

The background of the cover is a deep space scene. It features a large, glowing blue planet on the right side, partially obscured by a bright, multi-colored nebula with shades of orange, yellow, and green. The rest of the space is filled with numerous small, distant stars and faint, wispy clouds of gas.

Ways of communication

GALINA KRASNOSHCHEKOVA
TATIANA NECHAEVA

TEXTBOOK FOR TEACHING
ENGLISH LANGUAGE

Ways of communication: textbook for teaching English

1. [Titel Seite](#)

Krasnoshchekova Galina Alekseyevna

Nechaeva Tatiana Aleksandrovna

Ways of communication

Krasnoshchekova Galina Alekseyevna

Nechaeva Tatiana Aleksandrovna

Ways of communication



Impressum

Texte: © Copyright by Galina Krasnoshchekova & Tatiana
Nechaeva

Umschlag: © Copyright by Galina Krasnoshchekova &
Tatiana Nechaeva

Verlag: epubli

Köpenicker Straße 154a

10997 Berlin

Druck: epubli - ein Service der neopubli GmbH, Berlin

Introduction

In the space of modern society, international cooperation and relations, the role of a foreign language communicative competence of a specialist of any profile increases.

A specialist should be able, both at the receptive and productive levels, in a figurative, graphic, audiovisual format, to update innovative scientific ideas and algorithms in order to achieve effective solutions using language means in situations of professional communication.

The increasing requirements for the level of verbal and written communication are reflected in the state educational standard, where the ability to carry out oral and written communication at the competency level is called as mandatory skills.

Learning writing plays an important role in the process of learning a foreign language. Speaking about the interrelated use of all types of speech activity in terms of the intensification of the learning process, it should be noted that the learning of written speech contributes to the development of oral speech of students.

This tutorial, which is supplied with theory and practical tasks using effective teaching methods for all types of oral and written activities, is aimed at teaching effective communication.

In compiling the tutorial, we strictly adhered to a systematic approach to teaching oral and written speech as a creative activity, offered various types of oral communication and types of creative writing, developed a system of exercises aimed at step-by-step training in communication and creative writing, suggested models for

writing business letters, autobiographies, scientific articles, abstracts, reports.

The above purpose of this tutorial is achieved by solving a number of problems, namely:

1) the development of oral and written speech on the basis of logical-semantic schemes;

2) practicing oral and writing skills through the implementation of creative tasks.

The tutorial consists of 15 sections:

Part I Oral communication

Unit 1 Introduction

Unit 2 Communication at conferences, official meetings

Unit 3 Negotiations

Unit 4 Telephoning

Part II Written communication

Unit 5 Types of writing (Formal letters; Memos; Report; Article; Summary; Punctuation; Examples of writing)

Unit 6 Formal letters

Unit 7 Writing CVs, Resumes, and LinkedIn

Unit 8 Reference letter

Unit 9 memos

Unit 10 Report

Unit 11 Article

Unit 12 Summary

Unit 13 Writing emails

Unit 14 Punctuation

Each of the sections includes the following components: theoretical material on how this type of communication is performed, summarizing questions, as well as creative tasks.

This tutorial can be used for classroom work with students, undergraduates and graduate students of language and non-linguistic universities, and for self-study work.

Content

Part I Oral communication
.....

Unit 1 Introduction
.....

Unit 2 Communication at conferences, official meetings
.....

Unit 3 Negotiations
.....

Unit 4 Telephoning
.....

Part II Written communication
.....

Unit 5 Types of writing (Formal letters; Memos; Report;

Article; Summary; Punctuation; Examples of effective writing)

Unit 6 Formal letters

Unit 7 Writing CVs, Resumes, and LinkedIn

Unit 8 Reference letter

Unit 9 Memos

Unit 10 Report

Unit 11 Article

Unit 12 Summary

Unit 13 Writing emails

Unit 14 Punctuation

Part I Oral communication

Unit 1 Introduction

How should you introduce yourself to someone you have never contacted before?

1 Most British people today introduce themselves in a very simple way by saying:

2 Hi, I am Ann.

3 Hi, I am Ann Jacksons.

4 Hello, I'm Catherin Black.

5 Good morning, I am Richard Smith.

6 Let me introduce myself.

7 British people say their first name (Ann) followed, in more formal situations, by their family name (Smith).

8 If someone asks What is your name? You would normally reply with both first and family name.

9 By the way, my name is Ann Black.

10 Sorry, I have not introduced myself - I am Linda Black from BBC.

11 I don't think we have been introduced have we? I'm ...

First, you probably need to attract their attention and introduce yourself. You should use such phrases:

Excuse me, do you have a minute? Would you mind answering a few questions?

