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写作：注意结构

第七单元 assertive communication

1.句型（提出建议）

2.课堂阅读的单词

Mitigate	V 使减轻	discrepancy	N 差别
downplay	V 轻描淡写	Elegant	Adj 优雅的
sugarcoat	V 粉饰	stress	N 压力
Deferential	Adj 恭顺的	Flee	V 逃跑
dysfunctional	Adj 功能失常的	Submissive	Adj 服从的
overtly	Adv 公开地	constitute	V 组成
threshold	N 界限	scenario	N 场景 情节
prone	Adj 易于…的	facet	N 方面 特征
Outburst	N 爆发		
trigger	V 引发		
infringe	V 侵害		
Abusive	Adj 谩骂的		
unhealed	Adj 没有愈合的		
overbearing	Adj 蛮横的		
alienated	Adj 不合群的		
pushy	Adj 一意孤行的		
manipulate	V 控制 操纵		
Displaced anger	拿别人撒气		

课堂填空题

2. Fill in each blank with a suitable word or phrase given below. Change the form where necessary.

refer to	constitute	infringe	scenario
rely on	discrepancy	facet	flee

- 1) The people who lived there had to rely on rainwater, which was often insufficient in summer.
- 2) People under the age of 40 constitute the majority of labour force.
- 3) Do not infringe on the privacy of others.
- 4) There are certain discrepancies between the two versions of the story.
- 5) Any photo or object that can instantly remind you of a particular event, place, or happy feeling can be used to switch your attention to focus on this pleasant scenario.
- 6) The detective novel is partly a novel, an exploration of some facet(s) of human existence, and partly an account of an act of detection used to keep the reader reading, to provide the essential storyline.
- 7) Different nouns are sometimes used to refer to female and male members of the same species: cow/bull, sow/boar, doe/stag, mare/stallion.
- 8) They lack the opportunity to express their inborn urges to hunt and to flee from danger.

2. Fill in each blank with a suitable word given below. Change the form where necessary.

overtly	trigger	prone	abusive	assertive	threshold
outburst	alienate	manipulate	advocate	aggressive	

- 1) The opposition leader accused government ministers of manipulating the statistics to suit themselves.
- 2) Assertive communicators will state needs and express feelings clearly, appropriately, and respectfully with good eye contact and a relaxed body posture.
- 3) Large price increases could trigger demands for even larger wage increases.
- 4) This explains why AIDS victims are prone to pick up, and indeed eventually die from, opportunistic infections, such as pneumonia.
- 5) Aggressive communicators will often try to dominate, control, criticize, blame or attack others.
- 6) All these changes to the newspaper alienated its traditional readers.
- 7) By the time he had pressed her into a seat, she had herself under more control, and

- was suffering acute embarrassment at her outburst of anger.
- 8) Then I got into a phone-box and made a reverse charge call to Auntie Jean, who was drunk and abusive as usual.
- 9) We worked for days carrying things upstairs, until, late one afternoon, the water edged over the threshold and rushed into the house.

翻译题

3. Translation.

- 1) The problem in real life is that assertive and aggressive behaviour may overlap. When someone is about to infringe on their rights, they often fight back at the other party while defending their rights. The challenge is to learn to be firm and assertive without going a step too far and becoming aggressive.

现实生活中的问题是：自主式和挑衅式行为可能会重叠。当有人要侵犯他们的权利时，他们常常反击，以捍卫他们的权利。难的是如何学会保持坚定和自信的同时而不过头，变得咄咄逼人。

- 2) They maintain that submissive behaviour leads to poor self-esteem, self-denial, emotional suppression, and strained interpersonal relationships. They assert that aggressive communication tends to promote guilt, alienation, and disharmony. In contrast, assertive behaviour is said to foster high self-esteem and satisfactory interpersonal relationships.

他们认为，顺从式行为会导致缺乏自尊、自我否定、情感压抑和紧张的人际关系。他们断言挑衅式沟通易于增加内疚感、孤立感和不和谐。相反，他们认为自主式行为能培养强烈的自尊心和令人满意的人际关系。

- 3) Non-assertive postures include slouching, hunching shoulders, shuffling, hiding your face behind your hair, your mouth behind your hand, cocking your head to one side or standing off balance (especially with your hands clasped behind your back).

