

# Unit 2



## Unit Overview

In this unit, we'll explore the language of liaison and communication in English with a series of activities that examine several typical settings about communication, and get to know information about modern communication methods and communication in different cultures.

## Learning Goals

**After learning this unit, you will be able to:**

1. get the knowledge of communication methods.
2. communicate in different situations especially in telecommunication settings.
3. get some ideas about effective communication within the family and explore the right value of Chinese-style non-verbal communication.
4. learn how to read and write a telephone message and get some tips about non-finite verbs.



# Part I

## Warm-up Activities

**Task 1** Look at the following pictures, and talk about your favorite way of communication based on the following questions.

- 1) What is your favorite way of communication and why?
- 2) Can you list any other way of communication?
- 3) What factors are important for communication?



**Task 2** Match the English phrases with their Chinese equivalent.

intercultural communication	手势
interpersonal communication	面部表情
verbal communication	眼神交流
non-verbal communication	身体语言
formal communication	人际沟通
informal communication	跨文化交际
body language	正式沟通
facial expression	非正式沟通
gesture	言语交际
eye contact	非言语交际



# Part II

## Listening and Speaking Activities

### Activity 1

#### Functional Expressions

**Task 1** Look at the pictures in Task 2 and discuss with your group members with the following questions.

- 1) Do you think gesture is important in communication, and why?
- 2) Which gesture do you usually use in communication?

**Task 2** Work in pairs and discuss the meanings of the following gestures in different cultures.



(1)



(2)



(3)



(4)



(5)



(6)

# Activity 2

## Short Conversations



### Task 1 Listen to the conversation and choose the correct answer for each question.

- 1) Which department does Linda Roberts belong to?  
A. Sales. B. Marketing. C. HR.
- 2) When will Linda Roberts be back?  
A. Not until tomorrow. B. Not until next week. C. Not until next month.
- 3) How will the caller contact Linda Roberts?  
A. Leave her a message. B. Send her an email. C. Ring her tomorrow.

### Task 2 Listen to the conversation and then answer the following questions.

- 1) Which department does Michael Brown work in?
- 2) Who is calling to speak to Michael Brown?
- 3) What will the operator do then?

### Task 3 Listen to the conversation and fill in the blanks according to what you have heard.

A: Holiday Inn. Good morning. May I help you?

B: Good morning. I'd like to talk to Mr. Smith, please. 1)\_\_\_\_\_.

A: 2)\_\_\_\_\_, please? I'll check for you.

B: OK.

A: (pushing the button) Oh, I'm sorry. I'm afraid Mr. Smith is not in his room now. 3)\_\_\_\_\_?

B: Yes, please. Tell him that Jack Johnson called, and would like to speak about 4)\_\_\_\_\_. Ask him to call me at 13258692315.

A: OK. May I check the message, please? (checking) So you want Mr. Smith to call you at 13258692315 about the contract you're going to sign tomorrow and your name is Jack Johnson. Is that right?

B: Yes, 5)\_\_\_\_\_. Thank you.

A: You are welcome.

### Task 4 Role-play the above conversations with your group members.

# Activity 3

## A Talk



**Task 1** Listen to the talk and then answer the following questions.

- 1) Which department does Jason Carter work in?
- 2) What time will Jason Carter be out of the meeting?
- 3) Who made the call to speak to Jason Carter?
- 4) How did she decide to contact Jason at first ?
- 5) How did she decide to contact Jason finally?

**Task 2** Listen to the talk again and fill in the blanks according to what you have heard.

A: Hello, HR Department.

B: Hello, can I speak to Jason Carter, please?

A: I'm afraid 1)\_\_\_\_\_. Can I help you?

B: No, I think I need to talk to Mr. Carter. What time will he be out of the meeting?

A: 2)\_\_\_\_\_. Can you call back later?

B: OK, I'll do that.

A: Or can I take a message?

B: Actually, 3)\_\_\_\_\_? Could you tell him that Alice Wood called  
and that 4)\_\_\_\_\_ if he could call me back.

A: Can I take your number, please?

B: Yes, it's 86737258.

A: 86737258. OK, 5)\_\_\_\_\_.

B: Thank you for your help. Bye.

A: Goodbye.