Excuse me, do you think I could ask you a couple of questions about your ...? Thanks. My name is ... and I work at ... What I would like to ask you is: ...

Other questions you might like to ask are:

Could you give me some more details about...?

Where can I get more information about...?

Can I just pick you up on something you said in your presentation?

If you want to talk to someone who has just done a presentation and you are in a line with other people, the presenter will probably want to deal with each person in the line as quickly as possible.

So, when you finally get to talk to the presenter say:

I do not want to take up your time now. However, would it be possible for us to meet later this evening? I am in the same line of business as you, and I have a proposal that I think you might be interested in.

How can you introduce yourself to a group of people?

To avoid having to introduce yourself into a group, you could try to arrive early at any social events. This means when you see your key person entering the room, you can go up to them immediately before they get immersed in a conversation.

If your key person (i.e. the person who you wish to meet) is already chatting to another person or a group of people, then you need to observe their body language and how they are facing each other. If they are in a closed circle, quite close to each other and looking directly into each other's faces, it is probably best to choose another moment. However, if they are not too close, and there is space between them, then you can join them. In such cases, you can say:

Do you mind if I join you?

I do not really know anyone else here. Do you mind if I join you?

Is it OK if I listen in? (to listen in means to listen without actively participating)

Sorry, I was listening from a distance and what you are saying sounds interesting.

Then you can wait for a pause in the conversation and introduce yourself.

12At this point you would be expected to reply with your name.

13Pleased to meet you. I am Mary Smith.

14If you didn't hear the name of the person you have just been introduced to you can say:

15Sorry, I did not catch your name.

16Sorry, I did not get your name clearly. Can you spell it for me?

17Sorry, how do you pronounce your name?

How can you show interest in the person you are talking to?

Everyone likes it when people show interest in them - it gives them a feeling of importance and recognition. You can show interest in other people by asking questions and by showing that you are 100 % focused on listening to the answers. If you find a topic that seems to interest them more than other topics, then try to ask more questions

about this particular topic. In any case, focus on questions that you think that your interlocutor will take pleasure in answering.

If you are not naturally curious about other people, a good way to think of questions is to use how, where, why, when, what.

For example:

How did you get to the conference? By plane? By train?

How long are you going to stay here?

Where are you staying?

Why did you decide to come to this particular fair?

What are you planning to visit while you are here?

When are you going back?

When you listen to the answers, you can say really. Another typical comment is right. For example, let's imagine that the dialogue below takes place in Rome, Italy.

So where are you from?

From Paris in France.

Oh, right, so how did you get here?

By train.

Really?

Yes, I do not like traveling by plane.

Right.

And you, where are you from?

Well, I am from Rome actually.

Oh really?

Yes, I was born here.

Other expressions you might use are:

I see.

That is interesting.

Wow.

Fantastic.

It might feel very unnatural for you to use any of these phrases, but remember you should not say them in an exaggerated way with a lot of emphasis. Just say them in a neutral way and quite quietly.

Is it OK to ask very direct questions?

It obviously depends on the question. If you ask questions such as:

What are your hobbies?

What plans do you have for the future?

Which football club do you support?

You are making the implicit assumption that your interlocutor has specific hobbies and specific plans, or is

interested in football. Such questions are not very appropriate as conversation starters and are better rephrased as:

What do you like doing in your spare time?

Do you have any particular hobbies?

So, do you have any particular plans for the future?

Are you interested in football? Do you support any particular team?

However, if a topic such as football has already been introduced into the conversation then you could ask a more direct question:

So which football club do you support?

The use of so at the beginning of a question helps to make the question less direct.

Is it rude to interrupt the other person, especially when they are doing all the talking?

Some people are used to talking a lot and having a quiet audience.

For you as a listener, in a social context this may not be a problem. You can simply 'switch off', look out of the window and start thinking about something more interesting. However, when having a technical discussion, informal or formal, you may wish to get your own point of view across. In such situations, it is perfectly legitimate to interrupt. You can say in a friendly tone:

Sorry to interrupt you but ...

If I could just make a point ...

Just a minute, before I forget ...

Actually, I am quite curious to hear what John has to say about this

Practice

Pair work.

