

Contents (1)

Unit 1	<i>Communication Counts!</i>	1
	Learning Contract.....	1
	Quiz on the Topic.....	2
	Listening & Speaking.....	3
	Reading.....	9
	Writing.....	14
	Team Project.....	18
	Test Yourself.....	19
Unit 2	<i>Intercultural Issues Drive Me Mad!</i>	23
	Learning Contract.....	23
	Quiz on the Topic.....	24
	Listening & Speaking.....	24
	Reading.....	29
	Writing.....	34
	Team Project.....	36
	Test Yourself.....	37
Unit 3	<i>I Can Handle All of These!</i>	41
	Learning Contract.....	41
	Quiz on the Topic.....	42
	Listening & Speaking.....	43
	Reading.....	50
	Writing.....	57
	Team Project.....	61
	Test Yourself.....	62
Unit 4	<i>No Problem!</i>	66
	Learning Contract.....	66
	Quiz on the Topic.....	67
	Listening & Speaking.....	67

Reading	73
Writing	79
Team Project	81
Test Yourself	82

Unit 5 We are in a World of Forms! 86

Learning Contract	86
Quiz on the Topic	87
Listening & Speaking	88
Reading	94
Writing	102
Team Project	107
Test Yourself	108

Unit 6 I Have a Head for Figures! 112

Learning Contract	112
Quiz on the Topic	113
Listening & Speaking	113
Reading	122
Writing	128
Team Project	132
Test Yourself	133

Unit 7 Are You a Good Money Manager? 136

Learning Contract	136
Quiz on the Topic	137
Listening & Speaking	137
Reading	144
Writing	150
Team Project	154
Test Yourself	157

Unit 8 I'd Like to Get This Job! 161

Learning Contract	161
Quiz on the Topic	162
Listening & Speaking	163
Reading	169

Writing	175
Team Project	183
Test Yourself	186

<i>Appendix Study Resources</i>	<i>190</i>
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Contents (2)

Topic	Learning Contract	Quiz on the Topic	Listening & Speaking	
Unit 1 Communication Counts!		The quick body language quiz	1. Small talks in different situations 2. A small talk before a business discussion	
Unit 2 Intercultural Issues Drive Me Mad!		Culture awareness	1. Culture shocks people come across around 2. Culture differences in banking and investment	
Unit 3 I Can Handle All of These!		How do you make phone calls?	1. Business calls for different purposes 2. A difficult boss	
Unit 4 No Problem!		Can you help him out?	1. Problems at workplace 2. A customer's complaint	
Unit 5 We Are in a World of Forms!		Are you sensitive to forms?	1. What form is mentioned? 2. Making out a check	
Unit 6 I Have a Head for Figures!		How is your head for figures?	1. Distinguishing numbers 2. X-company's net income	
Unit 7 Are You a Good Money Manager?		Can you control your spending?	1. Personal financial problems 2. A company budget	
Unit 8 I'd Like to Get This Job!		What professional qualities do you have?	1. Talking about oneself in an interview 2. A job interview	

	Reading	Writing	Team Project	Test Yourself
	1. Becoming an active listener 2. Communication skills for financial advisors	An oral presentation script	First day at work	
	1. Getting along with people from different cultures 2. Coping with culture shocks	A suggestion letter	Let us help you out!	
	1. Mary's busy day 2. You're not as productive as you think you are	E-mail writing	Me, the best!	
	1. Dealing with conflicts at workplace 2. Dealing with a complaining letter	A complaint letter	We are problem solvers!	
	1. Forms Kate has to deal with 2. A brief introduction to a personal account	A petty cash book	I know where my money goes!	
	1. Graph descriptions 2. Statistics may lie!	1. A line graph description 2. A bar graph description	We are the future stars!	
	1. Budget your money 2. The master of investment: Warren Buffet	A survey report	Who is the best money manager?	
	1. A cover letter & job ads 2. Mapping your career	1. A résumé 2. A cover letter	Hunting for a job	

Unit

1

Communication Counts!

Learning Contract

I, _____, promise to achieve the following objectives in this unit:

Learning Objectives (Required)	Learning Objectives (Optional)
1. Get to know common expressions and safe topics for small talks. 2. Be able to respond appropriately to keep a conversation going.	Be able to have small talks in formal and informal situations.
3. Be able to identify the signals of active listening. 4. Practice active listening skills with partner.	Get to know the “T.R.I.U.M.P.H.S.” model of communication skills. Be able to categorize expressions to “T.R.I.U.M.P.H.S.” model.
5. Get to know useful expressions and structures for oral presentations. 6. Be able to write scripts for oral presentations.	Be able to deliver an oral presentation based on the scripts.

