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To: IELTS Prep Group

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Lesson Objective

The student shall be able to use "power words" as part of their oral vocabulary, read and comprehend both social and business language and demonstrate effective oral communication skills

Section One

Vocabulary

Match the correct word in column A with the definition in column B, then use in a sample sentence

Evaluation Criteria: Ability to understand definitions of English vocabulary

Column A	Column B
VOCABULARY	DEFINITION
1. COMMUNICATION (noun)	A. Confidently aggressive or self-assured; positive: aggressive; dogmatic.
2. AUTHENTIC (adjective)	B. To startle into sudden activity; stimulate.
3. GALVANIZE (verb)	C. Agreeing; accordant; congruous.
4. CONGRUENT (adjective)	D. Not false or copied; genuine; real.
5. ENGAGE (verb)	E. A restatement of a text or passage giving the meaning in another form, as for clearness; rewording.
6. PARAPHRASE (noun)	F. To occupy the attention or efforts of (a person or persons).
7. EMPHASIZE (verb)	G. The imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.
8. ASSERTIVE (adjective)	H. To give emphasis to; lay stress upon; stress.

Section Two

Reading Comprehension and Pronunciation skills.

Evaluation Criteria: Ability to effectively read and comprehend written English in a social or business environment.

ARTICLE A

Five Habits of Highly Effective Communicators

Source

1. It's no secret that good leaders are also good communicators. And the best leaders have learned that effective communication is as much about authenticity as the words they speak and write.

Indeed, communication and leadership are inextricably tied. How can you galvanize, inspire or guide others if you don't communicate in a clear, credible, authentic way? Here are 5 essential communication practices of effective leaders.

2. Mind the say-do gap.

This is all about trust, which is the bedrock of effective leadership. Your behavior is your single greatest mode of communication, and it must be congruent with what you say. If your actions don't align with your words, there's trouble. And it can turn into big trouble if not corrected swiftly and genuinely.

Since it's often difficult to see the say-do gap in yourself, rely on a few trusted colleagues to tell it to you straight and flag discrepancies. Rule of thumb: it's better to say nothing or delay your communication until you're certain that your actions will ring true.





3. Make the complex simple.

Your employees and customers are being bombarded 24/7 by information, making it hard for them to hear you. Simplicity has never been more powerful or necessary. Effective leaders distill complex thoughts and strategies into simple, memorable terms that colleagues and customers can grasp and act upon.

If you're having trouble distilling something to its essence, it may be that you don't understand it. So get clear and look out for technical jargon and business speak, which add complexity. Say what you mean in as few words as possible.

4. Find your own voice.

Use language that's distinctly your own. Let your values come through in your communication. Often, executives will opt for the sanitized "corporate voice" instead of their own because they think the former is more eloquent; more appropriate.

This is not to say that correct grammar and use of language aren't important -- strong leaders know how to string a sentence together. But don't fixate on eloquence; concentrate on being distinct and real. People want real. People respect real. People follow real. Don't disguise who you are. Be genuine, and people will respect you for it.

5. Be visible.

Visibility is about letting your key stakeholders get a feel for who you are and what you care about. It's easy to hide behind a computer and transmit messages to others without seeing or interacting with them. Although e-communication serves a valuable purpose, it is no substitute for face-to-face and voice-to-voice communication.

In today's environment, people are often burned out and need to feel a personal connection to you and the work that you believe in. Do a "calendar test" to make sure you're allocating time regularly to be out on the floor, in the factory, in the call center, in the lab, in the store. Show your people that you're engaged and care about them and their work.

6. Listen with your eyes as well as your ears.

Stop, look and listen. Remember that effective communication is two-way. Good leaders know how to ask good questions, and then listen with both their eyes and ears. It's easy to be so focused on getting your message out -- or persuading others -- that you don't tune in to what you see and hear.

Because you're in a position of authority, the stakes are even higher because you won't always get direct feedback. You need to read between the lines. Listen and hear what is coming back at you. Look for the nonverbal cues. Sometimes a person's body language will tell you everything you need to know.

ARTICLE B

Effective Communication (Improving communications skills in your work and personal environments)

[Source](#)

1. Effective communication sounds like it should be instinctive. But all too often, when we try to communicate with others something goes astray. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships.

For many of us, communicating more clearly and effectively requires learning some important skills. Whether you're trying to improve communication with your spouse, kids, boss, or coworkers, learning these skills can deepen your connections to others, build greater trust and respect, and improve teamwork, problem solving, and your overall social and emotional health.



2. Effective communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.



More than just the words you use, effective communication combines a set of 4 skills:

- Engaged listening
- Nonverbal communication
- Managing stress in the moment
- Asserting yourself in a respectful way

While these are learned skills, communication is more effective when it becomes spontaneous rather than formulaic. A speech that is read, for example, rarely has the same impact as a speech that's delivered (or appears to be delivered) spontaneously. Of course, it takes time and effort to develop these skills. The more effort and practice you put in, the more instinctive and effective your communication skills will become.

