

b. Complete the text by writing a word or phrase from the box in each space (10 points).

<i>reaction</i>	<i>traits</i>	<i>tactful</i>	<i>psychological</i>	<i>embarrassed</i>
<i>reluctant</i>	<i>unconsciously</i>	<i>interpreting</i>	<i>present</i>	<i>facial</i>

(1)_____the feelings of other people is not always easy, as well all know and we rely as much on what they seem to be telling us, as on the actual words they say. (2) _____ expression and tone of voice are obvious ways of showing our (3) _____ to something and it may well be that we (4) _____ express views that we are trying to hide. The art of being (5) _____ lies in picking up these signals, realizing what the other person is trying to say, and acting so that they are not (6) _____ in any way. For example, we may understand what they are extremely (7) _____ to answer our question, and so we stop pressing them. Body movements in general way also indicate feelings, and interviewers, often pay particular attention to the way a candidate of the job walks into the room and sits down. Although it is not difficult to (8) _____ the right kind of appearance, many employers want to know the relation between the candidate's character (9) _____ and (10) _____ stability.