

## Spotting communication problems

Vocabulary

**A** Find the words or phrases in the reading with these meanings.

- |   |                   |
|---|-------------------|
| 1. develop more slowly than others (par. 1, 2 words)        | <u>lag behind</u> |
| 2. having more than one possible meaning (par. 2, bullet 1) | _____             |
| 3. something made of several parts (par. 2, bullet 1)       | _____             |
| 4. behaviors (par. 2, bullet 4)                             | _____             |
| 5. unclear (par. 2, bullet 6)                               | _____             |

Main ideas

**B** Circle the correct answers.

- What stops most people from advancing in their careers?
  - poor education
  - (b)** poor communication skills
  - poor work performance
- What conveys the message when people communicate?
  - their words
  - their body language
  - their words and body language
- How do most people become good communicators?
  - natural ability
  - study at school
  - hard work

Inferencing

**C** Choose the best solution to each problem. (Be careful! There is one extra solution.)

- |   |  |
|---|--|
| <input type="checkbox"/> stop interrupting people | <input checked="" type="checkbox"/> make eye contact with people |
| <input type="checkbox"/> avoid overspeak          | <input type="checkbox"/> try talking with toys                   |

- Problem:** Mary is very shy. Her coworkers complain that she is not interested in hearing their ideas or opinions. When her boss tells her this, she is surprised. She really does want to know what her coworkers think, and she thinks she is a good listener.  
**Solution:** Mary should make eye contact with people.
- Problem:** Tony's coworkers think he is rude. He is a creative thinker with many good ideas that he wants to tell others. Now people in the office have started avoiding him. He's frustrated that no one wants to listen to his ideas.  
**Solution:** Tony should \_\_\_\_\_.
- Problem:** Eliza is frustrated. Whenever she has a presentation, she prepares using a big dictionary. She likes to impress her listeners with her knowledge of vocabulary. Then, when she speaks, her audience looks confused.  
**Solution:** Eliza should \_\_\_\_\_.

## Can babies talk?

Similarity in meaning

**A** Find these words in the reading. Check (✓) the correct column.

		Similar meanings	Different meanings
1.	<i>afraid</i> (par. 4) <i>frightened</i> (par. 4).	✓	
2.	<i>simple</i> (par. 2) <i>multipurpose</i> (par. 1)		
3.	<i>higher</i> (par. 6) <i>increased</i> (par. 6)		
4.	<i>frustrated</i> (par. 4) <i>appreciated</i> (par. 5)		
5.	<i>siblings</i> (par. 6) <i>children</i> (par. 4)		

Reference words

**B** What do these words refer to?

- it* (par. 2, line 6)      "bye-bye"
- these* (par. 2, line 10)      \_\_\_\_\_
- they* (par. 2, line 13)      \_\_\_\_\_
- he* (par. 3, line 1)      \_\_\_\_\_
- they* (par. 4, line 4)      \_\_\_\_\_
- their* (par. 5, line 2)      \_\_\_\_\_

Restating

**C** Who probably made each statement? Write Brandon's mom (B), Zack's mom (Z), or Kai's mom (K).

My young son was able to tell me that he was afraid.

1. Z

I had a conversation with my 13-month-old son about a caterpillar.

2. \_\_\_\_\_

My son thinks there are alligators at the mall!

3. \_\_\_\_\_

My son moves his fingers up and down on an imaginary keyboard when he wants to tell me about a piano.

4. \_\_\_\_\_

I am amazed at the way signs open a "window" to my child's mind.

5. \_\_\_\_\_

It's OK. The dog won't hurt you.

6. \_\_\_\_\_

CHALLENGE

**D** Underline all the babies' actions in the reading.

