



Student's name: \_\_\_\_\_

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Being able to communicate effectively is also a skill like any other. It can be learned, given time. Anyone can make a start on improving their communication skills at any time. Read the following post about it and match the highlighted words with the corresponding definition. (5x1=5)

### The Importance of Good Communication Skills

Being able to communicate effectively is perhaps the most important of all life skills. It is what enables us to pass information to other people, and to understand what is said to us. You only have to watch a baby listening intently to its mother and trying to repeat the sounds that she makes to understand how fundamental is the **urge** to communicate. Communication, at its simplest, is the act of transferring information from one place to another. It may be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice). In practice, it is often a combination of several of these.



Communication skills may take a lifetime to **master**—if indeed anyone can ever claim to have mastered them. There are, however, many things that you can do fairly easily to improve your communication skills and ensure that you are able to transmit and receive information effectively.

Developing your communication skills can help all aspects of your life, from your professional life to social gatherings and everything in between.

The ability to communicate information accurately, clearly and as intended, is a vital life skill and something that should not be **overlooked**. It's never too late to work on your communication skills and by doing so, you may well find that you improve your quality of life.

Communication skills are needed in almost all aspects of life:

- Professionally, if you are applying for jobs or looking for a promotion with your current employer, you will almost certainly need to demonstrate good communication skills.
- Communication skills are needed to speak appropriately with a wide variety of people **whilst** maintaining good eye contact, demonstrate a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely, and work well in a group. Many of these are essential skills that most employers seek.
- As your career progresses, the importance of communication skills increases; the ability to speak, listen, question and write with clarity and conciseness are essential for most managers and leaders.
- In your personal life, good communication skills can improve your personal relationships by helping you to understand others, and to be understood.

It is almost a **cliché** that personal relationships need communication. Failure to talk has been blamed for the breakdown of any number of partnerships and relationships—but the ability to listen is also an important element.

<https://www.skillsyouneed.com/ips/communication-skills.html>

Overused expression: \_\_\_\_\_

Ignored: \_\_\_\_\_

Desire: \_\_\_\_\_

At the same time: \_\_\_\_\_

Become proficient in: \_\_\_\_\_

Read the post again and answer: (4x3=12)

1- According to the post, what is communication?

2- What types of communication can you find? Give examples

3- Can you improve your communication skills? And what aspects in your life can help?

4- What element is also important to improve your personal relationships?



You've probably heard it before, but it's true that strong communication skills are critical if you want to succeed as a virtual employee. This is the case of Mary. She should follow some tips.

Drag and drop the verbs and complete the sentences with the phrases. (7x2=14)

SUBSCRIBE

LISTEN

PARTICIPATE

AWARE

RELY

ARGUE

DEAL

- ✓ First, you should .....to the clients and never .....with them while having a virtual conversation.
- ✓ You have to know how to .....with difficult situations.
- ✓ You should make people .....to the company's newsletter.
- ✓ You are expected to .....in meetings outside working hours.
- ✓ You should become .....of the company's rules.
- ✓ Last, but not least, you have to .....on your boss if you have any problem.



She is talking to a friend if technology has killed our ability to talk face-to-face. Make questions to her conversation. (6x3=18)

F: \_\_\_\_\_ ?

Mary: Technology has influenced the world in a positive way.

F: But \_\_\_\_\_ ?

Mary: Tech is affecting communication in a negative way when it comes to sociability and face to face communication.

F: \_\_\_\_\_ ?

Mary: Brigmall and Van Valey analized the effects of technology among young people.

F: And \_\_\_\_\_ ?

Mary: They discovered that many children believed their parents paid less attention to them than to their smartphones. They often neglected to interact with them face to face until they had finished responding to e-mails.

F: \_\_\_\_\_?

Mary: if there was any face to face conversation it would become very superficial.

F: \_\_\_\_\_?

Mary: I think only time will tell us what impacts technology will have in our face to face communication in the future.



Mary was a little worried after watching a video about robots. She knows robots will replace humans for many jobs, just as innovative farming equipment replaced humans and horses during the industrial revolution. Let's watch the video and check True or False (7x3=21)

Humanoid robots can't act like human beings. TRUE FALSE

The rise of robots worries people about the future of work. TRUE FALSE

Occupations that require repetitive and predictable tasks are especially high risk. **TRUE** **FALSE**

The benefits of hiring robots is they do not need vacations. TRUE FALSE

Some companies compare robots 'arrival to the market place, to that one of cars. TRUE FALSE

Robots can replicate human characteristics required in jobs like nursing. TRUE FALSE

No training will be necessary to get along with robots in the marketplace.  TRUE  FALSE



She is telling a friend her story about how she got an online job. Choose between the past perfect simple or past perfect continuous to complete the sentences. (5x2=10)

By the time I came back from my business trip, a lot of things ...

I was dismissed from my job, even though, I .... anything wrong.

I remember that horrible day. I ... a call for hours from an online company that offered an online job.

It was a relief to find a new job. I ..... for them all afternoon.

If I ..... that working online had lots of benefits. I would have been a virtual employee before.



The internet has brought with it lots of opportunities. More and more people are getting the benefits of working online. Do you think so?

Write an essay giving your opinion. (20)