

# Effective communication



## 人与社会——良好的人际关系和社会交往

**We have two ears and one mouth so that we can listen twice as much as we speak.**

**—Epictetus**

我们有两只耳朵和一张嘴，所以我们可以听到的是我们所说的两倍。

——爱比克泰德

# What **communication skills** do you know?



Here is a lecture transcript about **effective communication**. Let's read it together.



**Showing respect**

**Responding timely**

# 宏观架构 整体理解

I .Read the passage quickly and then fill in the blanks.

Para.1: Introduction



Para.2: Definition  
What is 1. communication.

Para.3:  
Some useful 2. information  
can help you to determine  
how best to communicate  
with others.

Para.4:  
3. Body language  
is very important  
for you to commu-  
nicate with others.

Para.5:  
The value of  
4. empathy should  
not be understated  
in the communication.

Para.6: Conclusion

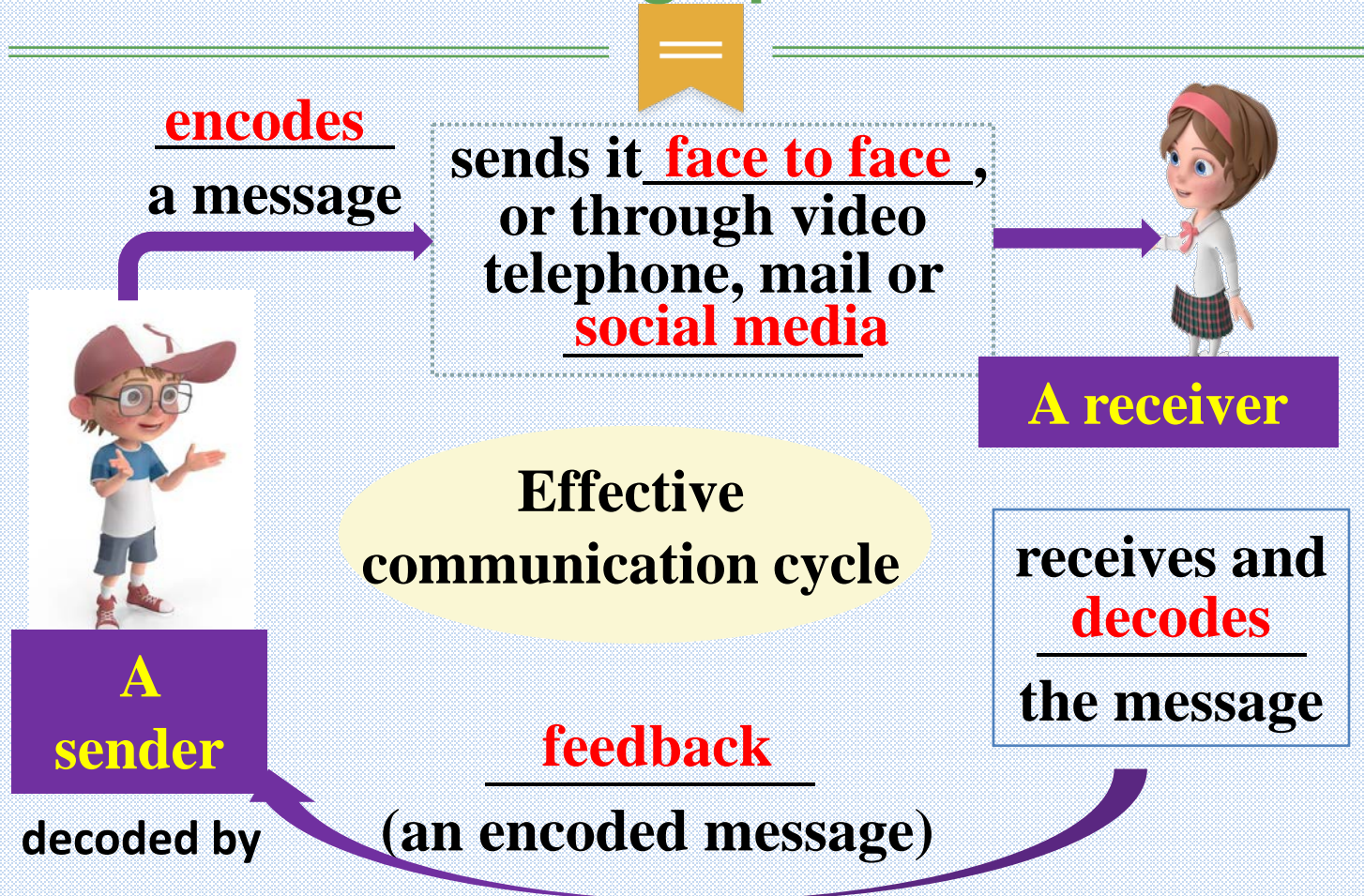
## Task

How does the writer introduce the topic of the lecture?