非自主式姿势包括无精打采、耸肩、拖脚走路、把脸藏在头发后面、用手捂住嘴巴、歪着头、站姿不正(特别是背着手)。

重写句子

4. Rewrite each of the following sentences to convey a more positive tone.

1) We can't ship the materials today.

Hint: Describe positive rather than negative actions.

We will ship the materials first thing tomorrow.

2) I saw what you did; you violated our policy.

Hint: Use the passive voice.

Tell me what it means when our policy is violated.

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3) If these problems are not fixed, we will stop paying rent.

Hint: Offer constructive suggestions instead of threats or ultimatums.

Could you please fix these problems by Wednesday?

4) You should hurry.

Hint: Soften your tone of voice.

I'm ready. Would you please hurry a little bit?

5) You are always late.

Hint: Give suggestions instead of criticism.

It's better to be on time next time.

6) You shouldn't accuse her of being insincere.

Hint: Avoid the use of "shouldn't".

Nobody could accuse her of being insincere, could they?

7) You are ignoring me. (The wife wants to talk to her husband who is watching television. But he doesn't have any response.)

Hint: Use "I" statements.

I feel hurt when I'm trying to speak to you but you watch television.

8) You are so stubborn. You never listen to me.

Hint: Avoid insults and accusations.

I feel frustrated when you interrupt me, so please just listen for a while.

9) I missed the train. You didn't wake me up early. It's all your fault.

Hint: Avoid blaming statements.

Dear, I'm depressed that I missed the train. Next time I need to get up earlier. / Would you please wake me up earlier next time?

第二单元 success on the job

课堂阅读的单词

invisible	adj 看不见的	embed	V 嵌入
underlying	adj 潜在的	bond	V 使建立紧密联系
systematic	adj 系统的	internalize	V 使内化
manifest	adj 明显的	revitalize	V 使新生
glue	n 胶水	compelling	Adj 非常强烈的
aspiration	n 渴望 抱负	sensible	Adj 明智的
undermine	V 逐渐削弱	entrenched	Adj 根深地固的
pose	V 造成 引起	intimidating	Adj 吓人的
Daunting	Adj 令人畏惧的	subordinate	N 下属
derogatory	Adj 贬低的	minimum	N 最小量
wander	V 走神	resent	V 愤怒
tardy	Adj 晚的	Conduct oneself	行为举止
etiquette	N 礼仪	land	V 获得
cluttered	Adj 凌乱的	Pull off	成功完成
Prior to	在...之前	overwhelming	Adj 势不可挡的
magnify	V 放大	genuine	Adj 真正的

P57 阅读

课堂填空题

2. Fill in each blank with a suitable word given below. Change the form where necessary.

aspiration	pose	underlying	internalize
sensible	compelling	invisible	undermine

- 1) He had not expected the people to internalize the values of democracy so readily.
- 2) I think the sensible thing to do is phone before you go and ask for directions.
- 3) These bacteria are invisible unless viewed with a microscope.
- 4) Society has an interest in protecting itself from activities which threaten to undermine the harmony within it.
- 5) The mountain terrain poses particular problems for civil engineers.
- 6) "We certainly can't see a compelling reason to do it," he said in an interview with the *Financial Times*.
- 7) The songs were about love and loss, aspiration and disappointment, but the men smiled as they sang, as if the melodies and the sheer pleasure of singing overcame the tragedy of the words.
- 8) And what might be the underlying significance of these supposedly random acts?

2. Fill in each blank with a suitable word given below. Change the form where necessary.

embed	revitalize	wander	manifest	magnify
minimum	tardy	resent	overwhelming	systematic

- 1) Larger companies had more systematic procedures and a greater division of labor.
- 2) The pressures of the new society were equally manifest in the emigration of Jews from Judaea.
- 3) We end by looking at how you embed other people's words into your own writing, in the form of paraphrase and quotation.
- 4) Although our skin looks smooth, when magnified it is full of bumps and holes.
- 5) She said how much she appreciated the overwhelming generosity of the public in responding to the appeal.
- 6) In the early 1970s, one of the great programs in India was to revitalize primary science in village schools.
- 7) She hoped that her fiftieth birthday would pass with the minimum of fuss.
- 8) He resents having to explain his work to other people.
- 9) Dinner was somewhat delayed on account of David's rather tardy arrival.
- 10) His mind would wander, and he would lose track of what he was doing.

