

# English for me



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clearly Everything that can be said can be said clearly to be afraid -ing not being afraid of making mistakes awareness an awareness of body language important What other factors are important for communication? think of What forms of written and spoken communication can you think of? to tell the truth Can you think of situations when it might be better not to tell the truth? to put sth. in a nutshell They 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 wavelength Fortunately 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 picture I know you couldn't attend the meeting, so here's a summary of the main points to put you in the picture. to come straight to the point Let me come straight to the point: I think your performance is totally unsatisfactory. to get one's wires crossed I meant six in the morning not in the evening. It seems that we got our wires crossed. to attend I couldn't attend the meeting to air your views = to express your opinions about sth in public Every week in our department there's a meeting where the administrative staff can air their views and discuss problems. to be at a loss for words = unable to say anything because something surprising or totally unexpected has happened When she was 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 way We can't be sure, but management dropped a hint that there might be redundancies. to keep somebody up to date E-mail me every day to keep me up to date with the latest developments, will you? to respond to the audience Despite 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 grasp They didn't seem to grasp what I was on about. to drift away I managed to follow their conversation although my attention had drifted away. to add something relevant Even though he had nothing relevant to add, he interrupted the speaker. to lose my confidence In spite of their criticism, I didn't lose my confidence. to be assertive I was unable to express my disagreement although I am generally assertive. to admit Although 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 tiredness I remained alert throughout the meeting in spite of my tiredness to develop a special way of V-ing the most effective presenters have all developed their own special way of captivating their audience to be aware that ... They try to find out how much their listeners already know about the topic and their attitude for it to track and monitor jobs with up to 60 documents per cargo, it was a logistical nightmare to track and monitor jobs to face sth. to face language and geographical difficulties as well as a huge amount of paperwork to waste time V-ing We don't waste time duplicating the same information to recommend V-ing He recommends checking e-mail only three times a day, allocating a set period of time to deal with it. can't be beaten Face to face communication can't be beaten to bombard to bombard people with information overload Information overload also means people stop listening to get through But there may be a deeper reason why a message fails to get through error of judgement Everyone thinks a failure to communicate is just an individual's error of judgement, to develop common loyalties The problem is that employees develop common loyalties that are far stronger than the need to share information. to feel threatened The

government was trying to save money and both groups felt threatened to be identified with The individuals were highly identified with their own organisation and unwilling to communicate with the other department to be unwilling to The individuals were highly identified with their own organisation and unwilling to communicate with the other department to be particularly at risk A company is particularly at risk when cost-cutting is in the air. to solve a problem How can these problems be solved? to apply Which words below apply to good communicators? to focus the study will focus on a number of areas in Wales. grateful I'm very grateful to you for all your help. I would be grateful if you could confirm my booking as soon as possible to confirm Mr. Baker's assistant telephoned to confirm his appointment with the chairman. appointment She made an appointment with my receptionist. to provide These clubs provide a much appreciated service for this area. provide someone with Could you please provide me with your rates per night including breakfast Could 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 require Three patients required operations Please 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 information When speaking, effective communicators are good at giving information to expect Customers today expect timely, efficient and high quality service to pose this often poses a problem for service organizations to lack as they lack the transparency and IT support to actively control the quality of service they provide to achieve Efficient and extensive service management can only be achieved when technical and IT departments work together to secure to secure the quality of service level agreed upon with the

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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.