Underpinning competences

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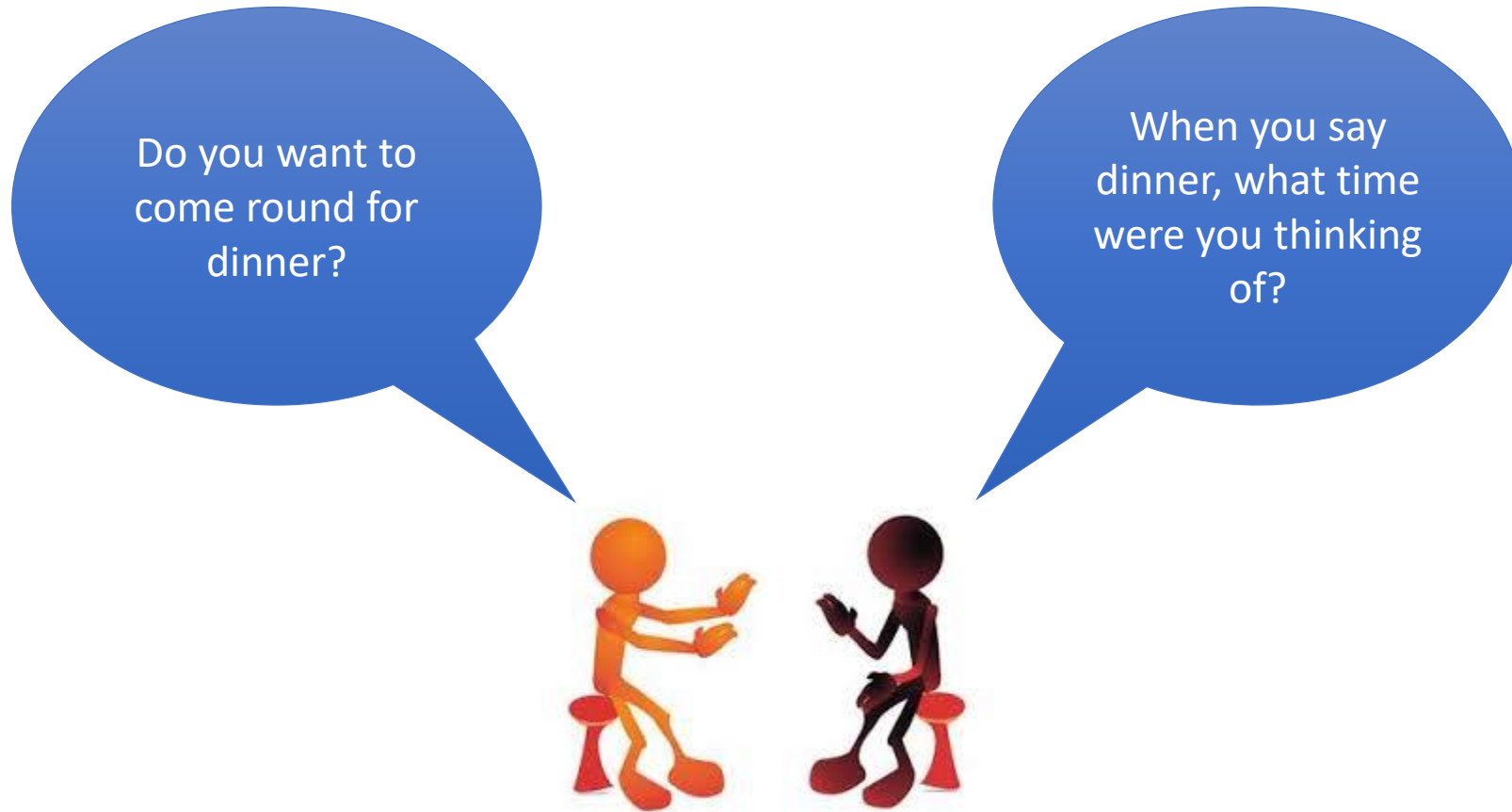
One cannot not communicate

(Watzlawick 1967:49)

Communication is...

- Transactional (performed with the intention of achieving something)

- Interactional (focused on building relations)

Ambiguous – we constantly negotiate meaning

Do you want to come round for dinner?

