

Skills focus: Writing

1 You are going to read a report titled 'The importance of non-verbal communication'. First, use any resources available to check the meaning of the following words.

cues	exhibiting	facial	folded	genuine
maintaining	posture	slumped		

Now choose a word from the box to complete the following phrases from the report.

a good eye contact

b non-verbal

c arms

d expressions

e sitting

f relaxed

g interest

h if people are

2 Skim the report. Fill in gaps a–h using the phrases you created in Activity 1.

The importance of non-verbal communication

[1] The purpose of this report is to describe the visit of a communications expert to our school. The visit took place last week and the whole upper school was invited.

[2]

There are many ways that a person can communicate with someone else. However, one thing that people are not always aware of is the importance of (a) Understanding these can help you to communicate more comfortably. (b) non-verbal cues, they are quite likely to be disinterested in what they are listening to. These cues might include:

- (c) in front of the body
- lack of (d)
- not (e)
- (f) with eyes down.

[3]

If you want to interest your audience (and understand how they feel about you!), you should:

- stand with a (g)
- maintain good eye contact
- show (h) in your audience's comments and questions.

[4] In conclusion, it is safe to say that effective communication is not just about what you say. Even more important is your delivery and your reaction to your audience.