课后听力题：

SCRIPT

Success on the Job

During your first few weeks or months at work, you will go through an orientation and probation period. Your attitude towards your job, co-workers, and the organization is critical to your success. Exude an upbeat, positive, and enthusiastic attitude, and offer to

pitch in to help wherever you see reasonable opportunities. Be a sponge for the company- and job-related information, and do the best you can on every assignment you are given — even the menial, routine tasks that you are likely to be assigned in the early days of your employment. Take these assignments in stride and view them as a challenge. Don't complain or convey an attitude that such duties are beneath you. Realize that it is not as important to "wow" them with knowledge and skills at this point as it is to demonstrate your willingness to learn and to put forth your best effort.

Learn as much as possible about your new employer, even if you have to take materials home with you to read. If there is no manual, prepare a list of questions to ask your manager, and schedule a meeting to discuss them. Find out what the organizational structure is, the normal working hours, policies regarding time off (including breaks and lunches), computer and telephone procedures, who's who, and anything else you think will be helpful. Your first priorities are to establish trust and to build rapport with your colleagues.

Be on time or early, stay a little late, and be prepared to work some overtime. Repeatedly coming in late or leaving early creates a very negative impression. If you must be off or late for some reason and know ahead of time, inform your manager as soon as possible. If you are late, apologize and don't make excuses. And avoid Monday absences: Missing a Monday is often interpreted as a "weekend hangover."

It is important to be a strong team player in today's workplaces. By being a team player, you build your reputation and increase your value to the organization. Volunteer to help others. Show an interest in what they do, and find out how you can help. Share successes with your team, and don't blame team members when failures occur. Another way to be seen as a team player is to attend company social events: These are wonderful opportunities to get to know your co-workers and can help to advance your career, if handled appropriately. Mingle, introduce yourself, and be on your best behavior.

3. Translation.

- 1) If this is your first work experience, it is time of major transition. Having a job gives you a chance to put into use what you have learned and to earn income, but it also brings many challenges and lifestyle changes. These changes can be overwhelming, particularly if you haven't prepared for them.

如果这是你的第一次工作经历，这会是重大转变的时刻。拥有一份工作让你有机会学以致用并且挣到薪水，但这也带来了许多挑战和生活方式的改变。这些转变可以说是惊人的，特别是当你没有做好准备应对它们的时候。

- 2) The culture of an organization affects the type of people employed, their career aspirations, their educational backgrounds, and their status in society. The only trustworthy predictor of on-the-job success is how closely an individual's work habits match the organizational culture.

一个机构的文化会影响雇员的类型、他们的职业理想、教育背景以及社会地位。唯一可信的预测职场成功的方法是看员工的工作习惯和机构的文化是否匹配。

- 3) Most people at some point in their lives have to deal with a difficult boss. Difficult supervisors vary in personality from being a little pushy or rude, all the way to being downright abusive. Many people feel that an abusive boss has control of their personal life outside of work by lowering their self-esteem and making them live in constant fear.

大多数人都遇到过难相处的老板。难相处的领导性格各异：有些人有点儿性急或粗鲁，有些人则口出恶言、无礼透顶。许多人感到粗暴谩骂的老板通过打击他们的自尊、使他们一直生活在恐惧中，从而控制他们工作以外的个人生活。

Making suggestions, giving warnings and reminders

You should/ought to/must + VP

You shouldn't + VP

You'd better (not) + VP

It would be + adj. + if-clause

I suggest + that-clause

+ V-ing

My suggestion is that ...

