

Passage 5

Using Verbal and Non-verbal Cues

- A.** Most people believe that a big percentage of communication is achieved through the use of words, either by speaking or writing. However, relying solely on written or spoken words will not give a person a complete understanding of what someone is expressing. In speaking, for instance, the listener will not be able to feel the sincerity of a person's utterance without other elements like voice tone and body language.
- B.** The tone of a person's voice is very helpful in conveying his exact thoughts or feelings. For instance, if someone has written 'I know how you feel', one who understands the language will easily grasp it. However, the term will have varied meanings if uttered in different tones. When this is verbalized in a softer or clearer voice, then it may denote certainty or positivity. When it is declared in a harsh or aggressive tone, it can convey resentment. Thus, when a person is not sure about what another individual has said, he will usually become more attentive to changes in the tone of voice and be able to better comprehend the feeling behind a statement. Another important element is body language or gestures. To illustrate, liars usually avoid eye contact with persons when they are lying. Therefore, subtle movements like twitching and teeth grinding, and more noticeable gestures, like moving away and crossing the arms or legs, are essential elements of the communication process.
- C.** In communication, spoken words are not enough. By considering other elements, like voice tone and gestures, people can get more clues that will help them to better understand other individuals.

Questions

The reading passage mentions a number of cause-and-effect relationships.

Match each cause (1 – 4) in List A with its effect (A – F) in List B.

NB There are more effects in List B than you will need, so you will not use all of them.
You may use any effect more than once.

List A: Causes	List B: Effects
1. A person totally dependent on words	A. Will not be able to meet his accuser's eyes
2. A person speaking in a clear tone	B. Will express anger or dislike
3. A person unsure of spoken words	C. Will be more alert to changes in tone or gesture
4. A person not telling the truth	D. Will be more attentive to eye movement
	E. Will not be able to comprehend the true meaning of a statement
	F. Will usually convey sincerity or assuredness

Approach

STEP 1 Identify the keywords and question focus in each numbered statement in the list.

STEP 2 Find out the relevant information in the passage.

STEP 3 Match the numbered statement with its corresponding lettered item.