

5 COMMUNICATION

LESSON A ► Making conversation

1 STARTING POINT

Types of people you might meet

A Read about six different types of people you sometimes meet on social occasions. Match the descriptions with the pictures.

1 It's a good idea to try out different topics to get a conversation going, and the conversation starter does just that. ☐	a	b
2 Talking about your accomplishments too much is often considered rude, but that doesn't stop the braggart. ☐	c	d
3 Saying nice things about others is customary for the complimenter. ☐	e	f
4 It's rude to ignore your conversation partner, but the wandering mind does it anyway. ☐		
5 Talking about topics that interest you is fun. Unfortunately, the bore is interesting to no one else. ☐		
6 It's usually considered impolite to interrupt people, but the interrupter is always jumping into the conversation out of turn. ☐		

B Pair work Do you know any people like the six types above? What is it like to have a conversation with them?

"My best friend is kind of an interrupter. She's really nice, but I guess she just gets excited about the conversation and wants to jump in. It can be very annoying."

2 GRAMMAR

Infinitive and gerund phrases

It + be + adjective/noun + infinitive phrase is often used to comment on behavior.

These sentences can also be restated with gerund phrases.

It's rude to ignore your conversation partner.

Ignoring your conversation partner **is rude**.

It's a good idea to try out different topics.

Trying out different topics **is a good idea**.

*The word **considered** may also follow **be** in this kind of sentence.*

It's considered impolite to interrupt people.

Interrupting people **is considered impolite**.

*These sentences can also include the phrase **for + person/pronoun**.*

It's customary for the complimenter to say nice things about others.

Saying nice things about others **is customary for the complimenter**.

GRAMMAR PLUS see page 114

A Look at the Starting Point on page 36 again. Can you find more sentences that begin with gerunds? Try to change them into sentences beginning with *it's*.

B Rewrite the sentences using infinitive or gerund phrases. Then compare answers with a partner.

- It's inappropriate to talk about politics at work or school.
Talking about politics at work or school is inappropriate.
- Using certain gestures is impolite in some foreign countries.
- Asking someone's age is often considered rude.
- It's not unusual in the U.S. to address a professor by his or her first name.
- Hugging friends when you greet them is customary in many cultures.
- Asking strangers if they're married is inappropriate in some countries.

3 VOCABULARY & SPEAKING

What's appropriate?

A Are these words and phrases positive (+), negative (–), or neutral (~)? Write the correct symbol next to each word.

- | | | | |
|---------------------|----------------------|------------------|-----------------|
| ___ 1. a compliment | ___ 4. bad form | ___ 7. offensive | ___ 10. strange |
| ___ 2. an insult | ___ 5. inappropriate | ___ 8. polite | ___ 11. typical |
| ___ 3. appropriate | ___ 6. normal | ___ 9. rude | ___ 12. unusual |

B Group work How do you feel about these things? Discuss these situations using the words and phrases in part A.

- You kiss people on the cheek when you meet them.
- You and your classmates interrupt the teacher.
- You stand very close to people when you talk to them.
- You and your parents talk honestly and openly.
- Your best friend calls you after 11:00 P.M.
- You start a conversation with a stranger on a bus or subway.

"It's unusual for me to kiss people I meet on the cheek."



VOCABULARY PLUS see page 134

4 ROLE PLAY

Making small talk

A Small talk is light conversation, often between people who don't know each other. Select the topics that are appropriate for small talk in your culture.

What's Safe for Small Talk?

- | | | |
|--|--|--------------------------------------|
| ☐ Children and family | ☐ Health problems | ☐ Salaries |
| ☐ Current affairs | ☐ Hobbies | ☐ Sports |
| ☐ Entertainment | ☐ Marital status | ☐ The weather |



B Group work Imagine you are at a party. Start a conversation with one person, keep it going for one minute, and bring it to a close. Then find a new partner and repeat.

"Hi. How's it going?"

"Pretty good. Hey, did you see that soccer game last night?"

"I did! It's amazing to see our team play so well."

"I know! Hey, I should get going, but I'll call you later."

Useful expressions

Conversation openers

How's it going?
Can you believe this weather? It's (awful)!
That's a great (jacket).
Do you know many people here?

Conversation closers

See you later.
Sorry, I've got to run. Talk to you soon.
It was great to meet you.
I should get going. I'll call you later.

5 LISTENING

Party talk

A Listen to three conversations at different parties. Who is speaking in each one?

- | | | |
|---------------------------------|--------------------------|-------------------|
| 1. a. a mother and her son | 2. a. two young students | 3. a. two cooks |
| b. a teacher and her student | b. two older friends | b. two wives |
| c. a woman and her son's friend | c. a father and his son | c. two classmates |

B Listen again. What closing phrase is used to end each conversation?

