

Listening task 1: I just don't understand.

A Listen. People are talking about communication misunderstandings. What are the topics? Circle the correct answers.

1 a. interrupting b. giving opinions directly	3 a. criticizing b. interrupting
2 a. apologizing b. speaking politely	4 a. criticizing b. disagreeing with others

B Listen again. What advice does each person give? Circle the correct information.

- 1 If you think someone is wrong, *don't say anything / ask a question.*
- 2 Give a *reason / gift* only if you do something really bad.
- 3 Ask the person to *speak loudly / let you finish.*
- 4 Try to express yourself more *directly / indirectly.*

Listening task 2: It's our style

A Listen. Students are talking about communication styles in their countries. Check (✓) the behaviors that are OK to do. Cross out (X) the behaviors that are not OK.



	Colombia	South Korea	Saudi Arabia
1 interrupting someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 touching the other person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 disagreeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 saying "no" directly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B Listen again. Who makes these statements? Write *Luis*, *Soon Jin*, or *Ali*.

1 "It's best to wait until the other person finishes." _____

2 "I might touch him on the arm or the hand." _____

3 "We are very direct when we disagree." _____

4 "It's very important to respect your friends." _____

Listening task 3

Listen. Circle the correct answers.

1 The woman's students don't

- do their homework.
- stay awake.
- talk much in class.

2 The woman thinks her students are

- bored.
- sleepy.
- hungry.

3 The students are from

- many different countries.
- the same country.
- two different countries.

4 The man thinks the problem is

- the woman's teaching.
- cultural differences.
- the textbook.

5 The man suggests teaching the students

- about conversation styles.
- English pronunciation.
- more vocabulary.

Listening task 4

A Listen. People are talking about communication misunderstandings. What are the topics? Circle the correct answers.

- 1 a. speaking politely
b. disagreeing with others
c. asking questions in class
- 2 a. apologizing
b. disagreeing with others
c. criticizing
- 3 a. touching the other person
b. respecting co-workers
c. saying "no" directly
- 4 a. apologizing
b. touching the other person
c. criticizing
- 5 a. criticizing
b. apologizing
c. speaking politely

B Listen again. Circle the correct information.

- 1 The professor is going to talk to the student *before / after* class.
- 2 The woman thinks the *other students are / professor is* rude.
- 3 The woman is probably going to *keep / change* her vacation plans.
- 4 In Ken's culture, the behavior *shows respect / is not common*.
- 5 The man probably *will / won't* change the color.