I advise you to + VP

Be sure (not) to + VP

You must always + VP

Make sure + that-clause

Please remember to + VP

接收 offer/拒绝 Offer

From: John006@hotmail.com

To: Susan808@hotmail.com

Subject: Thank you for the job offer

Date: Saturday, July 2, 2011

Dear Ms. Smith,

I am very pleased to accept your offer to join Peterson Company as a software engineer in R & D Department. I really want to be a member of your team. I'm deeply impressed by the dynamic atmosphere of the company and I'm looking forward to contributing to its development.

Thank you very much for the attached information you sent to me about this position. I appreciate your help and look forward to meeting you soon.

Sincerely,

John Brown

第三单元 requirements analys

单词

Requirements analysis	需求分析	disparate	Adj 迥然不同的
verify	V 证实	volatility	N 易变 反复无常的
fault	N 缺陷 故障	recur	V 复发 重现
release	V 发布	elicitation	N 启发
fix	V 修正	Revolve	V 以...为中心
capture	V 获得	integration	N 结合 整合
Transitional	Adj 过度的	encompass	V 包含
feasibility	Adj 可行性	Negotiate	V 协商
mismatch	N 不匹配	iterative	Adj 重复的
scope	N 范围	Impose	V 强加于

Timescale	N 时间表	facilitate	V 促进
Final say	最终决定权	questionnaire	N 调查问卷
End-user	终端用户	brainstorm	V 头脑风暴
perspective	N 视角 角度	scenario	N 描述
effective	Adj 有效的	cognitive	Adj 认知的
likelihood	N 可能性	Refer to	参考
entail	V 使必需 包括	Breakdown	N 故障 失败
diverse	Adj 不同的	notation	N 记号
Validation	N 验证	Notoriously	
hinder	V 阻碍	procedures	
		regional	adj 区域的

P88 阅读

句型整理:

Agreement and Disagreement		
A. How to agree strongly with an opinion 1. I couldn't agree more! 2. That's absolutely true! 3. I agree with your point. 4. I'd go along with your point. 5. I'm with you on that point. 6. That's exactly what I was thinking. 7. That's a good point. 8. I'm glad we see eye to eye.	B. How to half agree with an opinion 1. Yes, perhaps, however ... 2. Well, yes, but ... 3. Well, you have a point there, but ... 4. There's something there, I suppose, however ... 5. I guess your idea could be right, but ... 6. Yes, I suppose so, however ... 7. That's worth thinking about, but ...	C. How to disagree with an opinion 1. Hmm, I'm not sure your idea is right. 2. I'm inclined to disagree with that idea. 3. I'm not sure I agree with you. 4. No, I don't think so. 5. I'm afraid I don't agree. 6. I have to disagree with you on this. 7. I can't go along with you on that point.

写作

From: Mike Parker
 To: David Jones
 Cc: Tom Peterson
 Bcc:
 Subject: Mobile Phone Project

Dear David,

It's so nice meeting with you this Wednesday. I'm writing to / I would like to confirm your requirements and other details for the new cell phone.

1. Target market: low-end mobile phone users
2. Functions: phone call, short message service including sending and receiving messages, message forwarding, group sending, message caller ID, calculator, alarm clock, ring tones
3. Documents: user manual, software installation guide in both online and book format
4. Delivery time: in six months

Please feel free to contact me if there is any problem.

Best regards,
 Mike

选词填空

impose	hinder	refer to	revolve	breakdown
diverse	likelihood	perspective	recur	encompass
surpass	integration	validation		

- 1) There is little likelihood now that interest rates will come down further.
- 2) The breakdown of computer systems or the loss of vital professional data could have disastrous consequences for you.
- 3) If none of your choices are available, a comparable establishment will be booked on your behalf. Please refer to the "Deposit" information for additional booking details.
- 4) We've got to be pro-active about this; it's no good simply sitting back and waiting for whatever government is in power, to impose certain regulations, certain restrictions, and certain proposals.
- 5) Because of its geographical position, Germany's perspective on the situation in Eastern Europe is rather different from Britain's.
- 6) It provides teachers with useful insights into how linguistic factors might help or hinder a child's progress at school.
- 7) The courses will encompass physics, chemistry and biology.
- 8) The potential for improving the educational resource for schools and colleges was explored so as to satisfy the surprisingly diverse interests of all students.
- 9) Those of us involved in CNAA validation procedures would acknowledge that there are considerable advantages in the present system.
- 10) The five major planets each have their own orbit, but all revolve around the sun.
- 11) Many of the other themes identified earlier recur in this more recent work.
- 12) Economic experts believe regional integration is the best way to prevent another financial crisis in Asia.