- | | | |
|----------|----------|----------|
| 1. _____ | 2. _____ | 3. _____ |
|----------|----------|----------|

6

WRITING

Organizing ideas with an outline

Making an outline is a good way to organize your ideas before you write.
An outline is usually written in reduced sentences or in notes and provides a general plan to follow when you write.

- A** Read the paragraph about a cultural rule in Japan. Then complete the outline below with information from the paragraph. What additional information is included in the paragraph but not in the outline?



Speaking on a cell phone in some public places in Japan is considered impolite. When receiving or making a cell phone call, most Japanese step away from the people around them. If that's impossible, it's customary to speak softly and use your hand to cover your mouth. Announcements on Japanese trains constantly remind passengers to switch their phones to silent mode. This is because people dislike being bothered by noise. Not everyone follows the rules, but most people do. The other day, people were glaring at me for taking a call in a café, and one person even scolded me. I was pretty shocked, but then I thought about it. Listening to others talking on the phone is irritating. There is a good reason why Japanese people use polite behavior when speaking on cell phones.

A. Topic sentence

Speaking on a cell phone in some public places in Japan is impolite.

B. Supporting sentences

- Recommended behavior:
_____ or speak softly and cover mouth
- General example:
Train announcements remind passengers – put phone on silent
- Personal example:
People glaring for taking a call in _____

C. Concluding sentence

There is a good reason why Japanese people _____.

- B Pair work** Write an outline about a cultural rule from your country. Then exchange outlines and answer the questions.

1. Is the outline in a logical order?
2. Does the outline provide enough information? Is there anything else you would include?

- C Pair work** Use your outline to write a paragraph about the cultural rule. Then exchange paragraphs and answer the questions.

1. Does the paragraph follow the outline?
2. Is the cultural rule clear? What suggestions do you have to make it clearer?

LESSON B ► *It's personal.*

1

STARTING POINT

Eavesdroppers

A Read each person's statement. What do you think they should do about each situation?

I Wish I Hadn't Heard That!



Luis, 23, Mexico City

“On the bus to work, I heard my boss's voice behind me. I think he was talking to the office manager on his cell phone. He was telling her that it would be a bad day at work. He explained that they were going to lay off my entire department!”



Rebecca, 25, Vancouver

“I overheard my roommate and her friend gossiping about me when I got home. I asked them what they were saying, but they claimed they hadn't been talking about me. I knew that wasn't true. It really hurt my feelings.”



Pam, 18, Portland

“Last week, I overheard my little brother on his cell phone. He was warning his friend not to say anything. So of course I listened. He said he was getting a terrible grade in math this year! And he said it was a big secret, too. In fact, my parents still don't know the truth.”

B Group work Have you ever heard someone talking about you? What did you do?

2

DISCUSSION

Who can you confide in?

A Read the information in the chart. Would you rank each person in the same way?

Who do you tell first?

We asked a group of young adults to rate each person in the chart according to when they would tell that person different types of personal news (1 = tell first, 4 = tell last). This is what they said.



Who would you tell ...	Family member	Spouse	Close friend	Colleague
good news?	2	1	3	4
bad/tragic news?	1	2	3	4
gossip?	4	3	2	1
personal information?	3	2	1	4

Source: Interviews with people between the ages of 22 and 35

B Pair work Why would you tell something to one person and not to another? Discuss your reasons.

“I would usually talk about a personal problem with my close friends rather than my colleagues because my friends already know most of my secrets.”

3 GRAMMAR

Reported speech

Statements

"It's a big secret."
 "I'm **getting** a terrible grade."
 "They **got** engaged."
 "We **weren't talking** about you."
 "She's **been** absent since Tuesday."
 "We **had never been** there before."
 "I'll **meet** you at the café."

Questions

"**Did** you **know** about the layoffs?"
 "What **are** you **saying**?"

Commands

"**Don't say** anything!"

General truths

"The sun **rises** in the east."

Reported statements

He said (that) it **was** a big secret.
 He said (that) he **was getting** a terrible grade.
 He said (that) they **had gotten** engaged.
 They claimed (that) they **hadn't been talking** about me.
 He said (that) she **had been** absent since Tuesday.
 She said (that) they **had never been** there before.
 He said (that) he **would meet** me at the café.

Reported questions

I asked him if he **had known** about the layoffs.
 I asked them what they **were saying**.

Reported commands

He warned his friend **not to say** anything.

Reported general truths

She said (that) the sun **rises** in the east. (*No change in tense.*)

GRAMMAR PLUS see page 115

A Look at the Starting Point on page 40 again. Can you find more examples of reported speech?

B Rewrite the sentences using reported speech. Then compare answers with a partner.

- | | |
|--------------------------------------|------------------------------|
| 1. "I'm not surprised at all." | She told me _____. |
| 2. "Have you heard the news?" | He asked me _____. |
| 3. "There's a bank down the street." | She said _____. |
| 4. "Why aren't you talking?" | She asked me _____. |
| 5. "Give him a call!" | He told me _____. |
| 6. "We're getting married!" | She told me _____. |
| 7. "Was the movie scary?" | The children asked me _____. |
| 8. "We didn't take the 8:00 train." | They told me _____. |

C Pair work Imagine that you have overheard this conversation. Take turns reporting each line of the conversation.

Ryan: I heard some interesting news. Do you know Amanda Jenkins?
 Lara: I know what she looks like, but I've never met her.
 Ryan: Well, she's going to study for a year in Australia.
 Lara: How can she afford that?
 Ryan: She got a scholarship that will take care of all her expenses.
 Lara: I think that's great. When is she leaving?
 Ryan: I don't know . . .

"Ryan told Lara that he'd heard some interesting news. He . . ."

4 VOCABULARY & SPEAKING

Tell me what he said.

A Put these expressions for reported speech in the correct columns.

He claimed that ...	He promised to ...	He told me that ...	He advised me to ...
He asked me to ...	He wanted to know ...	He told me to ...	He encouraged me to ...
He warned me not to ...	He explained that ...	He asked me ...	He wondered ...

Statements	Commands or advice	Questions
<i>He claimed that ...</i>		

B Pair work Tell a partner about a conversation you recently had. What was said?
Use one of these topics or your own idea.

- an argument you had with a friend
- some exciting news a friend told you
- a time you asked someone for a big favor
- an apology you made or received

"My roommate claimed I had borrowed her sweater without asking, but I explained that ..."

VOCABULARY PLUS see page 134

5 LISTENING

Tell me all about it!

A Listen to Nicole's and Tony's news. Choose the correct pictures.

1. Nicole



a. ☐



b. ☐

2. Tony



a. ☐



b. ☐

B Listen again. Choose the best answers.

- Nicole's sister met her boyfriend ...
 - ☐ a. in the fall.
 - ☐ b. yesterday.
 - ☐ c. over four years ago.
- Nicole's sister is probably ...
 - ☐ a. not afraid to be different.
 - ☐ b. very traditional.
 - ☐ c. shy.
- How are things at the design studio?
 - ☐ a. There isn't enough work.
 - ☐ b. Things are picking up.
 - ☐ c. Everything's about the same.
- Tony has been working at the studio ...
 - ☐ a. longer than most other workers.
 - ☐ b. less time than most other workers.
 - ☐ c. as long as most other workers.

6 READING

Mobile mania

A Read the article. These headings are missing from the text. Put them in the correct place.

The Generic Ring
The I-Talk-Anywhere

The Distracted Driver
The Shouter

The Useless Call Maker
The Corporate Big Shot

CELL PHONE PERSONALITY TYPES

In her travels, "Telephone Doctor" Nancy Friedman has noticed a variety of "cell phone personalities." Which of these types have you seen around?

1. *The Shouter*

Talking three times louder than necessary is characteristic of this offensive cell phone user. He seems to think everyone has a hearing impairment. Doesn't he know the phone already amplifies his voice?

2.

This pompous fellow makes all his business calls in public places while standing in the middle of a crowded room. He conducts big business deals right there in front of us, but we're not impressed.

3.

This exasperating person makes trivial phone calls, one after another, after another. On airplanes, you'll overhear her saying ridiculous things like, "Hi, we haven't left yet," or "Hi, we just landed. OK, see you in a minute."

4.

Making and taking calls anytime, anywhere is the trademark of this infuriating person. She'll chat in restaurants, at movie theaters, and even at funerals. When her cell phone rings, she looks at you and says insincerely, "Oh, sorry about that."

5.

Drive or use the phone – don't do both at the same time. This can be dangerous. It's really scary to see a delivery truck in the rearview mirror with a distracted driver on a phone behind the wheel.

6.

These are the people who haven't bothered to personalize their ring tone. One phone rings and 10 people check to see if it's theirs. Hang on, I think that's my phone!

Source: "What Type of Cell Phone User Are You?"
by Nancy Friedman, www.telephonedoctor.com

B Group work Does the article describe any cell phone users you know or have seen? What bad cell phone manners have you seen recently?