

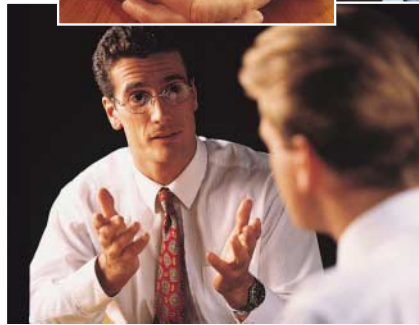
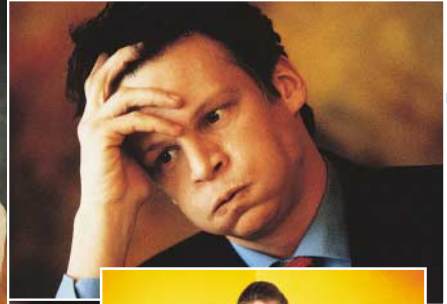
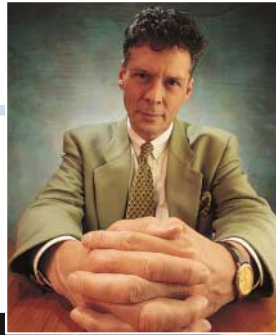
7 Means of communication

Body language

- 1 These pictures show different kinds of body language. Can you describe what the people are doing?
- 2 What does the body language tell us about the people's feelings and / or character?

Exam training

Comparing pictures Remember to use the continuous tense where necessary, e.g. 'the woman is frowning', and talk about what the pictures suggest to you e.g. 'I think she's worried because ...' Don't give a detailed description of the whole picture.



Skills

1 Choosing statements which reflect content

Read the article, then, from statements a–k, choose five which reflect the content of the text.

- a) We rarely think about how to behave in an interview.
- b) People going for interviews are generally given useful advice.
- c) You could learn to 'sell' your image by using suitable body language.
- d) Employers take more notice of body language than prepared interview language.
- e) Practise your interview technique by watching others in action.
- f) Learn to smile throughout the interview.
- g) You need to make eye-contact with everyone interviewing you.
- h) Use your hands to communicate as often as possible.
- i) It is sometimes difficult to tell if you have made a good impression.
- j) You will be able to tell if you have not achieved what you wanted to in an interview.
- k) We must realise how important it is to use suitable body language in an interview.

Learn to speak body language

When we go for an interview, most of us think carefully about what to wear and what to say but hardly ever about how to act – in other words, what our body language is telling the interviewer. So how can we appear cool when we are feeling so nervous?

Judy James, a body language specialist and author, says that most interviewees who ask for advice are told 'Just be yourself'. This, she says, is the wrong approach. 'If you are just going to be yourself, why not turn up in an old tracksuit? You would never do that, so why just 'be yourself' in body language? Instead, by marketing your body language, you can control your own success.'

According to experts, body language accounts for 55 per cent of the effect we have when communicating. Tone of voice accounts for 33 per cent, and words for just 7 per cent – so what you say matters much less than how you behave.

Employers nowadays are cautious about the fast-talking interviewee who has learned certain words and phrases but who may be hiding a basic lack of knowledge or simply lying. So they look increasingly for other signs which will show a person's character and ability – such as body language.

You will be more impressive at an interview if you have prepared by doing a 'dress rehearsal' of your facial expressions and hand movements in front of a mirror. It sounds ridiculous but it works.

When it comes to facial signals, you should always smile when you

2 Making your own points

A Read the article again and make a list of useful tips to give someone going to an interview for the first time.

Example

Spend some time thinking about how to act.

B Now compare your list of points with a partner's. How similar are they?

enter the interview room and when the interview
45 has finished, because first and last impressions
count. Try to smile from the eyes first – if models
can do this, so can we. There is nothing worse than
a painted-on smile and terrified eyes.

You should also try to maintain eye-contact
50 with the interviewer, but not for too long. If you
are in front of a panel of interviewers, look first at
the person who has asked you a question, and then
at each of the other panel members in turn.
Looking just at the questioner is a common
55 mistake.

Once you are sitting down, your hands should
generally stay loosely in your lap. Use them to
make a point occasionally but never raise them
above shoulder level, and do not play with your
60 hair, watch strap or jewellery.

Tell-tale signs that the interview has gone well
are increased eye-contact, the repetition of your
name and perhaps even some closer body space. A
look of relief may also be a giveaway sign – the
65 process of choosing a candidate is stressful for
interviewers, too.

If you have not been impressive, the interviewer
will be trying not to behave in a familiar fashion.
Tell-tale signs are avoiding eye-contact and a
70 parting handshake which is firmer than the one
which you were greeted with.

Body language is a subject that we have all heard
about, yet we are not aware of the effect that our
own body language has on others. In fact, it is vital
75 – and after someone has noticed it for the first
time, even subconsciously, they are unlikely to
change their opinion because of what you say. So,
at an interview, take the trouble to get it right. ■

80 *The Times*

Vocabulary

3 Words with different meanings

Read these pairs of sentences. What do the words in *italics* mean in each sentence?

