



dynamics of a company.

12

1. Communication

Skills: Dealing with communication breakdown

In this section, the Ss discuss the kind of communication problems that can occur on the phone, and listen to two different versions of the same conversation.



- a. Set the Ss, in pairs, to brainstorm possible expressions for each situation, then to report to and discuss with the whole group. Draw their attention to the "Useful language" box at the bottom of the page, which has expressions for all 7 situations.



1.4

- a. Play the recording 1.4 once and get the Ss to identify the problems the speakers have.

The speakers have problems 1, 2, 3, 5 and 6.



1.5

- a. Play the recording once or twice and get the Ss, in pairs, to make notes on why this second conversation is better.
- a. Elicit feedback from the whole class.

Koichi interrupts Bernard and tells him to wait while he gets a pen so he can write down what he needs. He controls the speed of the conversation better. Koichi tells Bernard when he hasn't heard what he said and gets him to repeat it. Koichi asks Bernard for more details about the materials he needs and then checks that he has got the information correct. Koichi asks Bernard to spell the name of the new customer he mentions. Koichi asks Bernard to repeat the number of lasers ordered. Bernard clarifies it and so this time Koichi has the correct number – 48, not 80. When Koichi doesn't understand the word 'roll-out', he gets Bernard to explain it. When Koichi can't hear Bernard because the connection is



- a. Read out each of the extracts in turn and ask the Ss to match them with the points in Exercise A.

Extract 1	2	Extract 3	2
Extract 3	7	Extract 4	4
Extract 5	1	Extract 6	3
Extract 7	1, 6	Extract 8	1, 6



In this exercise, the Ss look at useful language for dealing with breakdowns in communication, and apply this language in a role play.

- a. Go through the expressions and practice intonation, getting individual Ss to read the expressions. Get them to complete the three unfinished expressions with possible endings, e.g. 'What do you mean by 'roll-out'?'
- a. Get the Ss to role play the situation in simultaneous pairs, sitting back-to-back, using expressions from the Useful language box. Circulate and monitor. When the students have finished, praise strong points and mention one or two things that Ss should pay particular attention to. Then get 'public' performances from one or two individual pairs in front of the whole group.
- a. There are more situations like this to role play in the Resource bank, on page 204 of this book.



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1. Understanding the eBook Market Leader Upper Intermediate Answer Key Downlaod
 - The Rise of Digital Reading Market Leader Upper Intermediate Answer Key Downlaod
 - Advantages of eBooks Over Traditional Books
2. Identifying Market Leader Upper Intermediate Answer Key Downlaod
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Market Leader Upper Intermediate Answer Key Downlaod
 - User-Friendly Interface
4. Exploring eBook Recommendations from Market Leader Upper Intermediate Answer Key Downlaod
 - Personalized Recommendations
 - Market Leader Upper Intermediate Answer Key Downlaod User Reviews and Ratings
 - Market Leader Upper Intermediate Answer Key Downlaod and Bestseller Lists
5. Accessing Market Leader Upper Intermediate Answer Key Downlaod Free and Paid eBooks
 - Market Leader Upper Intermediate Answer Key Downlaod Public Domain eBooks
 - Market Leader Upper Intermediate Answer Key Downlaod eBook Subscription Services
 - Market Leader Upper Intermediate Answer Key Downlaod Budget-Friendly Options
6. Navigating Market Leader Upper Intermediate Answer Key Downlaod eBook Formats

- ePub, PDF, MOBI, and More
 - Market Leader Upper Intermediate Answer Key Download Compatibility with Devices
 - Market Leader Upper Intermediate Answer Key Download Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Market Leader Upper Intermediate Answer Key Download
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 - Interactive Elements Market Leader Upper Intermediate Answer Key Download
 8. Staying Engaged with Market Leader Upper Intermediate Answer Key Download
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Market Leader Upper Intermediate Answer Key Download
 9. Balancing eBooks and Physical Books Market Leader Upper Intermediate Answer Key Download
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Market Leader Upper Intermediate Answer Key Download
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Market Leader Upper Intermediate Answer Key Download
 - Setting Reading Goals Market Leader Upper Intermediate Answer Key Download
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Market Leader Upper Intermediate Answer Key Download
 - Fact-Checking eBook Content of Market Leader Upper Intermediate Answer Key Download
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 - Utilizing eBooks for Skill Development
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 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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