

与他人和谐共处 Building rapport with others

Hello. This is 6 Minute English from BBC Learning English. I'm Neil.

大家好。这里是 BBC 学习英语栏目的六分钟英语。我是内尔。

And I'm Georgina.

我是乔治娜。

Georgina and I have got to know each other very well after working together for so long.

乔治娜和我在一起共事了这么久之后已经很了解彼此了。

I know what sandwiches Neil has for lunch.

我知道内尔午餐吃的是什么三明治。

Egg and tomato, right, Neil?

鸡蛋和西红柿，对吗，内尔？

Right! And I know it really annoys Georgina when people don't wash up their cups in the staff kitchen.

对！而且我知道如果有人员工厨房不洗杯子，乔治娜会很生气。

So unhygienic!

太不讲卫生了！

But just as important as getting to know someone socially or at work, is getting on with people.

但是跟在社会上或工作中了解某人一样重要的是跟他人处好关系。

To get on with someone is a useful phrasal verb, meaning to like someone and enjoy a friendly relationship with them.

与某人关系好是一个很有用的动词短语，意思是喜欢某人并且跟他们拥有友好的关系。

Which is really important if you work with them every day!

如果你每天跟他们一起工作，这很重要！

And there's another word to describe the good understanding and communication between two friends: rapport.

还有另一个描述两个朋友之间良好的了解和沟通：和谐共处。

Yes, how you build rapport and get on with people has been the subject of many self-help books over the years, and is the topic of this programme.

是的，如何与他人和谐共处这些年已经成为了很多励志书籍的主题，同样也是本期节目的话题。

Well, you and I must have great rapport, Georgina, because that leads perfectly into my quiz question.

嗯，你和我肯定是和谐共处的，乔治娜，因为这完美地引出了我的问题。

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In 1936, American writer Dale Carnegie wrote a famous self-help book on building rapport.

在 1936 年，美国作家戴尔·卡耐基写了一本有名的关于和谐相处的励志书。

It sold over 30 million copies, making it one of the best-selling books of all time, but what is it called?

它卖出了超过 3000 万本，使其成为了历史上最畅销的书籍之一，那么它叫什么呢？

Is it a) How to get rich quick, b) How to stop worrying and make friends, or c) How to win friends and influence people?

是 A. 《如何快速致富》，B. 《如何停止焦虑并交朋友》，还是 C. 《如何赢得朋友并影响他人》（译者注：多译作《影响力》）？

I think I know this, Neil.

我想我知道这个，内尔。

I'm going to say, c) How to win friends and influence people.

我要选 C. 《如何赢得朋友并影响他人》。

OK, Georgina, we'll find out if that's right at the end of the programme.

好的，乔治娜，我们会在节目结束的时候揭晓答案。

When it comes to getting on with people, psychologist Emily Alison has a few ideas.

说到跟他人关系好，心理学家艾米丽·艾莉森有一些想法。

She's built a career working with the police as they build rapport with criminal suspects.

她的职业是帮助警方跟犯罪嫌疑人建立和谐共处的关系。

Emily is the author of a new book, 'Rapport: the four ways to read people' and, as she told BBC Radio 4 programme All In The Mind, it isn't easy to get along with everyone.

艾米丽是新书《和谐共处：四种读懂他人的方法》的作者，并且正如她跟 BBC 电台 4 频道节目《All In The Mind》说的那样，跟每个人相处并不容易。

I often describe rapport-building in a relationship as like walking a tightrope because you really do need to maintain that balance of being objective, treating people with compassion but that doesn't mean I'm sympathetic, I'm collusive - it's that balance between judgement and avoidance.

我经常将在一段关系中和谐共处描述为走钢索，因为你真的需要保持客观，以同理心待人，但是这并不意味着我同情他们，我跟他们是勾结的——就是评判和回避之间的平衡。

Emily describes rapport building as like walking a tightrope, an idiom to describe being in a difficult situation which requires carefully considering what to do.

艾米丽将和谐共处描述为走钢索，这个习语描述的是处于一个艰难的处境，需要仔细考虑要做什么。

Building rapport with "terrorists" or violent criminals isn't easy.

跟“恐怖分子”或暴力罪犯和谐共处不容易。

Emily doesn't sympathise with what they have done, but she tries to remain objective - to base her judgement on the facts, not personal feelings.

艾米丽并不同情他们的所作所为，但是她试图保持客观 —— 基于事实而不是个人情感做出判断。

In her book, Emily identifies four main communication styles which she names after animals.

在她的书中，艾米丽定义了四种主要的交流风格，她用动物给它们命名。

The best at building rapport is the friendly and cooperative monkey.

最擅长和谐共处的是友好且合作的猴子。

And there's a pair of opposites: the bossy lion, who wants to take charge and control things, and the more passive mouse.