When you say dinner, what time were you thinking of?

Communication is also…

- Fluid – continually readjusted

- Multidimensional
  - We are concerned with different things at the same time, for example:
    - The message
    - The relationship
    - Our own self image

Vocabulary countries and nationalities
Grammar *be* (1): positive and *Wh*-
subject pronouns and possessive...
Real World introducing people

Listening and Speaking

1 **a** CD1 12 **PRONUNCIATION** Read and listen to conversation 1. Listen again and practise.

b Practise conversation 1 with four students. Use your name.

2 **a** CD1 13 **PRONUNCIATION** Read and listen to conversation 2. Listen again and practise.

b Work in groups. Take turns to introduce students to each other.

Vocabulary and Speaking
Countries and nationalities

3 **a** Tick (✓) the countries you know.

countries	nationalities
I'm from …	I'm …
Brazil	Brazili a n
Australia	Australi _ _
Argentina	Argentini _ _
the USA	Americ _ _
Germany	Germ _ _
Italy	Itali _ _
Mexico	Mexic _ _
Russia	Russi _ _
Egypt	Egypti _ _
the UK	Brit i s h
Spain	Span _ _ _
Poland	Pol _ _ _
Turkey	Turk _ _ _
China	Chin e s e
Japan	Japan _ _ _
France	French

b Write the missing letters in the nationalities. Check in Language Summary 1

4 **a** CD1 14 Listen and notice the word stress (*) in the countries and nationalities in **3a**.

Brazil   Brazilian

b **PRONUNCIATION** Listen again and practise. Copy the word stress.

Reading and Listening

5 **a** CD1 15 Read and listen to conversations 3, 4 and 5. Write the countries.

b Work in pairs. Compare answers.

1
LISA Hello, Tom.
TOM Hi, Lisa. How are you?
LISA I'm fine, thanks. And you?
TOM I'm OK, thanks.

2
PAOLO Bianca, this is ...
BIANCA Hello, Toshi. Nice to meet you.
TOSHI You too.

3
RECEPTIONIST Good morning. What's your name, please?
CARLOS It's Carlos Moreno.
RECEPTIONIST And where you from?
CARLOS I'm from _____

RECEPTIONIST What are your names, please?
DANIEL My name's Daniel Ross and this is Kelly Easton.
RECEPTIONIST Where are you from?
DANIEL We're from _____ .
RECEPTIONIST Welcome to the conference. You're in room 6.

5
EMMA Where's he from?
DAVE He's from _____ .
EMMA OK. And where's she from?
DAVE She's from _____ .
EMMA Right. And where are they from?
DAVE They're from _____ , I think.

HELP WITH GRAMMAR
be (1): positive and *Wh-* questions

6 **a** Fill in the gaps with *'m*, *'re* or *'s*.

POSITIVE (+)

1	I _'m_ from Spain.	(= I am)
2	You _____ in room 6.	(= you are)
3	He _____ from Italy.	(= he is)
4	She _____ from Brazil.	(= she is)
5	It _____ Carlos Moreno.	(= it is)
6	We _____ from Australia.	(= we are)
7	They _____ from the UK.	(= they are)

b Fill in the gaps with *are* or *'s*.

WH- QUESTIONS (?)

1 Where _are_ you from?
2 Where _____ he from?
3 Where _____ she from?
4 What _____ your name?
5 What _____ your names?
6 Where _____ they from?

c Check in GRAMMAR 1.1 p129.

7 **a** CD1 16 **PRONUNCIATION** Listen and practise the sentences in **6a** and the questions in **6b**. Copy the contractions (*I'm, you're, What's*, etc.).

I'm from Spain.

b Work in pairs. Practise conversations 3, 4 and 5.

8 Fill in the gaps with *'m*, *'re*, *are* or *'s*.

EMMA Where ¹ _are_ they from?
DAVE They² _____ from Egypt.
EMMA What ³ _____ their names?
DAVE **His** name⁴ _____ Hanif and **her** name⁵ _____ Fatima.

RECEPTIONIST What ⁶ _____ your names, please?
DIETER **Our** names ⁷ _____ Dieter Koller and Mehmet Kaya.
RECEPTIONIST Where ⁸ _____ you from?
DIETER I⁹ _____ from Germany and he¹⁰ _____ from Turkey.