## Activity 4

### A Short Passage



#### Task 1 Spot Dictation

Today, more and more Chinese cannot live 1)\_\_\_\_\_ mobile phones, indeed. Many of them, including the elderly, 2)\_\_\_\_\_ with others and broaden their 3)\_\_\_\_\_ of friends with mobile apps. They also use their cell phones for 4)\_\_\_\_\_ shopping and searching for information as cell phones are 5)\_\_\_\_\_. In addition, the communication by mobile applications is 6)\_\_\_\_\_ than that by traditional phones. However, this new 7)\_\_\_\_\_ makes people over-reliant on mobile phones for social 8)\_\_\_\_\_. In fact, some young people have become so 9)\_\_\_\_\_ that they 10)\_\_\_\_\_ the face-to-face communication with their families and friends.

**Task 2** Have a debate about “Smartphones Make Communication Better or Worse” with your group members according to the above passage.

## Activity 5

### An Oral Project

**Making an appointment can be complicated if two people are very busy. How do you find a time that is convenient for both of you? Imagine you're making a phone call to arrange an appointment to see Mr. Johnson. Make a dialogue with your partner according to the information given below.**

Can I speak to ... please?

I'm afraid he's ...

I'd like to make an arrangement.

When will be convenient for you?

Would next ... be okay?

He's free in the afternoon after about four.

I could make it after five.

So shall we say 5:15 next...?



# Part III

## Reading and Thinking Activities

### Pre-reading questions:

1. How do you communicate with your family members?
2. What is the most effective communicative way in your family?

### Passage 1

#### Effective Communication Within the Family



Communication is not the mere **verbal** exchange of information in the family. It is the expression of respect, **affection** and concern. Communication doesn't **refer to** the verbal alone in the family, but **physical expressions**, gestures and even an affectionate look can be communicative in the family.

It is through the communication that the members of the family express their requirements, love, desires, advice etc. to each other person in the family. Family communication is very much different from formal communication.

There are many practical tips to make the communication between the family members more effective. Let us see some of them.

#### **The focus is preference, not principles.**

Family is the place where no strict or **inflexible** rules are **applicable** and principles always remain **subordinate to** preference. Focusing on the preference simply means to **give** more **importance to** the personal likes and methods than rules and regulations. For example, you can't just **implement** a rule that everyone should be silent after 10 at night. It may be the only convenient time for one of the family members to communicate with others.



Be flexible in communication. It is not what others follow that is to be considered the standard in your communication in the family. There is no right time, right way and right place for communication in the family. Implicating principles for communication will make the process completely official and people may feel it **mechanical**, rather affectionate.

#### **Be positive.**

Negative and **sarcastic** communication will destroy the warmth of family talking. Do not over criticize or **approach** everything in the negative way. Certain people **cling to** sarcasm when they talk to others, especially with family members. This will destroy the mood of talks and others may withdraw themselves **deliberately** from the family communication.

Positive communication is much more influencing and effective than criticism. Creative criticism is helpful in family but always defines limits to criticism. Let the communication be **appreciating**, encouraging, supporting and **soothing**.

#### **Let it be more than just verbal.**

Let the communication in the family be more than just a verbal expression. The presence of parents conveys the messages of safety, love and concern to the kids. Similarly, the presence of spouse communicates the feeling of warmth. Use gestures of affection **lavishly** in the communication. Even when you **scold** or correct a child or your spouse, holding and talking to him/her in the most pleasing manner may help the messages to be accepted in the desired manner. A kiss, a hug, or an appreciation, everything can tell more than words can do.

#### **Be clear, be gentle and be precise.**

Being clear, gentle and precise is the rule applicable to any communication and so is to family communication. If you want to say something to children or your spouse, make your point clear in the most pleasing way. Do not **beat around the bush** and make others unknown of the messages you intended to pass. Angry expressions or thoughtless words may be taken lightly, also may not yield the expected reaction.

