

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 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	B
Would you like a cup of tea?	No, thanks, I'm driving
See you at about quarter past eight?	Thanks, you too
Would you like to go to the cinema?	That's all right.
I like your earrings	Yes, please.
Have you got any plans for the weekend?	Not at all.
Thank you very much	Yes, I'm meeting a friend
Oh, I'm sorry.	No, I'm sorry, I can't
Have a nice weekend.	OK, see you then.
Some more wine?	Thank you.

Idioms

5. Work in pairs. Match the underlined idioms in A with their meaning in B.

A

1 Yes, John and I were thrilled, of course, and Tom is over the moon.

2 Peter tells me your presentation to the investors went like a bomb.

3 But we mustn't talk shop all evening! I want to hear about the new house you're going to buy.

4 Oh what's the name of that famous Japanese restaurant in Piccadilly? It's on the tip of my tongue.

5 Yes, we work very well together. I think it's because basically we're on the same wavelength.

6 Well, let's keep our fingers crossed that the next trip goes as well as the first one did.

7 I heard on the grapevine that NVP has just got an award for its *Communication skills at work* course. Is it true?

8 Now, the name Annalise rings a bell. Yes, I think I met her at a party a few months ago.

B

a) discuss work

b) something I can almost remember

- c) was very successful
- d) extremely happy
- e) hope our plans will be successful
- f) think in the same way
- g) sounds familiar
- h) as a rumour

How would you express the following phrases in English?

Je veselá kopa/Je samý žert

Nerozumí legraci

Co je na tom vtipného?

Napřed práce, potom zábava

Život není jen samá zábava.

Není to podle mého gusta.

Má to něco do sebe.

To je ale náhoda!

Nic nenamítám.

To dá rozum.

Ty to zvládneš!/stihneš

S chutí do toho, půl je hotovo!