

Unit 10

COMMUNICATION

Exercise 1: Listen and complete the text. (Track 20)

1. The telephone, email, mobile phone, Skype and are new tools of communication today.
2. Human consists of 93% body language and paralinguistic cues.
3. Traveling to meet a or shows them that they're worth your time and money.
4. In a survey by Forbes that spoke to 760 executives, 84% preferred face to face communication.
5. Respondents of the survey also said face to face meetings are best for (91%), leadership (87%), and engagement (86%).

Exercise 2: Listen again and write T (true) or F (false) for each statement.

No.	Statements	T/F
1.	The author thinks that facebook is the best way to communicate.	
2.	Travel and meeting budgets were the first to get cut back because of the recession.	
3.	Body language speaks a lot louder than words.	
4.	Your message is guaranteed to be heard if you communicate face to face.	
5.	58% said their reason was that it builds stronger, more meaningful business relationships.	