### **New Words and Expressions**

verbal ['vɜ:bl] <i>adj.</i> 口头的, 言语的, 动词的, 照字面的 <i>n.</i> 动词的非谓语形式
affection [ə'fekʃn] <i>n.</i> 喜爱, 感情, 影响, 感染
refer to 参考, 涉及, 指的是, 适用于
physical expression 神态语言
inflexible [ɪn'fleksəbl] <i>adj.</i> 顽固的, 不可弯曲的, 不屈不挠的
applicable [ə'plɪkəbl] <i>adj.</i> 适用的
subordinate to 服从, 从属于
give importance to 给予……重视



implement ['ɪmplɪmənt] <i>v.</i> 实施, 执行, 实现, 使生效 <i>n.</i> 工具, 器具, 手段
mechanical [mə'kænikl] <i>adj.</i> 机械的, 力学的, 呆板的, 无意识的
sarcastic [sɑ:'kæstɪk] <i>adj.</i> 挖苦的, 尖刻的, 辛辣的
approach [ə'prəʊtʃ] <i>v.</i> 走进, 与……接洽, 处理 <i>n.</i> 方法, 方式, 接近
cling to 坚持, 依靠, 依附, 紧握不放
deliberately [dɪ'lɪbəreɪtli] <i>adv.</i> 故意地, 谨慎地, 慎重地
appreciate [ə'pri:ʃieɪt] <i>v.</i> 欣赏, 感激
soothing ['su:ðɪŋ] <i>adj.</i> 抚慰的, 使人宽心的
lavishly ['lævɪʃli] <i>adv.</i> 丰富地, 浪费地
scold [skəʊld] <i>v.</i> 责骂, 叱责, 骂 <i>n.</i> 责骂, 爱责骂的人
beat around the bush 旁敲侧击, 说话绕圈子

**Task 1** Skim the passage and decide whether each of the following statements is true or false. Put a “T” for TRUE and an “F” for FALSE in the space provided.

- \_\_\_\_\_ 1) Communication is more than verbal exchange of information in the family.
- \_\_\_\_\_ 2) To a large degree, family communication is very similar to formal communication.
- \_\_\_\_\_ 3) Family members cannot make strict rules in communication.
- \_\_\_\_\_ 4) There are certain times, correct ways and precise places for communication in the family.
- \_\_\_\_\_ 5) Positive communication is more effective than criticism.
- \_\_\_\_\_ 6) Any type of criticism is not helpful in family communication.
- \_\_\_\_\_ 7) Gestures of affection is welcome in family communication to help members accept the messages.
- \_\_\_\_\_ 8) Frequent communication has been mentioned as an effective way in family communication.

**Task 2** Complete the sentences using the words given in the box. Make a necessary change if necessary.

verbal	physical	applicable	lavishly	scold
criticism	effective	soothing	approach	implement

- 1) It has been shown that this drug is \_\_\_\_\_.
- 2) He did not \_\_\_\_\_ the door at once until his wife came.
- 3) Later she \_\_\_\_\_ her daughter for having talked to her father like that.
- 4) The \_\_\_\_\_ and mental problems caused by the illness have troubled many professors.

- 5) The apartment building was \_\_\_\_\_ decorated.
- 6) What is a reasonable standard for one family is not \_\_\_\_\_ for another.
- 7) The government promised to \_\_\_\_\_ a new system to control these organizations.
- 8) Bullying is not restricted to physical attack, but also \_\_\_\_\_ abuse.
- 9) She has published more than 20 books including novels, poetry and literary \_\_\_\_\_.
- 10) The \_\_\_\_\_ voice announced the arrival of an e-mail on the computer.

**Task 3** Translate the following sentences into English, using the expressions in brackets.

- 1) 研究这个例子并参考下面的解释。(refer to)  
\_\_\_\_\_
- 2) 我们的大脑真的很擅长理解音乐和歌词,如果你试着把注意力集中到那个上面的话。  
(focus on)  
\_\_\_\_\_
- 3) 它是一种语言比图像次要的艺术。(subordinate)  
\_\_\_\_\_
- 4) 我们应该更加重视英语学习。(give more importance to)  
\_\_\_\_\_
- 5) 不要旁敲侧击了,你想说什么?(beat around the bush)  
\_\_\_\_\_

## Passage 2

### Chinese-style non-verbal Communication



Although China is **modernizing**, there are still vast differences in the ways in which Chinese interact with Western people and the world **at large**. The key function of Chinese communication strategy **boils down to** maintaining existing relationships between individuals while emphasizing and **adhering to** status and role differences, with the **ultimate** aim being to **preserve** harmony within the group.