Student's Signature

Teacher's Signature

Witness' Signature

Date

Date

Date

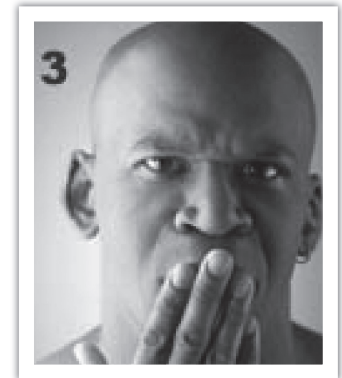
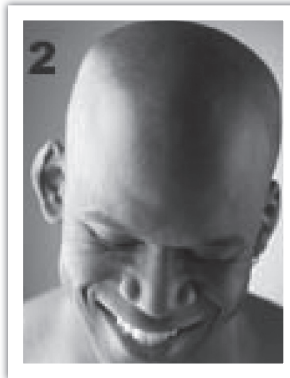
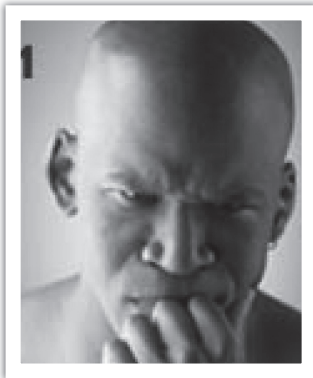


Quiz on the Topic: *The quick body language quiz*

Quiz



- 1 Look at the pictures below and decide from the body language which person is most likely to have just told a lie.



- 2 Look at the picture of these women. Which one is the dominant female?



Listening & Speaking

Warm-Up

Small talk is considered a very important part of our overall communication or daily interactions with others. There are some expressions that could be used in beginning, middle or ending of small talks. Listen and put the expressions in the box under the corresponding part.

The Beginning	The Middle	The Ending

- 1) How are you enjoying the conference?
- 2) Hey. Long time no see! How are you?
- 3) Excuse me, is this seat taken?
- 4) Sorry, I've got to go. See you later.
- 5) Mind if I join you?
- 6) Glad to meet you, Jane. I've heard a lot about you.
- 7) I don't want to overstay my welcome. Thank you so much for the superb dinner.
- 8) Well, tell me a little about yourself. What kind of work do you do?
- 9) I'd better get going. Nice talking to you.
- 10) Well, so long. Let's get together sometime.
- 11) You must be joking.
- 12) You saw that movie too, didn't you? What did you think of it?

Listening

Task 1

New Words & Expressions

financial report

财务报告

twilight /'twailait/ *n.*

暮光

finance /'fainəns/ *n.*

财经

account /ə'kaunt/ *n.*

账目; 存款

SB A/C savings bank accounts

储蓄账户

minimum /'miniməm/ *a.*

最少的

- 1 People are greeting each other in different situations. Listen and match each conversation to one of the three pictures below.



A



B



C

- 2 Listen to each dialogue again. Write down the responses to the following greetings.

Conversation 1: How are you?

Did you have a nice weekend?

Oh, really? What did you see?

Conversation 2: It is good to see you, Eric.

How are you doing?

You are looking for a new job? Why?

Conversation 3: What can I do for you?

Which type of account do you want to open?

How much money is needed to open the account?

- 3 In each case, in order to keep the conversation going, which of the following expressions would be the most appropriate? Listen for the third time and tick your answer.

Conversation 1:

A. Did you like it?

B. Twilight. I get it.

C. I don't like that movie.

1

Conversation 2:

A. I need to run; I will be late for school.

B. How long have you been looking for a new job?

C. Good luck in your job search, Eric.

2

Conversation 3:

A. OK. Thank you!

B. Thanks for this information.

C. When shall I come to open an account?

3

Discussion

Hints

- J: Hello, my name is John. (introducing oneself)
S: I am Sally.
J: How do you do? (responding to introduction)
S: How do you do?
J: Where are you from, Sally? (asking for information)
S: I'm from the U. S. How about you?

...

- ☐ How would you talk to someone you've never met?
- ☐ What are some good topics to talk about with strangers?

Useful Expressions for Small Talk Starters:

☐ General Conversation Starters

1. Hi, I'm _____. It's nice to meet you.
2. Long time no see.
3. How are you doing?

☐ Asking a Question to Start a Conversation

1. What have you been doing lately?
2. So, what's new with you?
3. Seen any good movies lately?

☐ Starting a Conversation about the Weather

1. Nice/lovely/_____ weather today, isn't it?
2. It looks like it's going to rain/ _____.
3. What a _____ we had last night!

☐ Starting a Conversation about Sports

1. Have you been following the basketball/ _____ games?
2. Great game last night between _____ and _____, huh?
3. _____ (teams/players) are not doing so well this season, huh?

☐ Starting a Conversation about Current Events

1. Did you catch the news today?
2. Did you hear about _____ (what & where)?
3. I read in the paper today that the Sears Mall is closing.

Listening



Task 2

New Words & Expressions

a short delay

短暂延迟

humid /'hju:mɪd/ *a.*

潮湿的

That's a shame.

