

Basic communication skills:

What makes a good communication? Choose the factors you find the most important:

- Fluency in the language
- Vocabulary
- Being a good listener
- Physical appearance – your look
- A sense of humour
- Good grammar
- Not being afraid of making mistakes
- Body language

Can you find any other factors?

Which form of communication do you use most?

- E-mails
- Faxes
- Letters
- Conversations
- Phone calls
- Chatting on the internet

Do you use any other forms of communication?

Has the way of communication changed recently? If so, how and why?

Can you think of any special forms of communication among people or animals?

What makes a good communicator?

What is a small talk?

In which situation can you start a small talk?

TASK: what would you say in these situations?

- You don't understand.
- You want someone to repeat something
- You want to make sure others understand you
- You want to explain something
- You can't hear well

Which English greetings do you know?

How do you say good-bye?

How do you ask about somebody's health etc?

How do you introduce yourself and others?

How do you ask and thank for things?

How do you apologize?

EXERCISE: Match the sentences in A with their endings in B:

A

Would you like a cup of tea?

See you at about quarter past eight?

Would you like to go to the cinema?

I like your earrings

Have you got any plans for the weekend?

Thank you very much

Oh, I'm sorry.

Have a nice weekend.

Some more wine?

B

No, thanks, I'm driving

Thanks, you too

That's all right.

Yes, please.

Not at all.

Yes, I'm meeting a friend

No, I'm sorry, I can't

OK, see you then.

Thank you.