HELP WITH GRAMMAR
Subject pronouns and possessive adjectives

9 Fill in the table with the words in **bold** in **8**.

subject pronouns	I	you	he	she	it	we	they
possessive adjectives	my	—	—	—	its	—	—

GRAMMAR 1.2 p129

10 **a** Choose the correct words.

RECEPTIONIST What are ¹you/your names, please?
MARTIN ²We/Our names are Martin and Julia Green.
RECEPTIONIST Where are ³you/your from?
MARTIN ⁴We/Our 're from the USA.

LISA Where are ⁵they/their from?
TOM ⁶He/His 's from France and ⁷she/her 's from Japan.
LISA What are ⁸they/their names?
TOM ⁹He/His name's Louis and ¹⁰she/her name's Hiroko.

b Work in pairs. Compare answers.

Get ready … Get it right!

11 Work in pairs. Student A p104. Student B p109.
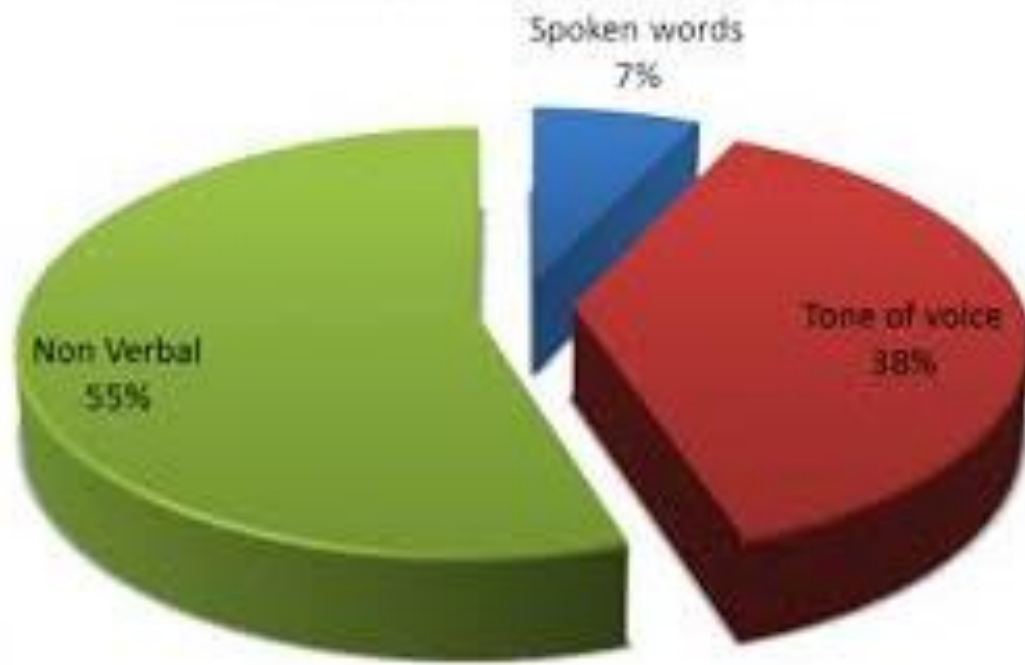
Listening and Speaking

7 **a** CD1 ▶20 Read and listen to these conversations. Fill in the gaps with the correct jobs.

1 A Are you from New York?

   B No, we aren't from the USA. We're from Canada.

   A Oh, really? What do you do?

   B I'm an ¹_____ and Jane's a ²_____ .

2 A Who's she?

   B Her name's Sally Andrews.

   A Is she a ³_____ ?

   B Yes, she is. But she isn't famous.

3 A What do you do?

   B I'm a ⁴_____ . And you?

   A I'm an ⁵_____ .

