**B7 Unit 2 Understanding each other**

**Reading 1 Effective communication**

**一、课文语法填空**

Communication is the process of exchanging information between a sender and a receiver. This communication process can be challenging, 1. you can become a highly competent communicator with practice and patience. First, you need to know with 2. you are communicating. For example, if you are a business person negotiating with a large enterprise about a deal, you should do it face to face，3. (use) formal language in a straightforward manner.

Your body language is 4. (equal)important, since it reveals a lot about your thoughts and attitudes. Additionally, the other person's body language should not

5. (ignore), because it will give you clues as to whether the conversation is going well or not. If someone looks at you with a confused 6. (express), this could indicate that they have not completely understood your point.

While being knowledgeable about body language 7. (be) vital, the value of empathy should not be understated. Suppose you are discussing a project 8. your partner, who has just lost an important basketball game and is inactive. 9.  (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 ...”

10． (effect) communication will enable you to settle differences and disagreements appropriately and improve your interactions with others. Good communication skills will also help you build trust and gain respect, allowing relationships to become more positive and productive.

**二、Writing task**

Write a short lecture transcript about effective communication. Your writing should include:

1. Definition of communication.

2. Your suggestions about effective communication.

3. Convincing examples.

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