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Don't raise your voice, improve your argument.
Desmond Tutu, social rights activist

7A Don't argue!

1 GRAMMAR past modals: *must have*, etc.

a Complete the sentences with *must have*, *might have*, or *couldn't have* and the verbs in parentheses.

1 You *must have been* so happy when you passed your driver's test – it was your first time, wasn't it? (be)
2 I'm not sure where Mark is, but he _____ home. He wasn't feeling well earlier. (go)
3 You _____ my parents at the supermarket. They're away on vacation. (see)
4 I don't know why Ana hasn't arrived yet, but she _____ the wrong bus. (take)
5 The "For Sale" sign is still up outside their house. They _____ yet. (move)
6 Those boys look really guilty. They _____ something wrong. (do)

b Complete the sentences using *should* / *shouldn't* + a verb from the box.

buy	dress up	fill up	go off
leave	~~shout~~	stay up	take

1 My brother isn't talking to me. I *shouldn't have shouted* at him.
2 We're running out of gas. We _____ at the last gas station.
3 Someone took Ben's smartphone. He _____ it on his desk.

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4 You won't be able to walk in those shoes.
You _____ such high heels.

5 Jessie missed her train. She _____
a taxi to the station.

6 Your cousins look really scruffy. They _____
_____ for the wedding.

7 My alarm clock isn't working. It _____
_____ at seven thirty.

8 I had a nightmare last night. I _____
_____ to watch that horror movie.

c Complete the sentences with the words in the box. Use the past form of the modal verbs.

must / tell	~~might / leave~~	couldn't / be
may / fall	couldn't / see	must / forget
might / not / hear	may / not / have	

1 I wonder where my gloves are. I *might have left* them in the car or maybe in the kitchen.

2 My father knew about the surprise party. Someone _____ him about it.

3 I don't understand how the accident happened. The driver _____ asleep.

4 Adam passed the exam without studying. It _____ very difficult.

5 I'm sure my grandmother was home, but she didn't answer the door. She _____ the doorbell.

6 When I got up this morning, the TV was still on in the living room. You _____ to turn it off.

7 The children didn't make their beds this morning. They _____ time.

8 A Your boyfriend walked past me without saying hello.
B He _____ you.

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2 READING

a Read the text quickly and answer the questions.

1 What is the problem with online arguments?
2 What does Professor Markman think is the solution?

Reading: Internet rage: a new trend?

Until now, people have usually conducted their arguments face-to-face. A disagreement occurs and each side wants to make his or her views known. But the Internet has changed all this. Today, more and more people are **getting involved** in arguments online. Many of these take place in the comments section that follows below articles on news websites. The tone of some of the posts on these **threads** can be extremely aggressive. So why is everyone so angry on the Internet?

Art Markman, a professor of psychology at the University of Texas, has an explanation for this. First, he points out that the people who post these comments are anonymous. Nobody knows their real name or who they are, which means that they do not have to explain their actions. Second, the commenter and the person who is the **target** of their anger are not actually in the same room. The distance between them makes the commenter lose his inhibitions, and so he becomes more **offensive**. Third, it is much easier to be **nasty** in writing than in speech, according to Professor Markman.

Although Professor Markman believes in self-expression, he regards online arguments as a complete waste of time. He says that the whole point of an argument is to try to persuade someone else to agree with you. In order to do this, the people involved have to listen to each other This sort of interaction is **lacking** on the Internet, says Professor Markman. Exchanges on comment threads do not happen in real time and so people have longer to focus on their opinion and write lengthy monologues to justify themselves. In the process, they become even more convinced that they are right, and they stop listening to other people. In the end, there is a complete absence of communication and the only thing they have achieved is to work themselves up into a **rage**.

