

## 1

# Communication

## 1.1 The rules of conversation

GOALS ■ Talk about conversation in different cultures ■ Use different question types

### Vocabulary & Speaking conversation

1a Look at situations a–c, which show conversations between people from different cultures. In each there has been a cross-cultural misunderstanding. With a partner, discuss what has caused the misunderstanding.



b Check the answers on page 126.

2 Look at the list of things that can happen in a conversation. Check you understand the words in bold in the phrases. Put a tick next to the things you would aim to do and a cross next to the ones you would try to avoid.

- have a **row**
- put someone **at ease**
- listen **enthusiastically**
- **establish** shared interests
- ask **appropriate** questions
- have a **misunderstanding**
- have some **awkward** silences
- **put your foot in it**
- make **small talk**
- make a good **impression**
- tell an **entertaining** story
- **offend** someone
- **dominate** the conversation
- **hit it off** with someone



1 Think about the distance at which two people who are not close friends stand when they are having a casual conversation. This distance varies between cultures. In North America the distance is 45 cm. **Do you think this distance is greater or smaller in the following places?** Write G (greater) or S (smaller).

- a Western Europe \_\_\_ c the Middle East \_\_\_  
b Japan \_\_\_

2 **Which of these nationalities finds silences awkward in conversation?**

- a East Asian \_\_\_ b Spanish \_\_\_ c American \_\_\_

- 3 Work in groups and do the following. Tell the others in the group about ...
- 1 a person you know who is good at putting people at ease and how they do it.
  - 2 a person you know who tends to dominate the conversation.
  - 3 a time when you or someone you know put his/her foot in it.
  - 4 a person you hit it off with as soon as you met them.
  - 5 how easy or difficult you find it to make small talk.

## Grammar & Speaking using different question types

- 4 How much do you know about cross-cultural communication? With a partner, read and discuss the answers to the quiz.
- 5 **1.1** ))) Listen to a talk by a trainer in cross-cultural communication. Check your answers to the questions in the quiz.
- 6 **1.1** ))) Listen again and answer the questions.
- 1 In the Middle East, how far apart do two people, who are not friends, stand during a conversation?
  - 2 Why are silences in conversation a positive thing in some parts of East Asia?
  - 3 In which country is it acceptable to ask somebody about their salary?
  - 4 In the Philippines, what can you be arrested for?

3 **Who speaks the loudest?** Put the nationalities in order from 1–3 (1 = quiet → 3 = loud).

- a Northern European \_\_\_\_ c East Asian \_\_\_\_  
b South American \_\_\_\_

4 In the UK, which of these questions might you ask when making small talk?

- a **Who do you think will win the World Cup?**  
b How much do you earn?  
c **Whereabouts are you from?**  
d **Who will you vote for** in the election?

5 Where do these gestures cause offence? Match each illustration to two countries or regions.

1



- a Slovakia  
b Greece

2



- c the Middle East  
d South East Asia

- 7 Discuss in small groups. What advice would you give a visitor to your country about the following?
- personal space
  - common gestures
  - interrupting
  - making eye contact
  - conversation topics to avoid
- 8 Read the Grammar focus box and choose the correct options to complete the rules.

### GRAMMAR FOCUS different question types

#### • Subject questions

When *who*, *which*, *what* or *whose* is the subject/part of the subject, we <sup>1</sup> **use / don't use** auxiliaries *do* or *did* in a question.

*Who said that?* (NOT ~~*Who did say that?*~~)

*Which of these nationalities speaks the loudest?*

#### • Indirect questions

If we begin a question with an expression like *Do you think* or *Do you know*, what follows keeps normal word order – the subject goes <sup>2</sup> **before / after** the verb.

*Do you think you'll come to the party?*

#### • Questions with prepositions

When a *Wh-* word is the object of a preposition, the preposition usually comes at the <sup>3</sup> **beginning / end** of the question.

*What are you talking about?*

→ **Grammar Reference** page 136

- 9 Look again at the highlighted questions in the quiz in exercise 4. Find examples of ...
- 1 subject questions where there is no auxiliary verb.
  - 2 indirect questions.
  - 3 questions with a preposition at the end.

10a Put the words in the right order to make questions.

- 1 laugh / what / makes / you ?
- 2 favourite / about / what's / your / book ?
- 3 awake / what / night / keeps / you / at ?
- 4 out / do / you / think / go / will / you / tonight ?
- 5 most / who / in / your / family / similar / to / are / you ?
- 6 your / do / you / why / parents / know / name / chose / your ?

b Now discuss the questions with your partner.

- 11 Work with a partner. You are going to write some questions about languages for your partner. Student A, turn to page 126. Student B, turn to page 132.

12a **TASK** Work with a partner. Choose three topics from the list. For each topic write two questions.

- family • a holiday • last weekend • job • home

b Work with a different partner and ask the questions.

▶ **VOX POPS VIDEO 1**