A Read the Listening Strategy. Then listen to three statements from a lecture. What is the meaning of the words below? On a separate piece of paper, write your answers. Look at the Listening Strategy again. Which method does the speaker use to define each word in the lecture?

1. content (of your message) 2. objective 3. straightforward

What to _____ _____ for your communication _____ and to the _____

advantage of these clarifications.

a. Pausing to give the definition within the sentence: *What is the best way to convey—or express—your message clearly?*
b. Using language to signal a definition: *Another way of saying this is: What is the best way to express your ideas clearly?*
c. Asking the audience directly if they know the word: *Do you know what the word convey means? It means "to express."*

Listen to the first part of the lecture and complete the notes.

You	Create a clear message	Choose the right channel
(1) _____ your objective (why?) Know your (2) _____ (who?) Plan the content (what?)	Use this method (K.I.S.S.): **K** (3) _____ **I**t **S**traightforward and **S** (4) _____	What does the person receiving the message (5) _____? How much (6) _____ do you have? Do you need to (7) _____ and (8) _____ a lot of questions? Is the content (9) _____?

Listen to the second part of the lecture and match the style of communication (a–d) with the person the speaker uses it with. List key words explaining why she uses that style with each person.

a. cell phone
b. text message
c. landline phone[1]
d. video chat

___ 1. husband reason: Because it is q_____ and e_____

___ 2. son reason: Because I like to _____ his _____ so I can understand how he's _____

___ 3. mother reason: She lives _____ She's _____ older and I like to see how she's _____.
She feels less _____ that way.

___ 4. friend reason: Her friend _____ talking on the landline.

[1] traditional or home phone

LIVEWORKSHEETS