Make up dialogues for the following situations:

1) At a birthday party given by your friend. You are introduced to other guests.

2) At a diplomatic reception. The ambassador introduces the new attaché to the guests.

3) At a business lunch.

4) At the airport. An official from the Ministry of Culture meets a delegation.

Unit 2

Communication at conferences, official meetings

Negotiations tend to be concluded in the following phases:

1. agreeing to and accepting the terms and conditions
2. summarizing exactly what has been decided
3. expressing satisfaction
4. discussing the next step

5. saying goodbye

What skills do you need to have a successful conversation?

To have a successful conversation and consequently to improve your business and networking skills you need to be able to:

- break the ice i.e. initiate a conversation with someone you have never met before or who you only know superficially
- embark on safe topics
- carry forward the conversation i.e. allow the conversation to move forward in a logical and friendly manner with no long silences
- take turns in talking i.e. never dominate the conversation
- get the other person to feel important by encouraging them to talk about themselves
- listen carefully
- collaborate with their interlocutor to fill silences by referring back to something that was said earlier
- react sensitively to what is being said
- contribute and make the right comments / noises when someone is telling a story
- know when and how to end a social interaction.

Your aim is to create an interpersonal bond, which you can then exploit in your business relations.

When speaking in another language we tend to forget the social skills that we have in our own language. However, these skills are imperative for successful business and social encounters.

Different people from different cultures have different ways of conversing. Even men and women of the same nationality converse in a different way. Various researchers in the US and UK have shown that in many countries in the West, women tend to disclose more about themselves than men, and men tend to focus more on their accomplishments and sport. Women often use more words and give more details than men, with the consequence that men 'tune out'. In a work environment women tend to take things more literally, and men tend to be more lacking in sensitivity. Finally, men tend to interrupt more in a discussion or conversation than women do.

The dialogue below is an example of what in many countries would be considered as an unsuccessful conversation. The two speakers have never met before and they are waiting for a presentation to begin at a conference.

Sorry, is this seat taken?

No.

There are a lot of people here for this session, aren't there?

Yes, there seem to be.

What can you talk about

when you have just met someone for the first time?

The initial exchanges people have when they have just met are known as small talk. These include non-risk topics such as:

- the weather
- the town or country where you are now
- the hotel where you are staying
- how you traveled to where you are now.

Typical questions that people ask while making small talk are:

It's a bit cloudy, isn't it?

Do you think it's going to rain later on?

Did you have to travel far to get here?

Which hotel are you staying in?

Have you been here before?

Cultures differ considerably in the way they attempt to establish a relationship using small talk. In much of Europe and North America, initial conversations often focus on the person's job, and in Japan on the organization they work for. Whereas Arabs may initially attempt to find out about each other's family identity.

Such exchanges enable you and your interlocutor to:

- get used to each other's accents and style of speaking. You are not giving each other essential information, so it does not matter at this point if you do not understand everything you say to each other

- find your voice in English
- make a connection with each other
- learn a little personal information that you might be able to refer to in future conversations
- make some positive comments about each other. This positive feeling will then be useful if any negative comments need to be made later on (for example in a technical discussion).

What are the typical safe topics

that involve cultural similarities rather than differences?

Casual meetings at bars and restaurants at international trade fairs provide a perfect opportunity for discussing similarities and differences in culture. If you focus on the similarities this will generally create a better atmosphere, rather than trying to claim that your country does things better than another country.

This does not necessarily involve having heavy ethical or political discussions but can be centered on more straightforward, but nevertheless interesting, topics such as:

- legal age to do certain things (e.g. drive a car, vote)
- dialects and different languages within the same national borders
- the role of the family (e.g. treatment of the elderly, ages people leave home)
- things people do for fun (e.g. bungee jumping, karaoke)

- tipping habits (e.g. hotels, restaurants, taxi drivers)
- holiday destinations
- jobs and how often people change them, how far people commute to work
- national sports
- natural resources
- shop and office opening and closing times
- punctuality and its relative importance.

If you prepare vocabulary lists for the above topics and learn the pronunciation of the words, then you will have more confidence to initiate and / or participate in a conversation.

Are there some topics of conversation

that are not acceptable for particular nationalities?

There are some topics of conversation that are universally acceptable, such as those used for breaking the ice. However, money is a topic that some British people might consider inappropriate for discussion with strangers at a social event—this means that they might find it embarrassing to be asked questions about how much they earn, how much their house is worth, how much they spend on their children's education.