真遗憾。

program /prəʊ'græm/ *n.*

计划

1

When people meet in business, there is often “small talk” before the business discussion begins. Jon Brown has travelled from England to China to visit a company called Planet. Betty works for Planet and is meeting Jon at the airport. Which of these topics do you think they will talk about? Listen and check your answers.

- | | |
|---------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> Jon's flight | <input type="checkbox"/> The weather |
| <input type="checkbox"/> Betty's job | <input type="checkbox"/> Food and drink |
| <input type="checkbox"/> Politics | <input type="checkbox"/> The time it takes to get to the office |

2

Listen again and fill in the spaces with what you hear.

Jon: Hello, I'm Jon Brown. Are you Betty of Planet?

Betty: Yes. We have spoken on the phone a couple of times. 1)_____ and welcome to China!

Jon: Thanks. It's good to be here at last.

Betty: 2)_____?

Jon: There was a short delay in London, but the flight was fine. Fortunately, I slept on the plane, so I'm not very tired.

Betty: Glad to hear it. 3)_____?

Jon: No, it's all right, thanks. They're not heavy. 4)_____.

Betty: Probably, it's hot and humid in the morning. 5)_____?

Jon: No, it's my first time.

Betty: 6)_____? I hope you like it.

Jon: I'm sure I will.

Betty: So, do you have much time here in China? 7)_____?

Jon: No. I have to go back tomorrow night.

Betty: Oh, that's a shame. There's so much to see. You'll have to come back again!

Jon: Yes, 8)_____.

Betty: Er, you've got a very busy program ahead. Let's discuss it over lunch. I have booked a table for one-thirty. 9)_____?

3

How does Betty keep the conversation going? Listen and tick your answers.

- | | |
|------------------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> showing interest | <input type="checkbox"/> asking questions to expand the conversation |
| <input type="checkbox"/> talking a lot himself | <input type="checkbox"/> talking about weather |
| <input type="checkbox"/> asking for repetition | <input type="checkbox"/> gossiping about someone they know |

Language Focus



Making Comments

To encourage people to keep talking, you may try making a comment or asking a question — it shows you're interested in what they are talking about.

- | | |
|-----------------------------------|-------------------------------------------------------------------------------------------------------|
| ○ Showing interest: | That's great / incredible / amazing / unbelievable! |
| ○ Showing surprise: | Really?
Oh, my God! How could that happen?
I can't believe it! |
| ○ Showing sympathy: | I'm sorry to hear that!
How terrible! |
| ○ Agreeing: | That's a good idea!
I agree with you. / I can imagine!
Me too / So do I.
I can't agree more. |
| ○ Disagreeing: | I don't think so. / I'm afraid I disagree.
Maybe / Perhaps, but... |
| ○ Advising and suggesting: | How about ...? / What about ...? Why not ...? |
| ○ Asking for repetition: | Sorry, I can't catch what you have said.
Could you say that again, please?
Pardon? |

Practice: Use the phrases above to respond to the sentences your partner will say below:

- I like travelling abroad.
- Finding jobs with good salary is really difficult.
- My sister had a bike accident this morning.
- Ted is really an annoying guy. He called me 5 times last night.
- I believe that money talks.

Oral Practice



Meeting a Colleague for the First Time

The dialogue below is not in the right order. Work with your partner to put the conversation in the right order. Then practice reading the dialogue.

- ☐ **Tony:** Well, Ann, it was nice meeting you. I'll leave you at your desk. The papers you need to fill out for Human Resources are on your desk.
- ☐ **Tony:** We have our weekly sales meetings there.
- ☐ **Ann:** Who should I ask for in HR?
- ☐ **Tony:** It is big, but we're almost done. Last, but not least, here is the sales division. There are fourteen of us that share this space, but we each have our own cubicle.
- ☐ **Ann:** I'd like that. Is the food good there?
- ☐ **Ann:** It's a nice area. Customers probably like it.
- ☐ **Tony:** They do. Mr. Smith's office is by the window. You can ask him questions anytime.
- ☐ **Tony:** Ann, my name is Tony Benson. Mr. Smith asked me to show you around.
- ☐ **Ann:** What meetings are held there?
- ☐ **Tony:** To the left is the Human Resources Department. You can drop off your contract and other employment papers there later.
- ☐ **Tony:** Ask for Judie, she handles all of the new employees. Just past HR is the cafeteria. If you have time this week, I'll treat you to lunch and introduce you to the other representatives.
- ☐ **Tony:** Follow me. I'll start the tour at the front desk. This is where we meet customers when they come to the office.
- ☐ **Ann:** It's nice to have a boss with an open door policy.
- ☐ **Tony:** It is pretty good and reasonable too. Next, this hallway is where you can find the bathrooms and the meeting rooms.
- ☐ **Ann:** This is a big office.
- ☐ **Ann:** Thanks for the tour, Tony.
- ☐ **Ann:** It's nice to meet you.
- ☐ **Ann:** Sounds great.

Role-play: Meeting a new colleague at the office.

