

# [English for me](https://assignbuster.com/english-for-me/)

clearlyEverything that can be said can be said clearlyto be afraid -ingnot being afraid of making mistakesawernessan awereness of body languageimportantWhat other factors are important for communication? think ofWhat forms of written and spoken communication can you think of? to tell the truthCan you think of situations when it might be better not to tell the truth? to put sth. in a nutshellThey sent us a very long reply with all the details. But to put in a nutshell, that’s it, we’ve won the contract! to be on the same wavelengthFortunately Sue and I are on the same wavelength, so we hardly ever disagree about anything. to make a head or tail of sth. This is a very badly written report. I just can’t make a head or tail of it. to put somebody in the pictureI know you coudn’t attend the meeting, so here’s a summary of the main points to put you in the picture. to come straight to the pointLet me come straight to the point: I think your performance is totally unsatisfatory. to get one’s wires crossedI meant six in the morning not in the evening. It seems that we got our wires crossed. to attendI couldn’t attend the meetingto air your views = to express your opinions about sth in publicEvery week in our department there’s a meeting where the administrative staff can air their vies and discuss problems. to be at a loss for words = unable to say anything because something surprising or totally unexpected has happenedWhen shewas told she’d been nominated Businesswoman of the Year, she was at loss for words. to drop a hint = to make suggestion in an indirect wayWe can’t be sure, but management dropped a hint that there might be redundancies. to keep somebody up to dateE-mail me every day to keep me up to date with the latest developments, will you? to respond to the audienceDispite his great sense of humour, he often finds it difficult to respond to his audience. to follow sb. Although he generally communicates his ideas clearly, I often find it hard to follow him. to graspThey didn’t seem to grasp what I was on about. to drift awayI managed to follow their conversation although my attention had drifted away. to add something relevantEven though he had nothing relevant to add, he interrupted the speaker. to lose my confidenceIn spite of their criticism, I didn’ lose my confidence. to be assertiveI was unable to express my disagreement although I am generally assertive. to admitAlthough I knew I was wrong, I refused to admit it. despite the fact that …Despite the fact that I knew I was wrong, I refused to admit it. in spite of my tirednessI remaind alert throughout the meeting in spite of my tirednessto develop a special way of V-ingthe most effective presenters have all developed their own special way of captivating their audienceto be aware that …They try to find out how much their listeners already know about the topic and their attitude for itto track and monitor jobswith up to 60 documents per cargo, it was a logistical nightmare to track and monitor jobsto face sth. to face language and geographical difficulties as well as a huge amount of paperworkto waste time V-ingWe don’t waste time duplicating the same informationto recommend V-ingHe recommends checking e-mail only three times a day, allocating a set period of time to deal with it. can’t be beatenFace to face communication can’t be beatento bombardto bombard people with informationoverloadInformation overload also means people stop listeningto get throughBut there may be a deeper reason why a message fails to get througherror of judgementEveryone thinks a failure to communicate is just an individual’s error of judgement, to develop common loyaltiesThe problem is that employees develop common loyalties that are far stronger than the neeed to share information. to feel threatenedThe government was trying to save money and both groups felt threatenedto be identified withThe individuals were highly identified with their own organisation and unwilling to communicate with the other departmentto be unwilling toThe individuals were highly identified with their own organisation and unwilling to communicate with the other departmentto be particularly at riskA company is particularly at risk when cost-cutting is in the air. to solve a problemHow can these problems be solved? to applyWhich words below apply to good communicators? to focusethe study will focus on a number of areas in Wales. gratefulI’m very grateful to you for all your help. I would be grateful if you could confirm my booking as soon as possibleto confirmMr. Baker’s assistant telephoned to confirm his appointment with the chairman. appointmentShe made an appointment with my receptionist. to provideThese clubs provide a much appreciated service for this area. provide someone withCould you please provide me with your rates per night including breakfastCould you please provide me with the address of a suitable hotel in the area of ….? We were provided with a map of the area. to requireThree patients required operationsPlease indicate how many tickets you require. It would have required much research to produce a comprehensive list. The minimum car insurance required by law. to give informationWhen speaking, effective communicators are good at giving informationto expectCustomers today expect timely, efficient and high quality serviceto posethis often poses a problem for service orga- nizationsto lackas they lack the transparency and IT support to actively control the quality of service they provideto achieveEfficient and extensive service management can only be achieved when technical and IT departments work togetherto secureto secure the quality of service level agreed upon with the customer. to reconstructto reconstruct the quality of service level agreed upon with the customer. malfunctionin the case of a malfunctionneed to be definedMoreover, service and business processes also need to be defined or adjusted.