4. Fill in the blanks with the following parentheses.

though	to be honest	on the contrary	as a result
in my opinion	most important of all	worse still	
do you think	on earth	luckily	

- 1) Luckily, no one was hurt in the car accident yesterday.
- 2) What on earth do you mean?
- 3) It does not often rain in summer here. As a result, we have to water the vegetable garden.
- 4) I have a bit of a cold. It is nothing much, though.
- 5) What performance do you think we should give at the party?
- 6) A: What brought you to the gym?
B: To be honest, I've been feeling like a bit of a porker and want to drop some weight.
- 7) In my opinion, we should not avoid having communication with the working people.
On the contrary, we should strengthen our ties with them.
- 8) Yesterday morning I had a sore throat. Worse still, I had a fever.
- 9) You must quit smoking. Most important of all, you should start taking exercise.

翻译

- 1) Whether you are making the initial contact with a client or a colleague, you want to get off on the right foot. Doing so will make the first encounter and subsequent ones go smoothly and easily. Getting off on the wrong foot can make for a difficult recovery.
不论是和客户还是同事，第一次打交道时，你总是希望一开始就顺利。好的第一印象可以让以后的交往轻松顺利，而糟糕的第一印象很难补救。
- 2) Every new activity, every new product, every new project in the workplace is created in response to a business need. Yet we often find ourselves in situations where, despite spending tremendous time and resources, there's a mismatch between what has been designed and what is actually needed.
工作中每一项新活动、每一种新产品、每一个新项目都是商业需求的结果。但是我们经常发现自己处于这样的境地：即使已经花费了大量的时间和资源，设计出的产品却和实际需求不符。
- 3) When interviewing stakeholders, be clear about what the basic scope of the project is, and keep your discussions within this. Otherwise, end-users may be tempted to describe all sorts of functionality that your project was never designed to provide. If users have articulated these desires in detail, they may be disappointed when they are

not included in the final specification.

当和利益相关者面谈时，必须清楚项目的基本范围，并将你们的讨论限定在这个范围内。否则，终端用户可能会描述在项目中从未被设计实现的各种功能。如果用户详尽地表达了这些需求，而最终规范中却并没有包含，他们可能会感到失望。

第四单元 project management

单词

discipline	N 领域	vital	Adj 至关重要的
Overemphasize	V 过分强调	attendee	N 出席者
immense	Adj 巨大的	Bog	V 阻碍
dynamic	N 动力	Dominate	V 控制
dissemination	N 散播	divert	V 转移
nuance	N 细微差距	Motivate	V 促进
Pertinent	Adj 切题的	expertise	N 专门知识
milestone	N 里程碑	Alternative	N 可选择的
Stance	N 站姿	sacrifice	V 牺牲
Genuine	Adj 真实的	compromise	V 妥协
Conscious	Adj 自觉的	Convince	V 说服
Calendar	N 日程表	Successive	Adj 连续的
Clarify	V 使清楚	arduous	Adj 艰巨的
reconcile	V 使和解	illustration	N 说明
Invoice	N 发票	ambiguity	N 含糊
myriad	N 无数	conjoin	V 结合
exhaustive	Adj 彻底的	Precede	V 位于之前
Represent	V 代表 象征	modify	V 修饰
detract	V 减损	disregard	N 不顾
utilize	V 利用	partial	Agj 部分的
outline	N 大纲 要点	compensation	N 赔偿 补救
assertion	N 主张 断言	substitution	N 代替
Transition	N 过渡句	synonym	N 同义词
denote	V 指示 表示		
Intelligible	Agj 清楚的		
Prejudice	N 偏见		

P129 阅读

图表型写作

Sales rose/went up/increased/climbed ... + adverb (slowly/steadily/rapidly/gradually ...)

Sales stood at ...

Sales peaked/peaked out ...

Sales levelled out/flattened out ...

Sales bottomed out ...