3. Common barriers to effective communication include:

- Stress and out-of-control emotion. When you're stressed or emotionally overwhelmed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee-jerk patterns of behavior. To avoid conflict and misunderstandings, you can learn how to quickly calm down before continuing a conversation.
- Lack of focus. You can't communicate effectively when you're multitasking. If you're checking your phone, planning what you're going to say next, or daydreaming you're almost certain to miss nonverbal cues in the conversation. To communicate effectively, you need to avoid distractions and stay focused.
- Inconsistent body language. Nonverbal communication should reinforce what is being said, not contradict it. If you say one thing, but your body language says something else, your listener will likely feel you're being dishonest. For example, you can't say "yes" while shaking your head no.
- Negative body language. If you disagree with or dislike what's being said, you may use negative body language to rebuff the other person's message, such as crossing your arms, avoiding eye contact, or tapping your feet. You don't have to agree, or even like what's being said, but to communicate effectively and not make the other person defensive, it's important to avoid sending negative signals.
- Over exercising releases two key hormones.

4. Effective communication skill 1: Become an engaged listener

When communicating with others, we often focus on what we should say. However, effective communication is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate.

There's a big difference between engaged listening and simply hearing. When you really listen—when you're engaged with what's being said—you'll hear the subtle intonations in someone's voice that tell you how that person is feeling and the emotions they're trying to communicate. When you're an engaged listener, not only will you better understand the other person, you'll also make that person feel heard and understood, which can help build a stronger, deeper connection between you.

5. By communicating in this way, you'll also experience a process that lowers stress and supports physical and emotional well-being. If the person you're talking to is calm, for example, listening in an engaged way will help to calm you, too. Similarly, if the person is agitated, you can help calm them by listening in an attentive way and making the person feel understood.

If your goal is to fully understand and connect with the other person, listening in an engaged way will often come naturally. If it doesn't, try the following tips. The more you practice them, the more satisfying and rewarding your interactions with others will become.

6. Tips for becoming an engaged listener

Focus fully on the speaker. You can't listen in an engaged way if you're constantly checking your phone or thinking about something else. You need to stay focused on the moment-to-moment experience in order to pick up the subtle nuances and important nonverbal cues in a conversation. If you find it hard to concentrate on some speakers, try repeating their words over in your head—it'll reinforce their message and help you stay focused.



Favor your right ear. As strange as it sounds, the left side of the brain contains the primary processing centers for both speech comprehension and emotions. Since the left side of the brain is connected to the right side of the body, favoring your right ear can help you better detect the emotional nuances of what someone is saying.

7. Avoid interrupting or trying to redirect the conversation to your concerns by saying something like, "If you think that's bad, let me tell you what happened to me." Listening is not the same as waiting for your turn to talk. You can't concentrate on what someone's saying if you're forming what you're going to say next. Often, the speaker can read your facial expressions and know that your mind's elsewhere.

Show your interest in what's being said. Nod occasionally, smile at the person, and make sure your posture is open and inviting. Encourage the speaker to continue with small verbal comments like "yes" or "uh huh."

8. Try to set aside judgment. In order to communicate effectively with someone, you don't have to like them or agree with their ideas, values, or opinions. However, you do need to set aside your judgment and withhold blame and criticism in order to fully understand them. The most difficult communication, when successfully executed, can often lead to an unlikely connection with someone.

Provide feedback. If there seems to be a disconnect, reflect what has been said by paraphrasing. "What I'm hearing is...", or "Sounds like you are saying...", are great ways to reflect back. Don't simply repeat what the speaker has said verbatim, though—you'll sound insincere or unintelligent. Instead, express what the speaker's words mean to you. Ask questions to clarify certain points: "What do you mean when you say..." or "Is this what you mean?"

9. Skill 2: Pay attention to nonverbal signals

The way you look, listen, move, and react to another person tells them more about how you're feeling than words alone ever can. Nonverbal communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing.

Developing the ability to understand and use nonverbal communication can help you connect with others, express what you really mean, navigate challenging situations, and build better relationships at home and work. You can enhance effective communication by using open body language—arms uncrossed, standing with an open stance or sitting on the edge of your seat, and maintaining eye contact with the person you're talking to.

10. You can also use body language to emphasize or enhance your verbal message—patting a friend on the back while complimenting him on his success, for example, or pounding your fists to underline your message. Improve how you read nonverbal communication

Be aware of individual differences. People from different countries and cultures tend to use different nonverbal communication gestures, so it's important to take age, culture, religion, gender, and emotional state into account when reading body language signals. An American teen, a grieving widow, and an Asian businessman, for example, are likely to use nonverbal signals differently.

Look at nonverbal communication signals as a group. Don't read too much into a single gesture or nonverbal cue. Consider all of the nonverbal signals you receive, from eye contact to tone of voice to body language. Anyone can slip up occasionally and let eye contact slip, for example, or briefly cross their arms without meaning to. Consider the signals as a whole to get a better "read" on a person.