What is appropriate varies from nation to nation. A Japanese woman told me:

In Japan, we are hesitant to talk about personal matters. For instance, many British people I have met like to talk

about their families and show photographs, but the Japanese do not do that, at least not in depth. We would say, "I have a husband. I have a son and I have two daughters". Japanese men like talking about hobbies, golf, for example. We talk about food. Women even like to talk about what blood type they are.

Sometimes you may think that your interlocutor is asking too many questions, which may be also too personal. Most British people would not consider questions such as Where do you work? What did you study?

What did you major in? What seminars are you planning to go to? Did you take your vacation yet? Such questions are merely a friendly exploration in a search to find things that you may have in common. The purpose of the questions is merely trying to find some common ground on which to continue the conversation.

Some questions would be considered inappropriate by most British people, for example:

How old are you?

What is your salary?

What is your religion?

Are you married?

How old is your husband / wife?

Do you plan to get married?

Do you plan to have children?

How much do you weigh?

Have you put on weight?

How much did you pay for your car / house (etc.)?

What kind of topics are generally not of interest to the interlocutor?

If you want to be a successful networker and be able to set up new collaborations, then it helps if you can talk about things that will be of interest to your interlocutor. Imagine the topic of conversation is holidays. A lot of people may not necessarily be interested to hear what hotel you stayed in, what museums you visited, how much the metro cost etc — unless of course they are planning to go there themselves. They are more interested in holiday disasters: planes rerouted or cancelled, luggage lost, food poisoning.

By listening and analyzing the conversations going on around you, you should be able to get a clearer idea of what topics people find interesting, and more specifically, what aspects of those topics generate interest.

If my company is hosting visitors,

what are the typical non-work questions

that guests might ask me?

If your company is hosting some foreign visitors then you have the perfect opportunity to share your knowledge of the local area, and to practice your English! Here are some typical questions and answers:

Are there any good restaurants where I can try / sample the local food?

Yes, there is a good one near the town hall, and another one just round the corner from here on Main Street.

What local sites would you recommend that I go and see?

Well the standard places where all tourists go are.... However, I suggest that you visit the museum of ... and if you like food you could go to the market on Main Street.

Do you have any suggestions as to where I might buy a...?

You could try the department store, which is on the main road that leads to the mosque.

Note the construction with suggest and recommend: to suggest / recommend that someone do something.

If someone is critical of something (e.g. poor service in your country or company), and if you do not want to enter into a long defense, you can simply say:

Yes, I know what you mean.

On the other hand, if you want to be more defensive you can say:

Well, to be honest, I just think you have been unlucky.

Referring to the agenda, outlining objectives,

talking about breaks

Although participants should already know why they are at the meeting, they may need reminding:

I've called this meeting first to ... secondly to ...

The main objective of our meeting is ...

If you are the chairperson and you have not distributed the agenda prior to the meeting, you can hand out the agenda and say:

I have prepared an outline / a rough agenda.

As you will / can see, there are five issues I'd like to discuss.

Could you look through it please?

Could you add any points you would like to discuss.

Also, feel free to suggest any items that you think we do not need to discuss.

Alternatively, if the agenda was distributed in advance:

Have you all got a copy of the agenda?

Now let us look at the agenda in detail.

Do you have any comments you would like to make on it?

If you are a participant, in response to the chairperson's request for comments, you can say:

No, everything seems fine.

Well actually, I was wondering why we need to discuss ...

Yes, I would like to suggest that we also discuss ...

If we have time, could we also go through ...

Announcing the time schedule

and breaks

For potentially long meetings, it helps to inform participants of any breaks:

We have a lot to cover, so I suggest we have a break at 10.30 and then for lunch at around 12.30? Does that sound all right?

I have planned a break at 11.00 and arranged a buffet lunch for one o'clock. Then if it is OK with you, we can be back at the table for two o'clock.

I think we should aim to finish by four thirty at the latest.

You can also suggest the time that each item should take:

I think we can allocate 15 min to each of the first two items. Then two or three minutes to the other items.

We should take about 30 min for the first point, and around ten minutes for each of the others.

When the time comes for a break, you can say:

Well, it is already 11.00, time for a break.

Perhaps before we move on to the next item we should take a break.

Opening the discussion

If you are the chairperson, you can suggest who should open the discussion:

Would you like to open the discussion.. ?

Perhaps you'd like to explain/tell us/give us..?

Alternatively, you can say: