

## READING AND VOCABULARY

1 How can you express the following sentences without using words? Choose one of the sentences to express to your partner and see if he/she can guess which one it is. Then swap roles and repeat.

- |                        |               |
|------------------------|---------------|
| 1 Stop it!             | 4 Sorry.      |
| 2 Maybe, I'm not sure. | 5 I like you. |
| 3 Go away.             | 6 Let's go.   |

2 Look at photos A and B. Which of the messages in Exercise 1 can you see? What makes you think so?

3 Some experts say that over 90 percent of a first impression is based on nonverbal rather than verbal communication. What is included in *nonverbal communication*? Make a list.

4 **CD1.12** Read the article and match the headings a–g to the correct paragraphs 1–5. There are two extra headings. Then listen and check.

- a Face to face
- b In good voice
- c Good with your hands
- d Body of evidence
- e Actions speak louder than words
- f Eyes wide open
- g Watch your words

5 Which elements from the article can you see in each photo?

6 Are the statements true (T) or false (F), according to the article? Correct the false ones.

- 1 Speak as slowly and deeply as possible, so you appear confident and in control.
- 2 When people are frightened, they often speak more quickly.
- 3 Keep eye contact for at least 70 percent of the time if you want to show interest in a person.
- 4 Choosing an expression and keeping it on your face while talking is not a good idea.
- 5 Good listeners use their facial expressions a lot.
- 6 If you want to know if somebody is lying, pay attention to their facial expressions.
- 7 When you shake hands, don't hold your palms up or down.
- 8 To show authority, keep your arms in front of you.

7 **Vocabulary** Complete gaps 1–7 with adjectives and nouns from the article. Then complete the verb column.

verb	noun	adjective
_____	1 _____	enthusiastic
_____	2 _____	respected
_____	intimidation	respectful
_____	_____	intimidated
_____	irritation	3 _____
_____	_____	irritating
_____	push	4 _____
_____	6 _____	5 _____
_____	7 _____	indicative
_____	_____	disapproving

8 **Vocabulary** Complete the sentences with the correct form of words from Exercise 7.

- 1 Come on! All that sighing and complaining! Show some \_\_\_\_\_.
- 2 He has a really \_\_\_\_\_ habit of interrupting you as soon as you open your mouth.
- 3 That whining noise from the engine is usually an \_\_\_\_\_ that the car needs a service.
- 4 The people in that shop are so \_\_\_\_\_ – always trying to get you to buy more.
- 5 Her reputation is excellent. She's one of the most \_\_\_\_\_ doctors in the country.
- 6 She didn't need to say it. That \_\_\_\_\_ look told everyone that she wasn't impressed.
- 7 He's not outwardly aggressive but something about his manner \_\_\_\_\_ people.

9 **Vocabulary** In pairs, find the phrasal verbs 1–5 in the article and discuss their meanings.

- |                         |                        |
|-------------------------|------------------------|
| 1 give out (para. 1)    | 4 get across (para. 3) |
| 2 come across (para. 1) | 5 strike up (para. 5)  |
| 3 give away (para. 3)   |                        |

10 **Vocabulary** Use the phrases in the box to make collocations to complete the sentences.

a secret   a friendship   point of view  
true feelings   signs   as an idiot  
in a good light   leaflets

- 1 Everybody comes across \_\_\_\_\_ sometimes.
- 2 Your eyes always give away your \_\_\_\_\_.
- 3 It's very difficult for people who have different political views to strike up \_\_\_\_\_.
- 4 In an argument, the more emotional you are, the harder it is to get across your \_\_\_\_\_.
- 5 The worst thing anybody can do is to give away \_\_\_\_\_.
- 6 There are far too many people giving out \_\_\_\_\_ on the street these days.
- 7 If you dress well and look nice, it's easier for you to come across \_\_\_\_\_.
- 8 Women are much better than men at recognising \_\_\_\_\_ that people give out.

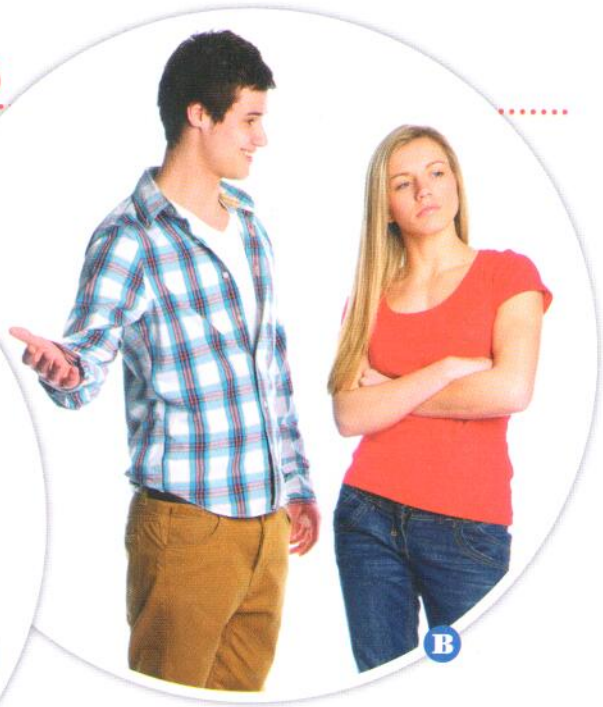
11 In groups, discuss the statements in Exercise 10. Which do you agree with and why?



# More than words

Why what you say might be more than you think ...

by Joanne Wordy



Most of us pay attention to what we say. Whoever we are, we use words carefully to achieve our goals. But, as Joanne Wordy explains, words are only a small part of what we are saying when we speak to other people.

**1** When we think of nonverbal communication we tend not to think of the voice, but it is an important element – not in terms of the words you use, but in terms of the way you use your voice. You are constantly giving out signals with your voice. Do you speak loudly or quietly? Rapidly or slowly? Is your voice pitch higher or lower than normal? The slower and deeper the voice, the more we sound confident and in control – within reason, of course: if we exaggerate this, we risk coming across as unintelligent, bored or even angry. On the other hand, a higher-pitched voice and rapid delivery indicates strong emotion, especially surprise, enthusiasm or fear.

**2** Eye contact is one of the most important aspects of nonverbal communication, especially with people we've just met: it shows respect and interest in what they have to say. In the UK people tend to keep eye contact around 60 to 70 percent of the time. Any more than this and you can be too intense, aggressive or intimidating; any less and you signal a lack of interest in the person or their conversation.

**3** We have all seen how a facial expression can give away a person's real thoughts, even if they are saying something completely different, such as an irritated face giving the lie to friendly words, or the fear in a man's eyes showing a brave speech to be hollow. Our facial expressions change continually while we talk and are a key element in both getting our meaning across (when we are speaking) and showing that we are paying attention and are involved (when we are listening) – the less attention we pay, the more slowly our expressions will change and the more apparent it will be that we are not really interested. Our expressions – frowns, smiles, narrowed eyes, raised eyebrows and so on – give the

speaker clues as to how well we are following what they are saying and are key to the flow of the conversation. Interestingly, different parts of the face are better at showing different emotions: the eyes are the best clues of a person's happiness or unhappiness, while the mouth and forehead are better at showing friendliness or anger. Facial expressions are perhaps the hardest element of nonverbal communication to fake, making them a very good signal of what a person is really thinking.

**4** Hand gestures are so numerous that it is only possible to mention a few of the most common. Holding your palms slightly up and outward is seen as open and friendly. Gestures with the palms down are generally seen as dominant and possibly pushy or even aggressive. This palm up, palm down distinction is very important when it comes to shaking hands; a good strategy is to always offer a handshake upright and vertical, to convey equality.

**5** Of course, our faces, our hands and our eyes are parts of our bodies, but we also use the rest of our bodies to communicate in many ways. The angle of your body gives an indication of your attitude towards the person you are with. The more you find another person attractive, the more you lean towards them; the less we like someone, the further from them we lean. And body language is not just important once the conversation has started: showing that you have a positive attitude towards somebody is obviously a good idea if you want to strike up a conversation. More specifically, your arms send many messages: from confidence (arms behind the back or behind the head), through disapproval (arms crossed), to worry and uncertainty (arms in front of the body). Generally, the more extrovert you are, the bigger your arm movements will be.

Understanding nonverbal communication is, of course, just a start. Next week, in part two of this article, Joanne Wordy looks at how we can apply this knowledge in a wide range of situations, from formal job interviews to chats with our families and friends.

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