**Giving examples** is a commonly used technique to introduce a topic in a lecture. It attracts the attention of the audience and allows them to think more actively.

topic

## Paragraph 2



# Paragraph 3, 4&5



## How to be a highly competent communicator

Para.3     know with whom you are communicating

Para.4     pay attention to your body language and other  
person's body language

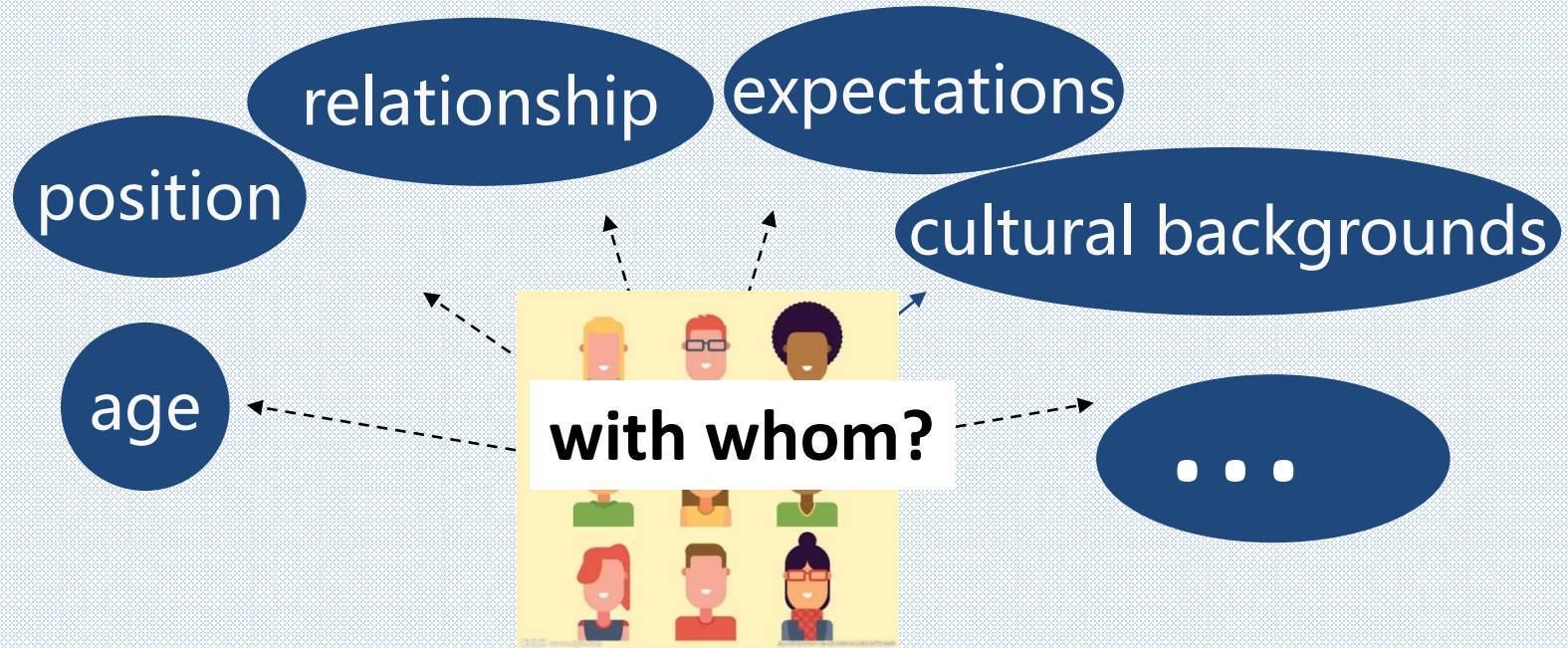
Para.5     don't understate the value of empathy