11. Improve how you deliver nonverbal communication

- Use nonverbal signals that match up with your words rather than contradict them. If you say one thing, but your body language says something else, your listener will feel confused or suspect that you're being dishonest. For example, sitting with your arms crossed and shaking your head doesn't match words telling the other person that you agree with what they're saying.
- Adjust your nonverbal signals according to the context. The tone of your voice, for example, should be different when you're addressing a child than when you're addressing a group of adults. Similarly, take into account the emotional state and cultural background of the person you're interacting with.



- Avoid negative body language. Instead, use body language to convey positive feelings even when you're not actually experiencing them. If you're nervous about a situation—a job interview, important presentation, or first date, for example—you can use positive body language to signal confidence, even though you're not feeling it. Instead of tentatively entering a room with your head down, eyes averted, and sliding into a chair, try standing tall with your shoulders back, smiling and maintaining eye contact, and delivering a firm handshake. It will make you feel more self-confident and help to put the other person at ease.

12. Skill 3: Keep stress in check

How many times have you felt stressed during a disagreement with your spouse, kids, boss, friends, or coworkers and then said or done something you later regretted? If you can quickly relieve stress and return to a calm state, you'll not only avoid such regrets, but in many cases, you'll also help to calm the other person as well. It's only when you're in a calm, relaxed state that you'll be able to know whether the situation requires a response, or whether the other person's signals indicate it would be better to remain silent.

In situations such as a job interview, business presentation, high-pressure meeting, or introduction to a loved one's family, for example, it's important to manage your emotions, think on your feet, and effectively communicate under pressure.

13. Communicate effectively by staying calm under pressure

- Use stalling tactics to give yourself time to think. Ask for a question to be repeated or for clarification of a statement before you respond.
- Pause to collect your thoughts. Silence isn't necessarily a bad thing—pausing can make you seem more in control than rushing your response.
- Make one point and provide an example or supporting piece of information. If your response is too long or you waffle about a number of points, you risk losing the listener's interest. Follow one point with an example and then gauge the listener's reaction to tell if you should make a second point.
- Deliver your words clearly. In many cases, how you say something can be as important as what you say. Speak clearly, maintain an even tone, and make eye contact. Keep your body language relaxed and open.
- Wrap up with a summary and then stop. Summarize your response and then stop talking, even if it leaves a silence in the room. You don't have to fill the silence by continuing to talk.

14. Quick stress relief for effective communication

When things start to get heated in a conversation, you need something quick and immediate to bring down the emotional intensity. By learning to quickly reduce stress in the moment, you can safely face any strong emotions you're experiencing, regulate your feelings, and behave appropriately.

Recognize when you're becoming stressed. Your body will let you know if you're stressed as you communicate. Are your muscles or your stomach tight? Are your hands clenched? Is your breath shallow? Are you "forgetting" to breathe? Take a moment to calm down before deciding to continue a conversation or postpone it.

Bring your senses to the rescue. The best way to rapidly and reliably relieve stress is through the senses—sight, sound, touch, taste, smell—or movement. For example, you could pop a peppermint in your mouth, squeeze a stress ball in your pocket, take a few deep breaths, clench and relax your muscles, or simply recall a soothing, sensory-rich image. Each person responds differently to sensory input, so you need to find things that are soothing to you.

15. Look for humor in the situation. When used appropriately, humor is a great way to relieve stress when communicating. When you or those around you start taking things too seriously, find a way to lighten the mood by sharing a joke or amusing story.

Be willing to compromise. Sometimes, if you can both bend a little, you'll be able to find a happy middle ground that reduces the stress levels for everyone concerned. If you realize that the other person cares much more about something than you do, compromise may be easier for you and a good investment in the future of the relationship.

Agree to disagree, if necessary, and take time away from the situation so everyone can calm down. Go for a stroll outside if possible or spend a few minutes meditating. Physical movement or finding a quiet place to regain your balance can quickly reduce stress.



16. Skill 4: Assert yourself

Direct, assertive expression makes for clear communication and can help boost your self-esteem and decision-making. Being assertive means expressing your thoughts, feelings, and needs in an open and honest way, while standing up for yourself and respecting others. It does NOT mean being hostile, aggressive, or demanding. Effective communication is always about understanding the other person, not about winning an argument or forcing your opinions on others.

To improve your assertiveness:

- Value yourself and your options. They are as important as anyone else's.
- Know your needs and wants. Learn to express them without infringing on the rights of others
- Express negative thoughts in a positive way. It's OK to be angry, but you must be respectful as well.
- Receive feedback positively. Accept compliments graciously, learn from your mistakes, ask for help when needed.
- Learn to say "no." Know your limits and don't let others take advantage of you. Look for alternatives so everyone feels good about the outcome.

17. Developing assertive communication techniques

Empathetic assertion conveys sensitivity to the other person. First, recognize the other person's situation or feelings, then state your needs or opinion. "I know you've been very busy at work, but I want you to make time for us as well."

Escalating assertion can be used when your first attempts are not successful. You become increasingly firm as time progresses, which may include outlining consequences if your needs are not met. For example, "If you don't abide by the contract, I'll be forced to pursue legal action."

Practice assertiveness in lower risk situations to start with to help build up your confidence. Or ask friends or family if you can practice assertiveness techniques on them first.