Role A

You have been an employee in an Accounting Department for 2 years. You meet a new colleague this morning and start a small talk with him/her.

Role B

You are a new employee in the Accounting Department. Try to answer A's questions properly and ask appropriate questions to keep the conversation going.

Reading

Reading Task 1

Listening is the key element of effective communication. A good listener is not only popular everywhere, but after a while, he gets to know something. The goal of real listening is to understand what the speaker is trying to express. This reading selection will focus on specific ways to improve your ability to listen. Choose the correct heading for Section 1-4 from the list of headings below.

A. Barriers to Good Listening

B. Listening, not Just Hearing

C. Ways to Improve Listening

D. Reasons for Listening

Becoming an Active Listener

1.

The average person spends 63 percent of the day listening. This suggests that listening is an important activity in daily life. Listening is more than just hearing. Hearing is understanding the message. Listening involves hearing the message and interpreting the sender's meaning. It is an active process that requires the ears and brain to work together.

2.

We listen to gain information, to make decisions, and for enjoyment. Good listening habits help to avoid misunderstandings, embarrassment, and mistakes on the job. These situations waste time and energy that could be spent on more productive activities.



3.

Factors that prevent us from listening are called barriers. Examples are noise, lack of rest, lack of interest in the topic and poor room arrangement. You can overcome listening barriers by identifying the reasons you listen poorly and finding ways to remove the obstacles.

4.

1) Concentrate on the message. Sit away from noise and other distractions, but close enough to the speaker to hear the message clearly.

2) Listen for the main points. It is impossible to remember everything you hear. The average person remembers only 25 percent of what is heard.

3) Listen for details that support main points. Decide which details are most important to remember

and concentrate on those.

4) To stay focused ask yourself questions about what is being said. Example: “Do I agree with what I am hearing?”

5) Listen to the entire message. If you stop listening before the message is completed, key bits of information can be missed.

6) Take notes. Write down ideas, facts, names, and dates that will help to trigger your memory later.

Read the following example: can you identify Wanda’s listening techniques?

Carl steps into Wanda’s office, frowning and looking at the floor, and asks her if she has a couple of minutes for an important problem. Wanda believes that Carl has important information to give her, and needs to feel better and bring back his confidence by talking about his problem, and so decides to listen to Carl attentively. Wanda asks Carl to close her door, which signals others that she is unavailable, turns down the volume on her computer, which mutes (消除声音) the music she was listening to and the sound her incoming e-mail makes, and hits the “do not disturb” button on her phone. She turns her chair to face Carl and begins making and holding eye contact with him.

Carl starts describing how a sudden rise in customer complaints has been traced to a previously undiscovered bug (漏洞) in the programming for a product delivered long ago. What makes things worse is that none of the people who originally worked on the programming are still with the company. So the team has to rush to correct the problem. Wanda listens, without interrupting, occasionally saying “uh huh” and “OK”, trying hard not to look angry or alarmed as the story deepens. Now and again she repeats something Carl has just said, and asks him to explain in details. When he appears to have told his story, she sums up as follows: “To coin (创造) a phrase, Carl, after 30 straight days of perfect weather, everybody forgot their umbrellas, so now we’re getting wet. Is that about right?”

Exercises

1

Read the passage. Then judge true (T) or false (F) for each statement:

- 1) People need effective listening skills in almost all occupations.
- 2) People spend more time listening than in any other communicative activity.
- 3) Hearing and listening are identical.
- 4) Usually it is easy to block out physical and mental distractions when listening to a speaker.
- 5) Note taking is usually a barrier to effective listening.

2 Fill in the blanks with the words given and change forms where necessary.

involve	require	avoid	prevent
overcome	identify	concentrate	trigger

- 1) I have a plan for _____ the difficulty.
- 2) Active listening _____ the listener observing the speaker's behavior and body language.
- 3) Although we usually _____ communication with speech, communication is composed of two dimensions — verbal and nonverbal.
- 4) Noise is one of the barriers that _____ us from listening.
- 5) There may be a connection between lying and _____ eye contact.
- 6) Useful notes can reinforce (加强) understanding and _____ recall of information.
- 7) Are there any jobs that don't _____ communication?
- 8) Someone found that having music on while study or work can help improve _____.

3 Application.

- 1) Form a group of three.
 - Student A is the listener who tries to encourage the speaker as much as possible.
 - Student B is the speaker, who has three minutes to explain a problem in his or her everyday life.
 - Student C is the observer, who observes whether and how the listener is encouraging the speaker.
- 2) While the speaker is talking, the observer has to write down the listener's behaviors. Take turns until all have fulfilled all roles.
- 3) At the end of the exercise, each member of the group has to give feedback of what he or she noticed his or her partners had done to encourage and discourage the conversation.

