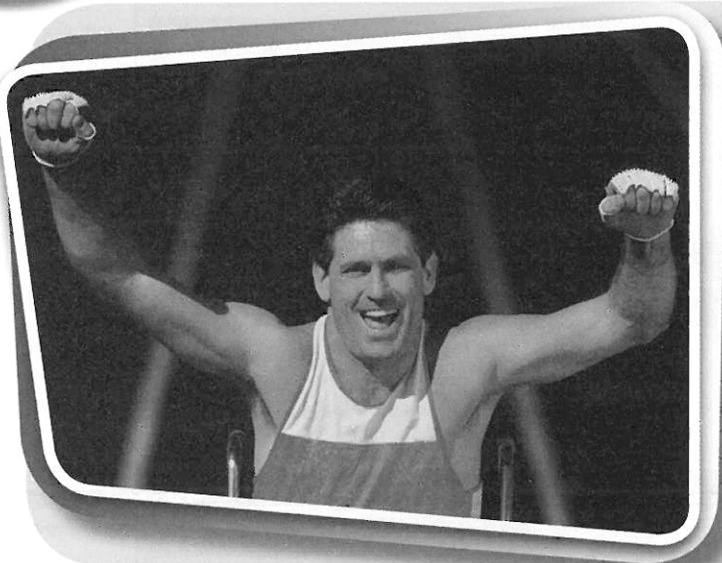


# Person to person



## Human communication

Your gestures and tone of voice can say a lot more than your actual words. Researchers studying human communication have discovered that most communication happens without speech and that the spoken part of a face-to-face conversation is actually much less than we think.

### Reading

1 You are going to read an article about human communication. For questions 1–15, choose from the paragraphs (A–D).

In which paragraph are we told that:

it is easier to tell a lie from a distance?

1

basic gestures of communication are understood worldwide?

2

not looking someone in the eye can show boredom?

3

it is harder to lie in person?

4

gestures for agreement and disagreement are universal?

5

the human body reacts in certain ways when lies are told?

6

the majority of human communication does not use speech?

7

people can lie if they don't want to be rude?

8

the way you say something affects the meaning?

9

some gestures are learnt when we are babies?

10

gestures are more obvious in an open space?

11

we speak much less than we are aware of?

12

not being able to sit still is a sign of a certain feeling?

13

winners make the same gestures?

14

making sounds is not the same thing as speaking?

15

### A What research shows

There are three types of communication: **verbal** (that is, words), vocal (for example, tone of voice and other sounds) and nonverbal, such as body language expressed with different parts of the body. Researchers looking into nonverbal communication found that the total effect of a message is about seven percent verbal, 38 percent vocal and a **whopping** 55 percent nonverbal. Further research into human communication found that the average person actually speaks words for about ten minutes a day and that an average sentence takes just two and a half seconds. Is it any **wonder** then that verbal communication is such a small percentage of all human communication? Think back to a recent conversation you had. How much of it was verbal? How much of it was nodding and shaking your head, or making various sounds to **indicate** agreement or surprise?

### B Basic communication gestures

Gestures are used to express a variety of feelings, emotions and thoughts. Many of the basic communication gestures we use are **universal**. Simple facial expressions, such as a smile to show happiness, or a frown to show anger, can be understood from Iceland to Indonesia. In many cultures, nodding the head is used to show 'yes', while shaking the head from side to side means 'no'. Researchers suggest that such a gesture may be learned when a young child, who has had enough to eat, shakes his head from side to side to stop any more food being put into his mouth. Studies looking into the gestures used to express pride and shame show that they are the same around the world and are also inborn. To study these two feelings, researchers compared the way sighted and blind athletes responded to winning (chest puffed up, arms out in front) and losing (head hung low, shoulders slumped). They found that they are almost exactly the same, and that no cultural differences were **observed** among athletes from different countries.

### C Reading the signs

Imagine someone is telling you all about what they did on holiday, which you find too long and boring. To be polite, you pretend to be interested in what

they have to say by making the right noises, smiling and nodding. You're bored and it shows. When people feel bored, they usually don't make direct eye contact with the person they're talking to and may start searching for anything nearby to play with – a pen, for example. Someone who is bored may also start moving his foot up and down repeatedly in a nervous **manner**. However, the biggest clue to boredom is yawning. Anxiety is another feeling that can be expressed through nervous behaviour. Some signs of anxiety are biting one's fingernails, sweating, jiggling things in pockets, and fidgeting, which might be shown by changing your position a lot while you are seated.