China ranking lowest in the **individualism** factor **is** mainly **attributed to** the high level of a **collective society**. The low individualism ranking manifests that Chinese value being a member and close to a group, and it can be a family, an **extended family**, or other extended relationships.

China **thrills** in stronger relationships where each and everyone is taking responsibilities of their group, and loyalty is quite important. Chinese like to successfully **integrate with** others, and conflict should be avoided. Communication in China should strengthen relationships and not challenge them.

Non-verbal communication includes facial expressions, eye contact, gestures, and tones of voices. This plays such a vital role in their day-to-day life, and **at some point**, it's even more powerful than the verbal communication. Different nationalities have their specific emotions and gestures that have different meanings. It's **imperative** to understand the basics of non-verbal communication since they might mean something totally different in another culture.

China is one of the largest countries in the world, and it's one of the places where civilization and ancient culture was born. Since the Chinese are greatly influenced by **Confucius's** philosophical thinking, they're more **reserved** and their gestures are less expressive. However, non-verbal communication in Chinese speaks volumes. The Chinese greatly advocate for peace and collectiveness, and they rely on tonal voices, facial expressions and postures to know how the person is feeling. Frowning when someone is speaking can be viewed as a way of disagreement hence the Chinese try and maintain quite an impassive expression during the speech. It is also disrespectful to be **staring into** another person's eyes.

When trying to adapt to a more interrelated world, it is imperative to know how the Chinese communicate and think. Although the language style in China might seem complicated, it is important to choose the correct style of communication. For the Chinese, communication is more than the exchange of just words. It is more about establishing harmony and building a relationship with the community.

### New Words and Expressions

non-verbal [nɒn-ˈvɜːbl]	<i>adj.</i> 非语言的, 非用言语的
modernize [ˈmɒdənaɪz]	<i>v.</i> 使……现代化, 现代化
at large	详尽的, 未被捕的, 整个的, 一般的, 普遍的
boil down to	归结为
adhere to	坚持, 黏附, 拥护, 追随
ultimate [ˈʌltɪmət]	<i>adj.</i> 最终的, 极限的, 根本的 <i>n.</i> 终极, 根本, 基本原则
preserve [prɪˈzɜːv]	<i>v.</i> 保存, 保护
individualism [ˌɪndɪˈvɪdʒʊəlɪzəm]	<i>n.</i> 个人主义, 利己主义
be attributed to	归因于……
collective society	集体社会
extended family	大家庭

thrill [θrɪl] <i>n.</i> 激动, 震颤, 紧张 <i>v.</i> 使……颤动, 使……紧张, 使……感到兴奋
integrate with 使与……结合
at some point 在某一时刻
imperative [ɪmˈperɪv] <i>adj.</i> 必要的, 不可避免的, 紧急的
Confucius [kənˈfjuːʃəs] <i>n.</i> 孔子
reserved [rɪˈzɜːvd] <i>adj.</i> 保留的, 预订的, 缄默的, 冷淡的
staring into 凝视

**Task 1 Choose the correct choice according to the passage.**

- 1) What does “boils down to” mean according to the first paragraph?
  - A. Comes down to.
  - B. Nonetheless.
  - C. Not because.
  - D. Definitely.
- 2) What is the main reason why China ranked the lowest in individualism?
  - A. Emphasizing the existing relationships between individuals.
  - B. Focusing on role differences.
  - C. The high level of a collective society.
  - D. Harmony within the group.
- 3) Which option is not true about Chinese-style communication?
  - A. It is quite different from the western style.
  - B. It contributes to a low individualism ranking.
  - C. Chinese dislike to integrate with others.
  - D. It has been deeply influenced by Confucius’ thinking.
- 4) Which is excluded in non-verbal communication?
  - A. Facial expressions.
  - B. A joke.
  - C. Eye contact.
  - D. A hug.
- 5) According to the passage, how can China have a better relation with the world?
  - A. To improve the economy.
  - B. To choose the correct style of communication.
  - C. To build a better relationship.
  - D. To be neutral in politics.