然后是一对反义词：颐指气使的狮子，它想要负责和控制，以及更消极的老鼠。

Here's Emily talking to BBC Radio 4's, All In The Mind, about the fourth animal, the T-Rex.

以下是艾米丽对话 BBC 电台 4 频道节目《All In The Mind》，谈论第四种动物，霸王龙。

Try to listen out for the communication style of this personality.

请听这种性格的交流风格。

You've got the T-Rex, which is conflict - so this is argument, whether you're approaching it from a positive position where you can be direct, frank about your message or you approach that in a negative way by being...attacking, judgemental, argumentative, sarcastic, and that actually breeds the same behaviour back.

你会碰到霸王龙，即冲突 —— 所以这是争论，你是正从一个积极的位置应对它，你可以直接诚实地传达你的想法，还是你以一种消极的方法应对它，你会攻击、评判、争辩、讽刺，而这会招致同样的行为。

So anyone who has teenagers will 100% recognise that...if you meet sarcasm with sarcasm, it's only going to go one way.

所以任何家里有青少年的人都会 100% 明白这一点.....如果你用讽刺应对讽刺，那么只有一条路可走。

All four communication styles have good and bad points.

所有四种交流风格都有利有弊。

On the positive side, T-Rex type people are frank - they express themselves in an open, honest way.

从积极的一面看，霸王龙型的人很诚实 —— 他们以一种开放、诚实的方式表达自我。

But T-Rex types can also be sarcastic - say the opposite of what they really mean, in order to hurt someone's feelings or criticise them in a funny way.

但是霸王龙型的人也可能会讽刺 —— 说反话，为了伤害某人的情感或者以一种有趣的方式批评他们。

Yes, sarcasm is a strange thing, like saying, "Oh, I really like your haircut", when in fact you don't!

是的，讽刺很奇怪，例如说，“哦，我真的很喜欢你的发型”，而其实你并没有！

Yes. There's an English saying that sarcasm is the lowest form of humour, but I think British people can be quite sarcastic at times.

是的。英语里有句话说，讽刺是最低级的幽默，但是我认为英国人有时候会很会讽刺人。

Well, I can't image you'd make many friends being rude to people.

嗯，我无法想象待人无礼还能交到很多朋友。

Maybe they should read Dale Carnegie's self-help book.

也许他们应该读读戴尔·卡耐基的励志书。

Ah, yes, your quiz question, Neil.

啊，是的，你的问题，内尔。

Was my answer right?

我的答案正确吗？

In my quiz question I asked Georgina for the title of Dale Carnegie's best-selling self-help book about building rapport.

我出题的时候问乔治娜戴尔·卡耐基的关于与他人和谐共处的畅销励志书的书名。

What did you say?

你说的是什么？

I said the book is called, c) How to win friends and influence people.

我说这本书的名字是 C. 如何赢得朋友并影响他人。

Which is the correct answer!

回答正确！

And I guess you've read it, Georgina, because you have lots of friends.

我想你读过它吧，乔治娜，因为你朋友很多。

I hope you're not being sarcastic, Neil!

我希望你不是在讽刺我，内尔！

Absolutely not!

当然没有！

I'm not a sarcastic T-Rex type, more of a friendly monkey!

我不是爱讽刺的霸王龙型人，我更偏向于友好的猴子！

OK, well, let's stay friends and recap the vocabulary from this programme, starting with rapport, a good feeling between two people based on understanding and communication.

好的，我们继续做朋友并且回顾本期节目中的词汇吧，从和谐共处开始，两个人之间基于理解和交流的良好感觉。

If you get on with someone, you like and enjoy a friendly relationship with them.

如果你跟某人关系好，那么你跟他们之间有友好的关系。

Walking a tightrope means to be in a difficult situation which requires careful consideration of what to do.

走钢索的意思是处于困境之中，需要仔细考虑要做什么。

To be objective is to base your actions on facts rather than personal feelings.

客观指的是基于事实而非个人情感采取行动。

When building rapport with someone, it's good to be frank – to express yourself in an open, honest way.

在跟建立和谐共处的关系时，最好要坦诚 —— 以一种开放、诚实的方式表达自我。

But not sarcastic, to say the opposite of what you really mean, in order to hurt someone's feelings or criticise them in a humorous way.

但是不要讽刺，说反话，为了伤害某人的情感或者以一种幽默的方式批评别人。

Well, Neil, if we run over six minutes, we'll break our rapport with the 6 Minute English producer, so that's all for this programme!

好的，内尔，如果我们超过六分钟，我们就会破坏跟六分钟英语的制作人的和谐关系，所以今天的节目就到这里！

Join us again soon for more trending topics and useful vocabulary.

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Bye for now!

再见！

Bye!

再见！