### D When the truth matters

The easiest way to lie is in any way that does not involve face-to-face communication, such as text messages, over the telephone, or on the internet. This is because the face can often show that someone is lying. The moment a person begins to lie, the body starts to make guilty gestures, such as pulling the ear, or touching the nose and mouth. The police know that to lie successfully, a person must be almost completely hidden or **out of sight**. For this reason, the police put suspects on a chair in the middle of an almost empty room or put them under lights with their bodies in full view of the questioner. With nowhere for suspects to hide, it's much easier to observe the body language for lies. If they sit behind a desk or table, their bodies are hidden and their body language cannot be seen.

## Word deduction

### 2 Match the words in bold from the text with their correct meanings.

- |                |                     |
|----------------|---------------------|
| 1 verbal       | heard / spoken      |
| 2 whopping     | huge / tiny         |
| 3 wonder       | thought / surprise  |
| 4 indicate     | show / hide         |
| 5 universal    | local / worldwide   |
| 6 observed     | noticed / made      |
| 7 manner       | way / sign          |
| 8 out of sight | far away / not seen |



# Grammar 1

## 1 Circle the correct phrase.

- 1 I **send** / **am sending** an email to my friend in Spain every week.
- 2 Mum is at the post office. She **pays** / **is paying** the mobile phone bill.
- 3 Jamie **lives** / **is living** down the street from me.
- 4 More and more teenagers **use** / **are using** mobile phones.
- 5 Our first lesson of the day **starts** / **is starting** at nine o'clock.
- 6 Emma **gets** / **is getting** an internet connection later this month.
- 7 Emails **save** / **are saving** a lot of time.
- 8 Bernie **always borrows** / **is always borrowing** money!

## 2 Complete the text with the *present simple* or *present continuous* form of the verbs given.

Just about everyone I (1) ..... (know) has got a mobile phone. They're really practical, but the best thing about them (2) ..... (be) the text messaging. Texts are noiseless, they (3) ..... (cost) less than calling, and you can text lots of people at one time. Also, when you text, you (4) ..... (say) only what needs to be said.

I'm sensible with my phone. For example, I've never sent a text to someone in the same room as me! My friends (5) ..... (always do) that, but I just (6) ..... (not get) it. I suspect they do it out of laziness or because they think it's cool! Also, I don't care about constantly upgrading to the latest model phone. I (7) ..... (get) a new one next month, but I've had my old one for nearly three years.

Text messaging is convenient, but it (8) ..... (have) its disadvantages. In a face-to-face encounter, you (9) ..... (see) people's emotions, whereas in a text message, you may think they (10) ..... (say) one thing when they mean another.

## 3 The words and phrases in bold are in the wrong place. Put them in the correct place.

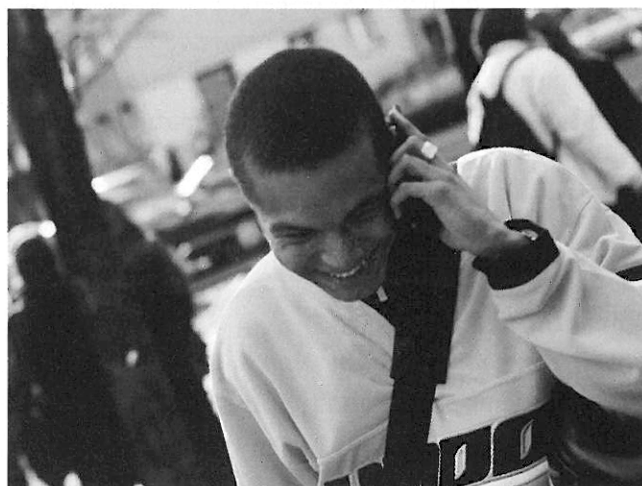
- 1 This website has **usually** some interesting articles on it.
- 2 Do you know much about India? Joe's brother **at the moment** is living there.
- 3 The teachers are giving us **always** tests at school. I have **never** time to revise though.
- 4 **Often** I'm at the library because I prefer to study there. In fact, **rarely** I study at home.
- 5 I make calls **seldom** on my mobile phone because they're so expensive, but I send **sometimes** text messages.