- 1 a This way of behaving is a completely new *approach*.
b As I began to *approach* the building, I suddenly felt nervous.
- 2 a Suddenly the *tone* of the man's voice changed completely.
b If you pick up the receiver, you will hear the dialling *tone*.
- 3 a There was a *panel* of four people interviewing me.
b The workman had broken the glass *panel* in the kitchen door.
- 4 a It was at that *point* in the interview that the phone rang.
b What is the *point* of giving you advice if you never take it?
- 5 a Mary was behaving in a very strange *fashion* yesterday.
b I like clothes but I'm not very interested in the latest *fashion*.

4 Expressions

A The expressions in 1–5 are in the article. Match them with meanings a–e.

- | | |
|-------------------------------------|-------------------------|
| 1 turn up (lines 15–16) | a are important |
| 2 a dress rehearsal (line 40) | b do something properly |
| 3 When it comes to (line 44) | c appear unexpectedly |
| 4 last impressions count (lines 47) | d in the case of |
| 5 take the trouble to (line 80) | e the last practice |

B Now ask and answer these questions with a partner.

- 1 Have you ever turned up in the wrong kind of clothing? When?
- 2 Have ever taken part in a dress rehearsal? What for?
- 3 When you are learning English, what do you take the trouble to do?
- 4 Why do you think first and last impressions count so much?

5 Zero article > P139

We do not use an article when we are talking about places in general and what they are used for e.g. at work.

Match the activities 1–4 with the places.

- | | |
|-------------------------------|------------------------|
| 1 worshipping | 3 serving a sentence |
| 2 receiving medical treatment | 4 getting an education |
- at school • at university • at church • in hospital • in prison

We do not use an article when talking about eating at mealtimes (at lunch, at breakfast, at dinner).

Time to talk!

Do you agree with this statement?

Body language changes according to which country you are in and what you are doing.

Use these ideas to help you talk about it.

- how you greet people at home, at school or at work
- how close you stand to other people in public
- other kinds of body contact, e.g. arms round shoulders, holding hands, linking arms
- good table manners

Let's focus on the present perfect

1 Vocabulary



A How computer-literate are you? Divide these words into two groups.

- 1 parts of a computer
 - 2 things you can do, send and receive on a computer
- go on-line • electronic mail • monitor • website
 - digital messages • download • mouse • keyboard
 - log on/off • clip art • printer • surf the Net

B Can you explain what the words mean?

2 Listening 31

A Read through the notes carefully and try to guess the missing information, then listen and complete the notes.

The on-line revolution

How the information revolution has changed our lives:

We are now in touch with ¹ _____.
The next step: learn some ² _____.

Effect computers have had on some people:

Tone they use in digital messages is ³ _____.

How email has changed style:

Now acceptable to make ⁴ _____.

Advice when communicating digitally:

Be careful - words sound stronger when they are ⁵ _____.

Don't try to be ⁶ _____ or _____.

Don't send messages if you are ⁷ _____.

B Do you agree with what the speaker says? Why? Why not?

3 The present perfect or the past simple?

A Can you explain why the past simple and the present perfect are used in this sentence?

Since the information revolution began, communications have become quicker and easier.

B Make similar sentences using the notes. You may need to change the order of the tenses.

Example

Paul find it easier to do his homework / Paul buy a computer

Since Paul bought a computer, he has found it easier to do his homework.

- 1 Susan start a new school / Susan be very busy
- 2 Bill buy a mobile phone / Bill never stop using his mobile phone
- 3 The Browns meet a lot of people / The Browns move to the city
- 4 We go to see a film every Saturday / new cinema be built

4 The present perfect or present perfect continuous? 32

Tip I've sent some emails to my friend this morning. Isn't it exciting?

Slip I've been sending emails to my friends for ages!

Tip What's the difference between 'I've sent emails' and 'I've been sending emails'? They both mean exactly the same thing as far as I'm concerned. But there must be a difference.

Slip Maybe the difference is that you're talking about what you've done this morning, but I'm talking about what I've been doing for ages. I've been doing it for much longer than you have and I've sent a lot more!



A Is Slip right? Why / Why not?

B Choose the most suitable form of the verb in these sentences. Remember that some verbs are not used in the continuous form.

- 1 John and I've *gone* / *been going* out together for a whole year now.
- 2 I've never *worked* / *been working* in a shop.
- 3 Our class has just *come* / *been coming* back from a study trip.
- 4 How long have you *driven* / *been driving* a car?
- 5 We've *stood* / *been standing* in this queue for over twenty minutes now.
- 6 I've *tried* / *been trying* to get hold of Molly all evening but she must be out.
- 7 Brian has never *lived* / *been living* in a city before.
- 8 I've never *understood* / *been understanding* the difference between the present perfect and the present perfect continuous!