Behavior	Name			
1. Eye contact				
2. Smiling				
3. Nodding				
4. Other facial expressions				
5. Body language				
6. Asking clarification questions				
7. Arguing with the speaker				

(Continued)

Behavior	Name			
8. Doing something else while listening				
9. Talking about himself				
10. Giving specific advice				
11. Judging the speaker				
Is he/she an active listener? (Yes - ✓; No - ✗; Not sure - ?)				
Observer				

Reading



Task 2

The most essential skill a financial advisor should have is the ability to attract and keep customers. In your opinion, how could they achieve that?

Communication Skills for Financial Advisors

Sally had been doing well in her advising career for many years. Yet she was amazed at how much more successful her colleague, Nick, was. She seemed to put a lot more hours and a lot more sweat into her work than Nick did, but Nick's accounts and new referrals grew much faster than hers. What was she missing? The key difference between Nick's approach and Sally's was the fact that Nick had trained himself to be an "active listener". He used the T. R. I. U. M. P. H. S. model not only to help him maximize his client services, but also to *communicate* effectively with his wife and teenage children.

Here are the components of the sales "*triumphs*".

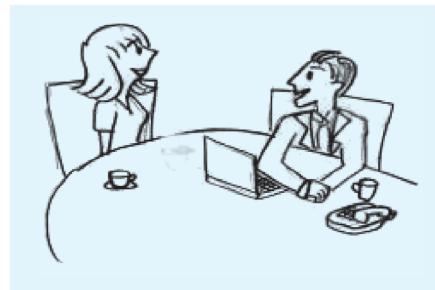
T – Treat your client with *respect*. Smile, *position* yourself at the same level, and slightly lean toward him, maintaining eye contact. Make sure your cell phone is silent; give undivided attention to the client. Listen to what the client is saying and don't start thinking about your response.

R – *Reflect* back on what your client is telling you before you actually *respond*. The best way to understand a *prospective* client is to make sure you are listening carefully.

I – "I statements" are powerful. To start with "You" would be much more threatening for the buyer. Imagine hearing, "You don't like this product?"

U – Understand the needs and goals of your client, which includes not selling him/her the most expensive product if you believe, it is not right for him or her. Nothing earns trust more than being honest.

M – *Monitor* the tone and *mannerisms* of the prospective



client. Body language is very important: tone of voice, facial expressions, inflections, hesitations, etc.

P – Probe gently and with respect. Your job is to try to understand what your prospective client needs and how you can satisfy those needs. The only way is to ask gentle questions about their goals and hopes.

H – Help your client feel safe in the conversation. For major purchases, such as insurance policies, clients need to feel safe discussing their specific money issues.

S – *Summarize*. You can demonstrate your listening skills by summarizing your client's comments from time to time. If you hit the key points in your summary, the speaker will feel closer to you. If you miss key points that he is trying to convey, he can inform you.

Exercises

1 Read the passage. Then judge true (T) or false (F) for each statement:

- 1) Communication skills are the most important skills to be a good financial advisor.
- 2) The model we communicate with clients is different from communicating with family.
- 3) Sometimes, it's ok to delay your response to the clients.
- 4) The statements beginning with "I" are better and less threatening than starting with "You".
- 5) It's dangerous to summarize for you may miss key points of what your client said.

2 Find the words/phrases in *italics* in the text. Then match the meaning for each one.

- 1) to share in common
- 2) to regard with special attention
- 3) to say something that you have been thinking about
- 4) to answer; to reply
- 5) to make a short statement giving only the main information
- 6) put into a certain place or abstract location
- 7) a way of speaking or moving that is typical of a particular person
- 8) likely to do a particular thing or achieve a particular position
- 9) to carefully watch and check a situation
- 10) an important victory or success after a difficult struggle

3 Application.

The following sentences are what Nick has said in different situations. Please categorize them into the T. R. I. U. M. P. H. S. model.

- 1) "That's a great question. Give me a day or so to research our products to find the one that precisely addresses your question. "
- 2) "What I'm hearing is that you are not certain that this product will serve your needs. "

- 3) "I am getting the feeling that you are uncomfortable with this product and would like some other options."
- 4) "I am feeling as if you believe that I am trying to force you to buy this product, Alice. Is that what's going on in your head?"
- 5) "If you could describe the ideal software to solve your business problems, what would you like it to do for you?"



Writing

Warm-Up

1

Classify the expressions listed below in the corresponding category.

- 1) I'd like to share an amazing fact / figure with you.
- 2) Before I stop, let me go over the key issues again.
- 3) At a conference in Madrid, I was once asked the following question: ...
- 4) Good morning / afternoon, ladies and gentlemen. I'm happy / delighted that so many of you could make it today.
- 5) Let's now move on / turn to ...
- 6) Moreover / Furthermore, there are other interesting facts we should take a look at.
- 7) Remember what I said at the beginning of my talk today?
- 8) Well, this brings me to the end of my presentation.
- 9) In this part of my presentation, I'd like to talk about ...