# Vocabulary 1

## 1 Complete the sentences with the words in the box.

across • for • into • up x2 • with

- 1 You didn't see an alien in the garden. You just made it .....
- 2 Joe is hilarious – he comes out ..... the funniest things!
- 3 The letters E.U. stand ..... European Union.
- 4 I don't think you'll talk Jack ..... going out. He's had a long day.
- 5 Julie was disappointed that she was unable to get her point ..... at the meeting.
- 6 Halfway into her speech, the prime minister brought ..... the subject of unemployment.



## 2 Complete the sentences with these verbs in the correct form.

frown • nod • raise • shake  
sigh • sniff • wave • yawn

- 1 I suggested we meet at eight, and Tony ..... in agreement.
- 2 Martha looked out of the window and ..... deeply – it was another grey day.
- 3 As Nancy set off on her trip, her closest friends ..... goodbye from the platform.
- 4 I ..... because I'm exhausted and need to sleep!
- 5 Alfred looked at the phone bill and .....; it came to nearly 200 euros!
- 6 You don't believe me, do you? That's why you ..... your eyebrows.
- 7 I asked the passenger next to me if she knew the time, but she ..... her head.
- 8 'Don't ....., use your hanky,' said Mrs Nayzal to her son.

## 3 Circle the correct word.

- 1 'Gather round, children, and I'll **say** / **tell** you a story,' said the teacher.
- 2 Could you **talk** / **speak** up, please? I can't hear you very well.
- 3 Mary **said** / **spoke** a prayer before taking her first bungee jump.
- 4 Come on, Martin. **Say** / **Speak** your mind. What's wrong?
- 5 Arthur's boss **told** / **talked** him off for being late to work yet again.
- 6 How many languages do you **talk** / **speak**?
- 7 The doctor **spoke** / **said** to me about losing weight.
- 8 I'm **telling** / **saying** you the truth. So what if my nose is itchy!
- 9 You shouldn't have poured orange juice over your brother's computer. **Say** / **Tell** sorry right now!
- 10 Carol is very direct. She always **says** / **tells** what she thinks.

## Listening

You will hear people talking in eight different situations. For questions 1–8, choose the best answer, (A, B or C).

- 1 You hear a woman talking to her son.  
What does she want him to do?  
A stop using his mobile phone  
B send fewer text messages  
C pay his own bill
- 2 You overhear a man talking on the phone about a problem with his computer.  
What is he worried about?  
A loss of income  
B cost of repairs  
C learning to use a new computer
- 3 You hear part of a talk about mobile phones.  
What does the speaker say about young children?  
A They are safe.  
B They have thinner brains.  
C They are at risk.
- 4 You hear a man talking on the radio.  
What is he describing?  
A behaviour that is learnt at an early age  
B a dangerous physical attack  
C something you can try hard to do
- 5 You hear an actor being interviewed on the radio.  
Why has he stopped making films?  
A to concentrate on the theatre  
B to spend time with his family  
C to try something different
- 6 You hear a young woman talking.  
How does she feel about her parents?  
A They don't understand her.  
B They don't trust her.  
C They're right to set boundaries.
- 7 You hear a boy and a girl talking about a web site.  
What is the boy's opinion of the site?  
A It's worth visiting.  
B It's poorly organized.  
C It hasn't got a lot of information.
- 8 At a train station, you overhear two people talking.  
Why is the woman annoyed?  
A She doesn't want to travel by bus.  
B She'll be late for an appointment.  
C She can't understand the announcement.



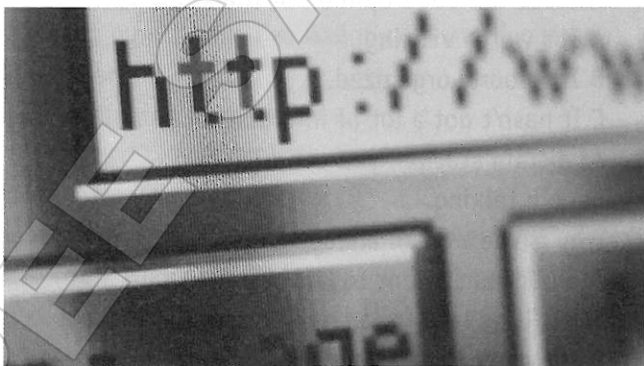
## Grammar 2

### 1 Complete the sentences with the *past simple* or *present perfect simple* form of the verbs in brackets.

- We ..... (know) the Smiths for years.
- Becky ..... (not attend) the lecture yesterday because she's ill.
- ..... (you / install) a computer program before?
- ..... (she / see) Mark when she was in Edinburgh?
- Unfortunately, this card ..... (expire). You can't use it.
- I really ..... (enjoy) his last book, but he ..... (write) anything for ages.
- Amy ..... (not go) to Italy before, so she's really looking forward to her trip.
- She ..... (send) so many text messages that her thumbs were sore.