   B Are you from Mexico?
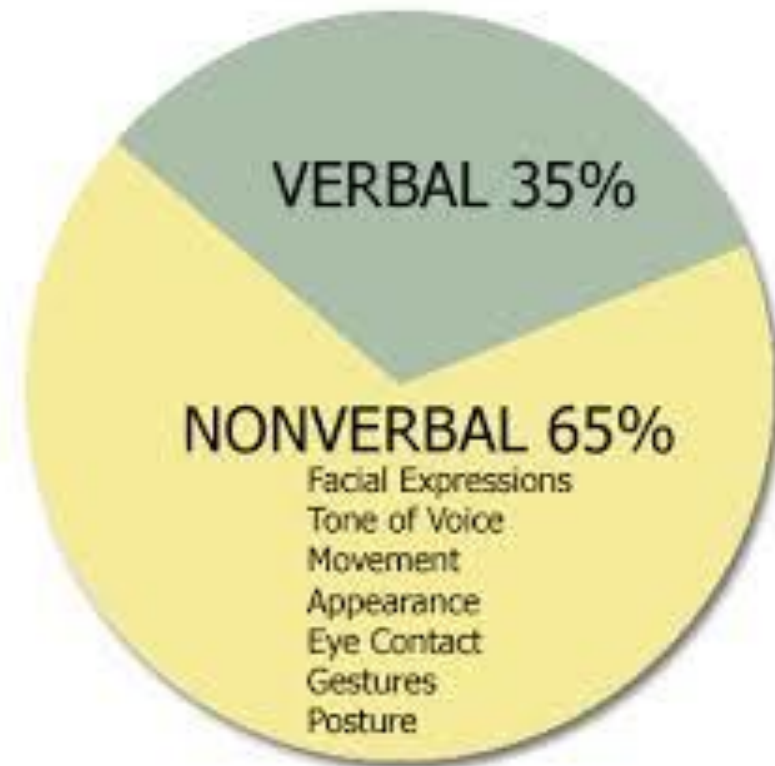
   A No, I'm not. I'm from Colombia.

b Look at the photo. Match conversations 1–3 to the groups of

Language teaching has focused on the transactional at the expense of the interactional

We don't encourage students to use all their resources to decode/negotiate meaning
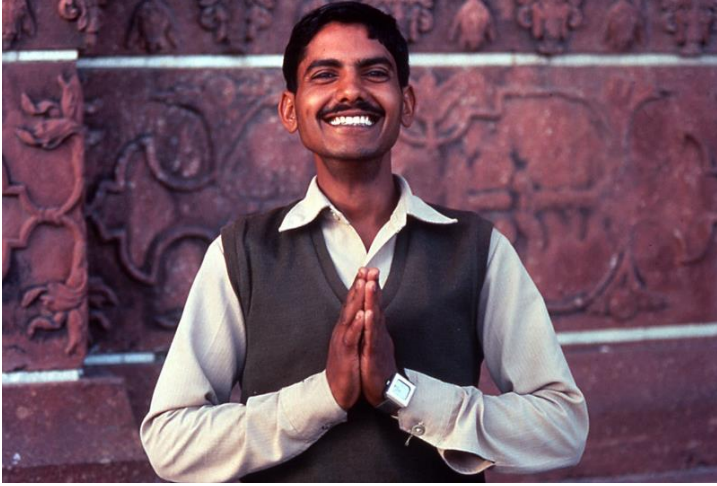
Mehrabian - 1972

