

**Complete the extract below from a talk by a communication expert with the verbs from the box.**

clarify confuse digress engage explain interrupt **listen** ramble

'Good communicators really ...**listen**...<sup>1</sup> to people and take in what is said. They maintain eye contact and have a relaxed body language, but they seldom .....<sup>2</sup> and stop people talking. If they don't understand and want to .....<sup>3</sup> something, they wait for a suitable opportunity.

When speaking, effective communicators are good at giving information. They do not .....<sup>4</sup> their listener. They make their points clearly. They will avoid technical terms, abbreviations or jargon. If they do need to use unfamiliar terminology, they .....<sup>5</sup> by giving an easy-to-understand example. Furthermore, although they may .....<sup>6</sup> in order to elaborate a point and give additional information and details where appropriate, they will not .....<sup>7</sup> and lose sight of their main message. Really effective communicators who have the ability to .....<sup>8</sup> with colleagues, employees, customers and suppliers are a valuable asset for any business.'