# Paragraph 3



## How to be a highly competent communicator





**Read the p3 carefully and choose the best answer.**

**1.What information can help you determine how best to communicate with others?**

**A.Their age.**

**B.Their relationship with you.**

 **C.Their relevant personal information.**

**D.Their cultural background and expectations.**

## Paragraph 3



### How to be a highly competent communicator

deciding which communication channel best suits the situation

determining the appropriate style to use and how complex your choice of words should be

## Paragraph 3



face😊face vs through e-mail or mobile phone  
informal language vs for😊l language  
in an ambiguous manner vs in a st😊ghtforward  
man



## Paragraph 4

**P4     Why should you pay attention to the other person' s body language?**

**A.Because it can show his/her personality.**

**B.Because it can show his/her likes and dislikes.**

**C.Because it can show his/her thoughts and attitudes.**

**D.Because it can show whether your conversation is going well.**

# Paragraph 5



## The value of empathy

Empathy means the ability to understand the other person's emotions.

How can we achieve it?

By putting yourself in their shoes and looking at the situation from their perspective.

What can we do when we deal with complicated issues?

Only when you give serious considerations to their points of view will you be able to see what accounts for their emotions and empathize with them.

# Paragraph 5



Let's have a practice:



Your partner has just lost an important game.

You want him to engage in a study discussion.

I understand how you feel...



**What' s the main idea of the last paragraph?**

**✓A.The importance of effective communication.**

**B.Communication skills.**

**C.The entire circle of communication.**

**D.The importance of body language.**



# Paragraph 6



## Benefits of effective communication

- enable you to \_\_\_\_\_
- improve your \_\_\_\_\_
- help you \_\_\_\_\_
- allow relationships \_\_\_\_\_

# Passage Structure



## Effective communication

### Introduction

If you heard someone say something, how would you react? Just what would you think it could be interpreted as? A smile, for example, could be accompanied by a gentle smile. When spoken by a stranger, they can function as a means of attracting your attention. Much of what we communicate is dependent not only on the words we use, but also on how we use them. So, let's look a little deeper into the topic of communication.

### What is communication?

Communication is the process of sending and receiving information. It can be done in many ways, such as face-to-face, by video, by telephone, or by text. The receiver must understand the message sent by the sender. If the message is not understood, it is referred to as feedback. The communication cycle repeats itself.

### Ways to sharpen communication skills

This is a skill that you need to develop. What are some ways to sharpen your communication skills? You can determine how best to communicate with them. Depending on whether you are communicating with a stranger, friend, family member or co-worker, you will need to decide which communication channel best suits the situation. Furthermore, you

of words should be. For example, if you are a business person negotiating with a large enterprise about a deal, you should do it face to face, using formal language in a straightforward manner.

Your body language is equally important, since it reveals a lot about your thoughts and attitudes. Make sure it clearly supports the message you want to deliver. A smile shows you are attentive to the issues being discussed, while looking away with your arms folded can indicate disinterest and create distrust or friction. Additionally, you should not ignore the other person's body language, which will give you clues as to whether the conversation is going well or not. When you notice a change in the other person's body language, you should adjust how you are communicating accordingly. If someone looks at you with a confused expression, this could indicate that they have not completely understood your point. Then you will need to clarify your message before moving on.

While being knowledgeable about body language is vital, the value of empathy should not be understated. Seek to understand the other person's emotions, by putting yourself in their shoes and looking at the situation from their perspective. Suppose you are discussing a project with your partner, who has just lost an important basketball game and is inactive. To engage him or her in the discussion and make your communication more effective, you may express your sympathy by, for instance, saying, "I understand how you feel ...". However, some issues may be complicated and you may be confused about why others feel the way they do. Only when you give serious consideration to their points of view will you be able to see what accounts for their emotions and empathize with them. You may not approve of their ideas but at least you will see where they are coming from, which means you can make adjustments to your own tone and choice of words accordingly.

### Significance of effective communication

# Thank you!



# The structure of the transcript

Para.1:Introduction Communication is dependent not only...but also ...

Para.2:Definiton: Communication is the process of... between ... and ...

Para.3: You need to kow with whom you are ...and decide which ... and determine ... to use.

Para.4: Make sure your ... clearly supports the message you want to deliver and you should not ignore the other person's...

Para.5: Put yourself in ... and make ... to your tone and choice of words accordingly.

Para.6:Conlusion: Benefits of effective communication