So, what is the solution? Professor Markman does not think that comment threads should be banned, but he does think that controls should be stricter. In his view, it is the news outlets themselves who should be responsible for the content of the thread. "If, on a website, comments are left up that are making personal attacks in the nastiest way, you're sending the message that this is acceptable human behavior," he says. Professor Markman would like site administrators to **remove** the offending remarks from the comment thread. "Having a conversation with someone you don't agree with is a skill," he says. Unfortunately, it seems to be a skill that some commenters are not familiar with.

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b Read the text again and choose the right answers.

1 Arguments on the Internet occur most frequently when someone...
   a expresses an opinion in the wrong way.
   b has a negative opinion about a website.
   c disagrees with a comment about an article.

2 According to Professor Markman, arguments online are more aggressive than face-to-face arguments because the commenter...
   a lives in a different town or country.
   b doesn't disclose his or her identity.
   c is experienced in commenting on articles.

3 Professor Markman thinks that online arguments have no value because people tend to...
   a spend too long reading other people's views.
   b make too many mistakes in their comments.
   c ignore other people's opinions.

4 In Professor Markman's view, an online argument usually results in the participants...
   a feeling angry.
   b avoiding a particular website.
   c writing fewer comments in the future.

5 Professor Markman believes that news websites should...
   a stop allowing people to comment on their articles.
   b monitor comment threads more carefully.
   c prohibit certain people from posting comments.

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c Look at the highlighted words and phrases in the text and try to figure out their meaning. Then use them to complete the sentences.

1 She had a particularly *nasty* customer last week who made her cry.
2 I was the _____ of a lot of criticism after the article I wrote last month.
3 Since he retired, he has been _____ local politics.
4 When he was a child he used to work himself up into a _____ when he didn't get what he wanted.
5 I found your comment about my friend's appearance extremely _____.
6 The police will _____ any vehicles that are illegally parked.
7 I feel there is something _____ in my life.
8 Internet _____ are often dominated by a small number of angry people.

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3 VOCABULARY verbs often confused

a Choose the correct verbs.

1 I *wish* / (*hope*) they'll accept my credit card because I don't have enough cash.
2 I don't *mind* / *matter* where we go. The important thing is to have a good time on vacation.
3 My daughter will do anything to *avoid* / *prevent* doing housework. She's really lazy.
4 *Remember* / *Remind* me to send my dad a card. It's his birthday next week.
5 My boyfriend and I often *argue* / *discuss* about his friends. I really don't like them.
6 Susan *looks* / *seems* really unhappy in her new job. She was telling me about it on the phone today.
7 I didn't *notice* / *realize* what the thief was wearing. It was too dark to see anything.

b Complete the sentences with the correct verb from each pair in the past simple.

advise / ~~warn~~	beat / win	deny / refuse	
expect / wait	lay / lie	raise / rise	rob / steal

1 The tour guide *warned* us that the area was dangerous at night.
2 I _____ our team to lose, but in the end they won.
3 Canada _____ the US 3–2.
4 Somebody _____ me while I was asleep. They took my credit cards and all my money.
5 My colleague _____ taking the file, but I saw it later on his desk.
6 Last year we just _____ on the beach all day when we were on vacation.
7 House prices _____ last month for the first time this year.

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4 MINI GRAMMAR *would rather*

Rewrite the sentences using *would rather*.

1 I'd prefer to sit by the window than next to the aisle.
I'd rather sit by the window than next to the aisle.

2 What do you want to do, stay in or go out?

3 I don't really want to cook tonight if you don't mind.

4 Where do you want to go, Boston or New York?

5 I'd prefer to walk than take the car.

6 I don't really want to go to the movies if you don't mind.

6 LISTENING

a iChecker Listen to five speakers talking about a time when they had an argument with someone. Where did the arguments start?

1 In the _____.
2 In the _____.
3 In the _____.
4 In the _____.
5 At _____.

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b Listen again and write the number of the speaker in each box.

The argument finished when somebody...

A ☐ confirmed who was right.
B ☐ realized they had forgotten something.
C ☐ said something unrelated to the conversation.
D ☐ made a terrible mess.
E ☐ physically removed one of the people involved.

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