### 2 Add the words and expressions in brackets to the sentences, paying attention to word order.

- I use the internet. In fact, I haven't switched on my computer. (for a long time, rarely)
- Victoria hasn't done her homework, but she's sent three emails. (already, yet)
- I haven't read this magazine, but it has some beautiful photos in it. (usually, recently)
- Have you been to *Pizza Hut*? Emma is working there. (at the moment, ever)
- My sister is leaving her clothes on the floor. She tidies them up. (always, never)



### 3 Circle the correct phrase.

- I'm exhausted because I **studied** / **'ve been studying** all night.
- Joe **has gone** / **has been going** to summer camp since he was ten.
- I **'ve read** / **'ve been reading** that book, but I didn't like it.
- Suzie works really hard. She **'s finished** / **'s been finishing** three essays already!
- Have you ever eaten** / **Have you ever been eating** raw octopus?
- Mario **has learnt** / **has been learning** English for three years.
- Our chemistry professor **has blown up** / **has been blowing up** the lab!
- It **'s rained** / **'s been raining** all day. I wish it would stop!

### 4 Read the text and choose the best answer, A, B or C.

Email, which is short for 'electronic mail' (1) ..... the way we communicate. It's faster than traditional 'snail mail' because an email arrives instantly, whereas a letter can take days or even weeks. But (2) ..... that this new means of communication isn't all that new? Email (3) ..... around for many years, and was actually developed before the internet. In fact, we (4) ..... email for over 50 years. It (5) ..... in the 1960s as a way for many different users of a single computer to communicate. Since that time, and with the arrival of the internet, email (6) ..... the way in personal and business communication.

- |   |   |
|---|---|
| 1 A changed<br>B has changed<br>C has been changing       | 4 A used<br>B are using<br>C have been using        |
| 2 A have you known<br>B are you knowing<br>C did you know | 5 A has been starting<br>B started<br>C has started |
| 3 A has been<br>B was<br>C is                             | 6 A has led<br>B is leading<br>C led                |

# Vocabulary 2

## 1 Circle the odd word out.

- |               |               |               |
|---------------|---------------|---------------|
| 1 reliable    | tolerant      | dependable    |
| 2 capable     | talkative     | chatty        |
| 3 punctual    | on time       | complicated   |
| 4 outgoing    | irritating    | sociable      |
| 5 uncertain   | rude          | impolite      |
| 6 sympathetic | understanding | inconsiderate |
| 7 shy         | annoying      | quiet         |

## 2 Complete the sentences with the words in the box.

best • brother • extended • great  
next-door • only • single • twin

- I've known Gary for years. He's my ..... neighbour.
- My ..... grandmother lived to the ripe old age of 95!
- ..... parent families are becoming more and more common.
- Julie's ..... sister looks nothing like her!
- Sam is a(n) ..... child. He has no brothers or sisters.
- My .....-in-law met my sister when they were at college.
- You and Jamie are always out together. Is he your ..... friend?
- As my mum has six brothers and sisters, we have a large ..... family.



## 3 Complete the sentences with the correct form of the words in capitals.

- We had an unfortunate ..... and haven't spoken since. UNDERSTAND
- It's terribly wrong to ..... animals. TREAT
- Joe lost his job because of his ..... to meet deadlines. ABLE
- I was ..... with the service, so I didn't leave a tip. SATISFY
- Violent computer games are ..... for children. SUITABLE
- I listened in ..... as Ronald told me about his encounter with an alien. BELIEVE
- No, I'm afraid I can't travel on those dates; it's quite ..... POSSIBLE
- Kerry and I ..... about most things, but we're still good friends. AGREE

## 4 Complete the gaps with the correct prepositions. You will have to use the same prepositions more than once. Then answer the questions.

Who do you:

- get on well ..... ?
- chat ..... ?
- argue ..... ?
- confide ..... ?
- gossip ..... ?

Who:

- gets ..... your nerves?
- cheers you ..... ?
- never lets you ..... ?
- puts you ..... a good/bad mood?
- stands up ..... you?



