



CLIL LESSON

cenario

02

economics
commerce and marketing



Erasmus+

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MATCHED

Match the following list of skills with the right type of communication: verbal or non-verbal.

Verbal communication

Non-verbal communication

1 Keeping eye-contact with public.
ANSWER:

2 Structuring a speech successfully.
ANSWER:

3 Thinking before communicating.
ANSWER:

4 Standing upright and quiet while communicating.
ANSWER:

5 Using spontaneous and pleasant facial expressions.
ANSWER:

6 Active listening.
ANSWER:

TASK
2

MATCHED

Consider the following situations. Decide whether oral communication or written communication would be more efficient in each case.

Oral communication

Written communication

1 Instructions on how to repair a defective printer.
ANSWER:

2 A businessperson showing the characteristics of their new product.
ANSWER:

3 A sales manager notifying the director about changes in the agenda.
ANSWER:

4 The itinerary and times for visiting the facilities of the company.
ANSWER:

5 Your coworkers and you are deciding if you have to make a certain business decision or not.
ANSWER:

6 The CEO from your company is giving a presentation about the company strategy for the next 5 years.
ANSWER:

TASK
3

MATCHED

Check this list of situations and match each one of them with its correct stage in the communication process.

Thinking / Symbolizing	Expressing / Transmitting
Receiving	Decoding
Feedbacking	Monitoring

- 1** You receive an e-mail from a foreign friend inviting you to their wedding. You spent a few moments translating from English in your head before really grasping the importance of the occasion.

ANSWER:

.....

- 2** You're sharing a fond memory from your childhood with your best friends. You're delighted to see they're really empathizing with you and their smile makes you feel great.

ANSWER:

.....

- 3** You have decided to move to another city, and you are not sure about the words you have to use to share this news with your family.

ANSWER:

.....

TASK
3

MATCHED

Thinking / Symbolizing	Expressing / Transmitting
Receiving	Decoding
Feedbacking	Monitoring

4 You're new at the office and start a conversation with your coworkers. You start talking about politics, but when you notice their reactions you decide to change the subject to a less controversial topic.

ANSWER:

.....

5 You get a phone call from your boss telling you about the results of a meeting you had the previous day. You take notes about the most relevant bits from the conversation so you won't forget.

ANSWER:

.....

6 You give an important presentation in front of the board of directors from your company, discussing the accounting system in your office.

ANSWER:

.....



TASK
4

MATCHED

Match the correct communication barrier that appears most prominently in each of the following situations.

Attitude Barriers	Cultural Barriers
Linguistic Barriers	Organizational Barriers
Physical Barriers	Psychological Barriers
Technological Barriers	

- 1** You are going to meet a new client this morning. You know he is a very demanding man. You are very worried at the perspective of not making a good first impression.

ANSWER:

.....

- 2** You belong to a working group, and there is an Australian lawyer at the meeting. It's a bit hard for you to follow everything he is saying because of the his/her accent.

ANSWER:

.....

- 3** While getting onto the bus, you receive a phone call. It's about your new cell phone. There is too much noise and you cannot get all of the details.

ANSWER:

.....

TASK
4

MATCHED

Attitude Barriers	Cultural Barriers
Linguistic Barriers	Organizational Barriers
Physical Barriers	Psychological Barriers
Technological Barriers	

4 You're having a videoconference with some clients. However, their Internet connection is not fast enough and you can't understand everything they're saying correctly.

ANSWER:

.....

5 You're working at an international firm, with people from several countries. You have a Japanese coworker that speaks great English, but he frequently uses weird metaphors that you don't really understand.

ANSWER:

.....

6 A new coworker has arrived to your office. You try to have an informal conversation with him, but he seems despondent and not talkative at all, making the conversation awkward.

ANSWER:

.....

7 You notice a problem in a transaction in your company. You try to tell your bosses but they ask you to file a written report instead. You go back to your workplace and since you're very busy you forget to write the report.

ANSWER:

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