

*“We have two ears and one mouth  
so that we can listen twice as much as we speak.”*  
— Epictetus, a Greek philosopher

**1. Discuss the questions.**

- 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 the words in the box. Some words can be matched to more than one verb.**

animosity	confusion	feedback	ideas	meaning
message	miscommunication	misunderstanding		thoughts

RECEIVE	SHARE	GRASP
PREVENT	INTERPRET	LEAD TO

**3. Complete 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 different ways.

4. Watch the first part of a [video](https://youtu.be/gCfzeONu3Mo) [<https://youtu.be/gCfzeONu3Mo>] (to 03:10) titled “How miscommunication happens (and how to avoid it)” and choose the correct answers.

- a) The transmission model:
  - 1) means that communication is a one-way process
  - 2) involves communicating complex concepts
  - 3) includes feedback from the other person
- b) In the transactional model:
  - 1) there is no exchange of information
  - 2) just one person assigns meaning
  - 3) people give and receive feedback
- c) Perceptual filters:
  - 1) improve communication by adding extra information
  - 2) limit the number of messages we receive
  - 3) change meanings and interpretation of messages we receive



5. Complete these rules of good communication with the words in the box.

engage      express      filters      gut      open

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

**#2:** Listen with your eyes and ears, as well as with your ..... Remember that communication is more than just words.

**#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 [video](https://youtu.be/gCfzeONu3Mo) (from 03:10) and check your answers in ex. 5.

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 the phrases to the correct categories.**

• In other words, ...	• To be more specific...
• I don't quite follow...	• Can you say that again?
• Can you elaborate on that?	• I don't get it...
• I don't fully understand...	• Would you mind speaking more slowly?
• Could you be more specific?	• So, you're saying that...
• I didn't catch that.	• If I understand you correctly, ...
• Could you repeat?	• Correct me if I'm wrong, but you're saying that...
• To put it another way...	• Let me clarify that...
• Just to be clear, you're suggesting that...	

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

**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 some 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 on 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.