

### Glossary

**banter**-conversation that is funny and not serious

**daunting**-making you a bit frightened

**deprecating**-showing that you think something is of little value or importance

**choppy**-rude, rough

**superficial**-never thinking about serious things

**elaborate**-to add more information or explain something that you have said

### Listen to the podcast and fill out the gaps

1. Don't be a .....collector.
2. I use this technique that I call 'the .....flag'.
3. You help many people .....and start relationship.
4. People can smell a fake a.....away.
5. There is this pressure to be.....
6. You are supposed to find the point of.....
7. People are terrible .....of their own communication skills.
8. Successful communication is about.....listening.

