery?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_



# Dialog, not monolog

**H**il! You can call me Valery. I have been an assistant for just three months. **1** I never knew that my life could be the roller coaster it has been in the past few weeks. Such an experience has thoroughly changed my attitude toward communication in the workplace.

One day, my manager asked me to finish a report about a new project.

**2** I was excited, not only because I had the chance to prove myself, but also because it was a big challenge. It took me a week to finish this report, including a background investigation, data collection, prospect analysis, etc.


**3** I seldom went anywhere except my office that week. In the end, I submitted my report with nervousness in my heart.

When I walked into the manager's office two days later, I heard her saying it was an awful report. It made my toes curl immediately. **4** I couldn't say anything at all. I even forgot what I was going to do. She seemed not to notice how anxious I was. After that, I could not sleep for several days.

**5** I could no longer focus on my work. Finally, I got the courage to ask my manager's opinion on my report four days later. After hearing my solutions about how to undo the damage I might have caused, she wondered why I was sure that I had made mistakes. I told her the whole story. She said she should apologize to me for not giving her feedback on time and causing such a misunderstanding. It turned out that she was talking about another report rather than mine. She helped improve my work a lot after that.

What if I had asked her opinions directly at the time? Everything would have been so much better! In the workplace, we work with people. Communicating clearly is one of the most indispensable skills. Stop waiting! Make a dialog, not a monolog.





Company name and logo

Name

Job title

Company address

Fax number

Phone number

Email address

**MILA VILLAS**

**John Smith**  
**Real Estate Agent**

66 Hagley Road, Birmingham  
B16 8PF, UK

44121xxxx888

44121xxxx486

jsmith@milavillas.com

## Tips

### Company Information

- **Company name:** This should be the official name of the company. Usually capital letters are used; either initial capitals or the full word is capitalized.
- **Company logo:** This usually goes with the company name.
- **Company address (if it has a brick-and-mortar location):** It is common to put the street number first, then the street, city, state/province and country, including the postal code.

### Personal Information

- **Name:** This should be your full name, in initial capitals.
- **Job title:** This goes closely with the name on the next line, normally in initial capitals. For example, President, Vice Manager, Director, and Designer.
- **Fax number:** This should be indicated clearly with a sign or word.
- **Phone number:** You may put the office telephone number and/or mobile phone number.
- **Email address:** You should use the official email address of the company rather than a personal one.

## A business card

A business card bears business information about a company or individual. It is shared during formal introductions as a memory aid. A business card typically includes the giver's name, company name (usually with a logo), and contact information such as the phone number, fax number and email address.

### 1 Complete the business card and explain the function of each part.

**Alison Lee**

**Sales & Marketing Executive**

✉ alisonlee@sireson.com

Name

Job title

135xxxx7711

0755-29xxxx00

Email address

Sireson

Company name

### 2 Write your own business card.

# VIEWING

## Before you watch

- 1** Your college undertakes the annual international academic conference. You are in charge of contacting other colleges. Here are some difficulties that you might meet in the communication process. Do you agree? Try to add more.



## While you watch

- 2** Watch a video clip about different ways of improving communication skills and choose the best answer.
- 1** How many communication skills are introduced in the video clip?  
A Two.      B Three.      C Four.      D Five.
  - 2** Which of the following is not mentioned as the benefit of pausing?  
A You can have time to think about what to reply.  
B You can avoid the possibility of interrupting.  
C You can be a better listener and understand other people better.  
D You can show that you are giving careful consideration to people's words.
  - 3** Which of the following would be said before a paraphrase?  
A "How do you mean exactly?"  
B "Well, let me see if I got this right."  
C "I don't think I understand you."  
D "I do not agree with you."
  - 4** According to the video clip, which is not the benefit of listening?  
A Listening gives self-respect.  
B Listening builds trust.  
C Listening makes you feel relaxed.  
D Listening helps develop your own personality.
  - 5** Our mind can process more words through listening rather than talking, which means that \_\_\_\_\_.  
A listening is easier than talking  
B people should be trained in how to listen  
C talking is not as important as listening  
D all you need to do is listening

## Words & Expressions

**clarification** /ˌklærɪfɪˈkeɪʃən/ *n.* 阐明  
**clarity** /ˈklærəti/ *n.* 清晰  
**classy** /ˈklæsi/ *adj.* 极棒的  
**pause** /pəʊz/ *v.* 停顿  
*n.* 暂停

**self-discipline** /ˌselfˈdɪsɪplɪn/ *n.* 自律  
**self-esteem** /ˌselfɪsˈtiːm/ *n.* 自尊  
**simultaneously** /ˌsɪmətəˈniːsli/ *adv.* 同  
 步地  
**soak** /səʊk/ *v.* 浸

**wander** /ˈwɑːndər/ *v.* 走神  
**in sb's presence** 在某人面前  
**roll along** 继续; 缓慢行进  
**run the risk of doing sth** 有做某事的危险

### 3 Watch the video clip again and complete the summary based on what you hear.

#### 1 \_\_\_\_\_ before replying

- Avoid the risk of 2 \_\_\_\_\_.
- Show that you are giving careful 3 \_\_\_\_\_ to the speaker's words.
- Help you hear better.

#### 2 Question for clarification

- Ask questions and the speaker can answer more extensively.
- Follow up with other 4 \_\_\_\_\_ questions and keep the conversation 5 \_\_\_\_\_.

#### 3 Paraphrase the speaker's words

- Demonstrate that you are focusing on the speaker's thoughts and feelings.
- By practicing effective listening, people will find you 6 \_\_\_\_\_.

Three ways to improve your communication



### After you watch

#### 4 Read a story about communication from *Master Lü's Spring and Autumn Annals* (《吕氏春秋》). Try to paraphrase it in your own words in English. Then, identify the communication skills used in this story and share your ideas with your partner.

孔子行道而息，马逸，食人之稼，野人取其马。子贡请往说之，毕辞，野人不听。有鄙人始事孔子者，曰：“请往说之。”因谓野人曰：“子不耕于东海，吾不耕于西海也。吾马何得不食子之禾？”其野人大说，相谓曰：“说亦皆如此其辩也！独如向之人？”解马而与之。

#### My paraphrase

*One day on Confucius's trip, while resting on the roadside, one of their horses walked away and ate crops in the fields...*

#### My understanding

*I think communication skills used in this story include...*





# My Learning Log



U1 U2 U3 U4 U5 U6

**I can use new words and expressions to form sentences.**

*When he spoke his tone was accusatory.*

Example

**I can use the grammar I have learned to form sentences.**

*Little did he think of the consequences.*

**I can write a business card to...**

*introduce myself to others.*

**I can better understand different communication skills so...**

*I can avoid misunderstandings and understand others better.*

**I'm still confused about...**

*how to use body language more efficiently in conversations.*

Example

**I'd like to know more about...**

*different methods of communication.*

Example