Task 1. Watch the video and answer the questions:

1. What causes miscommunication?
2. What to do to prevent miscommunication?

Task 2. Watch again and complete the gaps:

Have you ever talked with a friend about a problem only to realize that he just doesn't seem to grasp why the issue is so important to you? Have you ever presented an idea to a group and it's met with utter confusion? Or maybe you've been in an argument when the other person suddenly 1_____ not listening to what they're saying at all?

What's going on here? The answer is miscommunication, and in some form or another, we've all experienced it… The fact is even when 2_____ with another person, in the very same room, and speaking the same language, human communication is incredibly complex. But the good news is that a basic understanding of what happens when we communicate can help us prevent miscommunication. For decades, researchers have asked, "What happens when we communicate?" One interpretation, called the 3_____, views communication as a message that moves directly from one person to another, similar to someone tossing a ball and walking away. But in reality, this simplistic model doesn't account for communication's complexity…

When communicating, one person expresses her interpretation of a message, and the person she's communicating with hears his own interpretation of that message…

But, luckily, there are some simple practices that can help us all navigate our daily interactions for better communication. One: recognize that 4_____ and active listening are not the same…Two: listen with your eyes and ears, as well as with your gut. Remember that communication is more than just words. Three: take time to understand as you try to be understood. In the 5_____ to express ourselves, it's easy to forget that communication is a two-way street. Be open to what the other person might say. And finally, four: Be aware of your personal perceptual filters. Elements of your experience, including your culture, community, and family, influence how you see the world…

LIVEWORKSHEETS