# Use of English

1 For questions 1–12, read the text and choose the best answer A, B, C or D.

## Crying

There are three kinds of tears. Ordinary tears, which allow the eyes to function (1) ....., are produced all the time. In fact, 300ml of (2) ..... tears are produced daily. They are also produced by (3) ..... Another kind, called reflex tears, are produced when something touches your eye. The most common (4) ..... of this type of crying are things (5) ..... an eyelash or a chemical, which (6) ..... the eye. Ordinary tears and reflex tears are (7) ..... to prevent.

The third kind is produced because of emotion. It is believed that humans are the only species to cry in this way. Children cry when their parents (8) ..... them off or when they are (9) ..... trouble; adults cry when they are upset or have watched a sad film. But what is the (10) ..... of crying? This is a question that has fascinated scientists (11) ..... years, and we still don't have the answers. One thing we do know, (12) ....., is how often we cry. One study has shown that women cry 64 times a year, on average, and men 17.

- |                |               |             |                |
|----------------|---------------|-------------|----------------|
| 1 A usually    | B frequently  | C properly  | D nicely       |
| 2 A these      | B every       | C some      | D their        |
| 3 A nodding    | B yawning     | C shaking   | D frowning     |
| 4 A reasons    | B matters     | C results   | D causes       |
| 5 A such as    | B for example | C just as   | D for instance |
| 6 A annoy      | B upset       | C irritate  | D anger        |
| 7 A prohibited | B unable      | C incapable | D impossible   |
| 8 A talk       | B tell        | C say       | D speak        |
| 9 A at         | B on          | C in        | D for          |
| 10 A purpose   | B meaning     | C aim       | D intention    |
| 11 A since     | B over        | C during    | D for          |
| 12 A still     | B however     | C despite   | D although     |

2 For questions 13–24, complete the text with ONE word that best fits each gap.

## Blackberry thumb

It's official. Text messaging can become addictive. Take for (13) ..... a 13-year-old girl who sent an astonishing 14,528 text messages in one month! When (14) ..... how this was possible, she explained that it was during school holidays and she was bored. She even texted her best (15) ..... when she was sitting next to her. But too much texting can lead to serious injuries, such as RSI.

RSI, which (16) ..... for Repetitive Strain Injury, is an illness that causes severe pain (17) ..... the hands and wrists (18) ..... to too much repetitive movement. Though normally associated with (19) ..... working on computer keyboards, RSI has become more common in children addicted (20) ..... technological devices and computer games. The multi-pad typing involved in producing a text message (21) ..... led to a particular form of RSI known (22) ..... 'Blackberry thumb'. Experts are urging parents to (23) ..... tabs on their childrens' texting and, if that fails, to make them switch (24) ..... their phones.

3 For questions 25–34, complete the text with the correct form of the words in capitals.

The Outsiders

The Outsiders was written by E.S. Hinton when she was just 17 years old. Though the novel is over 50 years old, it is as (25) ..... today as it was when it was first published in 1967.

REAL

While she was still a (26) ....., Hinton wrote about the real concerns and emotions of a teenager in a classic story of two rival gangs. She wrote about the (27) ..... that eventually led to (28) ..... violence, and about young lives without direction and futures full of (29) .....

STUDY

UNDERSTAND  
SENSE  
CERTAIN

The Greasers are a group of poor, low-class youths while their rivals, The Socs, are (30) ..... kids with fancy cars and too much money. The tough Greasers are the outsiders of the novel's title, but Hinton shows that below their toughness they are confused and vulnerable, (31) ..... to deal with the situations they find themselves in. She makes both of the gangs (32) ..... to the reader and, despite the tragic events, shows that they can put an end to their (33) ..... rivalry and (34) ..... of each other.

WEALTH

ABLE

SYMPATHY  
MEAN  
TOLERATE

4 For questions 35–42, rewrite the sentences using the words in capitals. Use between two and five words, including the word given.

35 What are your plans for tonight?

YOU

What ..... tonight?

39 Jeremy left for school a short time ago.

JUST

Jeremy ..... for school.

36 Margaret never stops complaining about the weather.

IS

Margaret ..... about the weather.

40 He started looking for a job in September.

BEEN

He ..... a job since September.

37 Umberto wrote his tenth novel last year.

TEN

Umberto ..... novels.

41 This is the first time I've been mountain climbing.

NEVER

I ..... a mountain before.

38 I met Mick five years ago.

FOR

I ..... years.

42 Lucinda and Oscar know each other.

ALREADY

Lucinda ..... met Oscar.