Effective openings	The middle/main parts	Conclusions

2

Complete the following with the words below.

responsible
attention

behalf
present

good
questions

answer
welcome

May I have everybody's 1) _____? 2) _____ morning. On 3) _____ of Avis I'd like to 4) _____ you all here this morning. My name's Alice Smith and I'm 5) _____ for customer service. This morning I'd like to 6) _____ our new packages

for travel agents. If you have any 7) _____ you'd like to ask, I'd be happy to 8) _____ them.

Writing

An Oral Presentation Script

1 A good oral presentation is well structured; this makes it easier for the listener to follow. Basically there are three parts in a typical presentation: the beginning, the middle and the end (or introduction, body and conclusion).

2 Sample study

Here is an example script for the “*Financial Planning Tips for a Lifetime*” presentation.

THE BEGINNING:
Calling for attention,
self introduction,
stating the purpose

Good morning, Ladies and gentlemen. I'm John from American Institute of Certified Public Accountants.

I'd like to start by asking you to keep one question in mind throughout this presentation: How prepared are you to handle your financial future ... whatever that future holds?

THE BODY
Stating the main
points

Are you prepared for your financial future? How would you pay your bills and go on with life if you or another breadwinner in the family had a major financial setback like getting fired or being laid off? How long would your savings last? What can you do to fix the problem?

Analyzing a
point and giving
recommendations

Ladies and gentlemen, the answer is so easy and so promising. You can begin immediately. I mean today, not tomorrow. You just have to do two things. **THINK SMALL and DO IT REGULARLY.**

Giving examples

Thinking small can bring big rewards. If today you begin to put aside just \$2.50 a day — the equivalent of that designer cup of coffee — you'd be saving \$17. 50 a week. That's \$78.50 a month ... almost \$1,000 a year. That's what I mean by thinking small. If you don't want to do it on a daily basis, then do it weekly. Put aside \$20 a week. That's \$1,080 a year. But, if I told you to find \$1,080 at the end of the year to save, you'd likely — and probably accurately — say to me: “I don't have \$1,000 to put away.”

Let's take this example a bit further. If you save \$201 dollars a month for 25 years, at the end of that time, at a 6.5 percent after-tax return rate, you'll have saved \$150,000. If you need advice once your money starts to accumulate, talk to a financial adviser, such as a CPA or qualified financial planner. There are many safe investment vehicles that require no more than a \$500 initial investment.

(Continued)

<p>Moving on to the next point</p>	<p>That's why "Think Small and Do It Regularly" works. That's why "Pay Yourself First" works. One of the surest ways to stay consistent is to have money automatically taken out of your paycheck and put in a special "DON'T TOUCH" account.</p> <p>Life events require financial planning: parenting, college, jobs/career, home ownership, unexpected crises/disaster, caring for sick or elderly parents, retirement and estate planning. We are going to pinpoint strategies that will help keep you financially healthy during each of these life cycles.</p> <p>In other words, wherever you are in the "Financial Circle of Life," I'll offer you ideas and suggestions for staying on solid financial footing. I can only cover the tip of the iceberg today ... my hope is to stimulate your thinking and your desire to financially protect yourself and your family. You can follow up on your own ... or with a financial adviser. The only wrong thing to do is to do nothing about protecting your financial future.</p>
<p>Showing examples, etc.</p>	<p>How many here are parents?</p> <p>As a parent, you face two challenges: teaching your children about money and managing your finances so your kids will have every opportunity to become productive, responsible adults.</p> <p>Educating your children about money management is rated G—good for any age. Here are a few tips for various age groups.</p> <p>...</p>
<p>Finishing subject(s)</p> <p>THE END</p> <p>Summarizing & concluding</p> <p>Inviting questions</p>	<p>With care and planning, you can use these two mantras (原则, 准则): <i>Hope for the best. Expect the worst. Think Small and Do It Regularly!</i></p> <p>So when you ask yourself that all-important question: "How prepared am I to handle my financial future whatever that future holds?" I hope you will soon be able to honestly answer: "Totally prepared."</p> <p>Thank you for your time today. I would be happy to answer any questions now.</p>



Practice

Write a presentation titled "How to Be a Great Communicator", referring to the following structures.

(Greetings to the audience & introduce yourself)

The beginning

(What is the topic of your presentation? Summarize the topic in 5 words or less)

(Why is this topic useful and interesting for your audience? Why did you choose this topic?)

(Optional interactivity: Ask your audience a question to arouse their interest in your presentation. For example, if your presentation is about how to get a good job after graduation, you could ask "Do you know how to find a good job?")

(What do you want the audience to know at the end of the presentation?)

_____.

(Point One)

Firstly, _____ *The body/Main points*

_____.

(Point Two)

Now we will move on to the second point, which is about _____

_____.

(Point Three)

My third point is _____

_____.

In conclusion, in this presentation my objective was to _____ *The end*

_____.

I have covered _____ main points, firstly, _____.

Secondly we talked about _____.

Finally we looked at _____.

I hope you have found this presentation useful. Thank you. Any questions?

If there are no more questions, that is the end of my presentation.