Burgoon – 1996
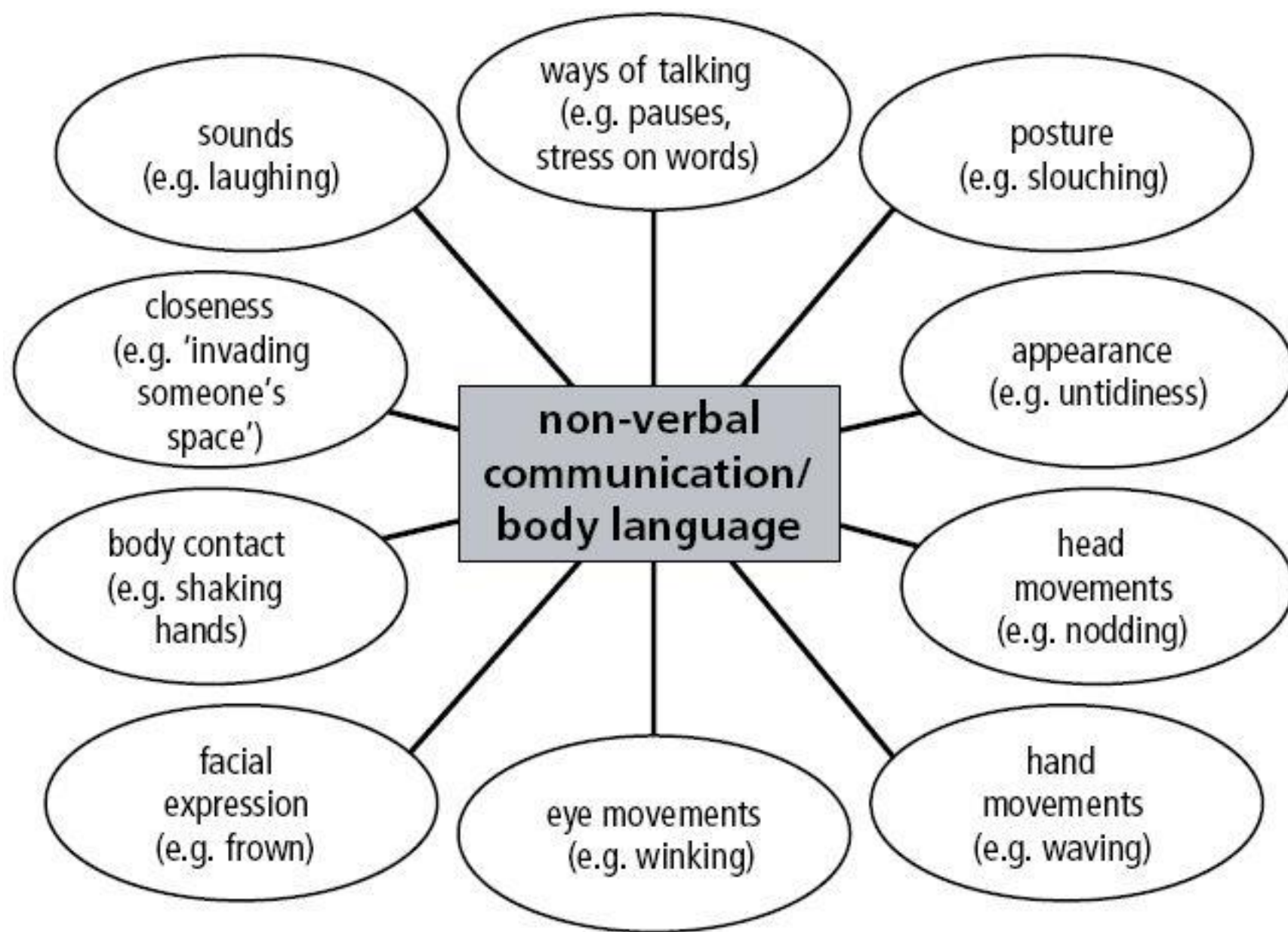
IT'S WHAT YOU **DON'T SAY** THAT COUNTS!

Social conventions and motives can be at the root of such behaviour rather than these expressions being the simple, reflexive manifestation of emotional states (Hargie, 2011)

- When analyzing/trying to understand what someone says what do you pay attention to?

- When analysing non-verbal communication – what would you notice?

- Which do you remember most - what someone says or their non-verbal communication?

- How to manage discourse
- How to hesitate - give yourself time to think
- How to negotiate meaning
- How to ask questions
- How to tell stories
- How to adapt to contexts

If you were going for a job interview and you had to report to the receptionist, in which one of these places would you feel more relaxed?

Would you say the same things?

Would your communication style change?

If so, what might change?

- You want to buy some clothes for a holiday:
- T – shirts – you like plain colours
- You would like 3
- Shorts
- You would like 2
- Trainers

- You work in a clothes shop
- T shirts are $10 dollars each
- Shorts are $8
- Trainers vary from $20 to $50

- You want to buy some clothes for a holiday:
- T – shirts – you like plain colours
- You would like 3
- Shorts
- You would like 2
- Trainers

- You have a budget of $50

- You work in a clothes shop
- T shirts are $10 each
- Shorts are $8
- Trainers vary from $20 to $50

- You want to sell as much as possible