Useful Expressions for a Presentation

1. Starting the presentation:

- ☐ Good morning / good afternoon ladies and gentlemen.
- ☐ I am ... (name) from ... (company). I'm the manager of ...
- ☐ The topic of my presentation today is ...
- ☐ What I'm going to talk about today is ...

2. Stating the purpose:

- ☐ The purpose of this presentation is ...
- ☐ My objective is to ...

3. Stating the main points:

- ☐ The main points I will be talking about are firstly ...; secondly ...; next, finally ... we're going to look at ...
- ☐ Now we'll move on to ...
- ☐ Let's now look at ...

4. Analyzing a point and giving recommendations:

- ☐ Where does that lead us?
- ☐ Let's consider this in more detail ...
- ☐ What does this mean for ...?

5. Giving an example:

- ☐ For example, ...
- ☐ A good example of this is ...
- ☐ As an illustration, ...
- ☐ To illustrate this point ...

6. Summarizing and concluding

- ☐ I'd like to sum up the main points which were:
- ☐ I'm going to conclude by ... saying that / inviting you to / quoting ...
- ☐ In conclusion, let me ... leave you with this thought / invite you to ...



Team Project: *First Day at Work*

Project Description



This project aims at practicing oral communication skills at workplace. It is your first day at work. You got up early in the morning, and shared a small talk with a stranger when you were waiting for the elevator to the office. You arrived early and Sally from the HR Department showed you to your office, where you met Larry, one of your officemates and had a nice talk. In the afternoon, you were directed to the orientation. There you shared conversations with other new employees and your boss. Back home, you were invited to give a presentation on "How to Be a Great Communicator at workplace" to the students at a vocational college.

Tasks:

1. Research
 - a) How to start a conversation: What are the safe topics for the small talk?
 - b) How to show interest and keep conversation going
 - c) How to give a great presentation
2. Perform
 - a) Perform these conversations
 - b) Rehearse the performance
 - c) Take video and record

- d) Give the presentation
3. Present
- a) Play and analyze the video
- b) Give a presentation on “How to Be a Great Communicator at Workplace”

Team Project Checklist

Indicates the degree to which learners contribute to the team project by circling the appropriate number.
5=outstanding, 4=above average, 3=average, 2=below average, 1=unsatisfactory

Stages	Procedures	Grades
1. Before the project presentation	1. I discussed the project, outline the tasks and steps with team members.	1 2 3 4 5
	2. I listened attentively to others.	1 2 3 4 5
	3. I was patient, polite and courteous to everyone else in the group.	1 2 3 4 5
	4. I found information online on: starting a conversation, keeping a conversation going and giving a great presentation.	1 2 3 4 5
	5. I summarized what we searched with group members.	1 2 3 4 5
2. When performing the project	1. I did my part in the scenario and record.	1 2 3 4 5
	2. I took some responsibility for the presentation.	1 2 3 4 5
Archives	<input type="radio"/> The design of starting conversations.	1 2 3 4 5
	<input type="radio"/> The conversation videos.	1 2 3 4 5
	<input type="radio"/> The presentation script.	1 2 3 4 5

Test Yourself

1

Terms: Match each word or phrase with its meaning.

- | | |
|-------------------------------------------------|--------------------------------------------------------------------------------------------|
| <input type="text"/> 1) communication | A. contact that occurs when two people look directly at each other |
| <input type="text"/> 2) verbal communication | B. communication via the movements or attitudes of the body |
| <input type="text"/> 3) nonverbal communication | C. expressing ideas to others by using spoken words |
| <input type="text"/> 4) “I” messages | D. a connection allowing access between persons or places |
| <input type="text"/> 5) body language | E. communication using body movements, gestures, and facial expressions rather than speech |

- | | |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6) eye contact | F. the receiver's response to a message |
| 7) active listening | G. empathic listening in which the listener echoes, restates, and clarifies. |
| 8) feedback | H. A form of communication in which a person directly states what another person is doing, its effect, and how he or she feels about it (e.g., "When you all call out, I can't concentrate on each answer, and I'm frustrated"). |

2

Fill in the blanks with the words given and Change forms where necessary.

hesitation	appropriate	extreme	effective	frustrate
improve	involve	convey	incredible	overstay

- Understanding body language makes it easier for people to respond _____.
- _____, their response was a refusal.
- We've already _____ our visit to Aunt Sophie.
- I find these chairs _____ uncomfortable.
- Teachers play an important role in _____ students' communication.
- Eye contact can _____ emotion, signal when to talk or finish.
- I'm feeling rather _____ in my present job; I need a change.
- His chances of winning are _____ small, but pigs might fly.
- What kind of organizations will be _____ in setting up the projects?
- When you are in need, don't _____ to ask me for help.

3

Turn the following sentences into English according to the given patterns.

- Active listening is **the key element** of effective communication.
(1) 与人愉快聊天的关键要素是什么?
(2) 财务顾问与顾客之间的成功沟通有哪些关键的因素?
- Listening is **more than** just hearing.
(1) 交流不只是说。
(2) 有时肢体语言比说出来的话有更好的表达效果。
- Put aside** \$20 a week.
(1) 这个问题先撇开不谈。
(2) 听需要将自己的兴趣放在一边, 尊重对方的观点。
- Summarize the speaker's comments **from time to time**.
(1) 听的时候, 你可以时不时点点头。
(2) 在做陈述报告时, 你应该时不时地做个简短停顿。

Self-assessment Checklist

No.	Objectives	Assessments			
		Failed	Fair	Good	Excellent
1	Get to know common expressions and safe topics for small talks.				
2	Be able to respond appropriately to keep a conversation going.				
3	Be able to identify the signals of active listening.				
4	Practice active listening skills with my partner.				
5	Get to know useful expressions and structures for oral presentations.				
6	Be able to write scripts for oral presentations.				
7	Be able to have small talks in formal and informal situations.				
8	Get to know the “T.R.I.U.M.P.H.S.” model of communication skills.				
9	Be able to categorize expressions to “T.R.I.U.M.P.H.S.” model.				
10	Be able to deliver an oral presentation based on the scripts.				

If you rate yourself “failed”, please refer to your teacher for further instructions.

Criteria:

1. **Excellent:** able to achieve the goals independently, actively and correctly; offer positive help to peers.
2. **Good:** able to achieve the goals independently and actively with a few minor mistakes.
3. **Fair:** able to achieve the goals actively with some mistakes and occasional help.
4. **Failed:** failed to achieve most goals; passive in tasks.

New Words & Expressions

Learning Contract

appropriately /ə'prəupriitli/ *ad.* 适当地
categorize /'kætəgəraiz/ *v.* 把……归类
contract /'kɒntrækt/ *n.* 合同; 契约
deliver /di'llivə/ *v.* 发表
identify /ai'dentifai/ *v.* 鉴定; 识别
informal /in'fɔ:məl/ *a.* 非正式的
objective /əb'dʒektiv/ *n.* 目标; 目的
respond /ri'spɒnd/ *v.* 回答; 响应
script /skript/ *n.* 脚本; 手稿
signal /'signəl/ *n.* 信号 *v.* (发信号) 通知; 表示
signature /'signətʃə/ *n.* 签名
triumph /'traɪəmf/ *n.* 胜利
witness /'wɪtnɪs/ *n.* 目击者; 证人

Reading Task 1

activity /æk'tɪvəti/ *n.* 活动
arrangement /ə'reɪndʒmənt/ *n.* 安排; 料理
avoid /ə'vɔɪd/ *v.* 避开; 避免
barrier /'bæriə(r)/ *n.* 障碍
concentrate /'kɒnsntreɪt/ *v.* 专心于
distraction /di'strækʃən/ *n.* 注意力分散
embarrassment /ɪm'bærəsmənt/ *n.* 窘迫; 难堪
entire /ɪn'taɪə/ *a.* 全部的
factor /'fæktə(r)/ *n.* 因素
focused /'fəʊkəst/ *a.* 聚焦的
frown /fraʊn/ *v.* 皱眉
interpret /ɪn'tɜ:pɪt/ *v.* 解释
involve /ɪn'vɒlv/ *v.* 包含; 使参与

obstacle /'ɒbstəkl/ *n.* 障碍
overcome /əʊvə'kʌm/ *v.* 战胜, 克服
require /rɪ'kwaɪə(r)/ *v.* 要求; 需要
previously /'pri:vɪəsli/ *ad.* 先前
process /prə'ses/ *n.* 过程
productive /prə'dʌktɪv/ *a.* 富有成效的
volume /'vɒljʊm/ *n.* 音量

Reading Task 2

component /kəm'pəʊnənt/ *n.* 成分
demonstrate /dɪ'mɒnstreɪt/ *v.* 证明; 论证
inflection /ɪn'flekʃən/ *n.* 变音; 转调
insurance /ɪn'fʊərəns/ *n.* 保险
lean /li:n/ *v.* (使) 倾斜
maintain /meɪn'teɪn/ *v.* 保持; 维持
mannerism /mænə'rizəm/ *n.* 言谈举止
maximize /'mæksimaɪz/ *v.* 最大化
monitor /mɒnɪtə(r)/ *v.* 监控; 记录
position /pə'zɪʃən/ *v.* 给……定位
probe /prəʊb/ *v.* 调查; 盘问
prospective /prə'spektɪv/ *a.* 可能的
referral /rɪ'fɜ:rəl/ *n.* 客户
reflect /rɪ'flekt/ *v.* 反射; 表达
respect /rɪ'spekt/ *v.* / *n.* 尊重
summarize /'sʌməraɪz/ *v.* 总结; 概述
technique /tek'ni:k/ *n.* 技巧; 技术

eye contact 眼神交流
financial advisor 财经顾问; 理财顾问