This was due to ...

This was the result of ...

This caused ...

This led to ...

选词填空

precede	compensation	prejudice	intelligible	disregard
substitution	partial	arduous	detract	transition

- 1) The work is arduous and the hours are long.
- 2) The selectors were accused of showing prejudice in failing to include him in the team.
- 3) The brave men, living and dead, who struggled here, have consecrated it far above our power to add or detract.
- 4) The phenomenon of currency substitution, whereby the residents of one country hold foreign as well as domestic currencies in their portfolios, has assumed growing importance in recent years.
- 5) Often times, people disregard their passions and interests and choose careers based on job security, pay and professional prestige.
- 6) A partial delivery is a delivery in which the seller (or his/her broker) gives to the buyer only part of the agreed-upon quantity.
- 7) My job is hard, but it has its compensations, i.e. pleasant aspects that make it seem less bad.
- 8) We emphasize that the aim of continuous increment of manpower capital should precede that of the financial capital.
- 9) Cryptology is the art or science that treats of the principles, means and methods for rendering plaintext to encrypted form and for converting encrypted messages into intelligible form.
- 10) His attitude underwent an abrupt transition.

翻译

- 1) The purpose of technical writing is to inform the reader of something and its style should further rather than detract from the purpose. Good technical writing is clear and direct, and it utilizes great richness and variety in English expression to convey ideas in the most efficient and effective manner.

科技写作的目的是为读者提供信息，它的写作风格应该增强而不是损害这个目的。好的科技写作清晰而直接，并且利用丰富和多样化的英语表达方法，以达到最高效、最有效地表达思想的目的。

- 2) Oral communication is mainly utilized in face-to-face meetings or over the telephone as well as in group meetings and affords a lot more flexibility to the speaker, such as the ability to communicate not only with voice but body language, attitude and nuance. The subtle nuances that can be communicated during verbal communication are not present during written communication.

口头交流主要用于面对面的会议，或电话会议和小组会议，它可以为参与者的交流提供极大的便利，参与者不仅可以借助声音交流，还可以借助于肢体语言、态度以及细微的(表情、语气)变化。这些细微的变化可以在口头交流中体现，却不会存在于书面交流中。

- 3) Successful communication requires some basic rules that all team members can keep in mind such as not jumping to conclusions, resisting the urge to interrupt and listening to others. Other important factors that can be commonly practiced for successful communication are to seek to know more and to make listening a conscious activity.

成功的交流需要一些基本规则，所有的小组成员都能牢记，如不轻易下结论、不打断别人讲话以及倾听别人的意见。成功交流的其他重要因素包括努力获取更多信息以及把倾听变为有意识的行为。

第八单元 customer service

单词

Demonstrate	V 展示 演示	Apprise	通知
End up with	以...告终	awareness	察觉
priority	N 重点 优先	clarify	澄清
Set aside	不理睬	respond	回答
Resist	阻止 抵抗	jeopardize	危及
address	处理	Validate	证实
empathy	有同感	sympathy	同情
resolve	解决	Relieved	放松的
paraphrase	解释	denote	V 指示 表示
acronym	缩写词	Intelligible	Adj 清楚的
roadblock	障碍物	Prejudice	N 偏见

calamity	灾难	substitution	N 代替
outright	完全的	synonym	N 同义词
reconcile	V 使和解	illustration	N 说明
Invoice	N 发票	ambiguity	N 含糊
myriad	N 无数	conjoin	V 结合
exhaustive	Adj 彻底的	Precede	V 位于之前
Represent	V 代表 象征	modify	V 修饰
detract	V 减损	disregard	N 不顾
utilize	V 利用	partial	Adj 部分的
outline	N 大纲 要点	compensation	N 赔偿 补救
assertion	N 主张 断言	Transition	N 过渡句

P267 页 的阅读

2. Fill in each blank with a suitable word given below. Change the form where necessary.

awareness	sympathy	perceive	relieve	jeopardize
validate	respond	reaction	clarify	involve

- 1) If you are rude to the boss, your chance of success may be jeopardized.
- 2) The old man said that his youth went away without his awareness.
- 3) I felt relieved when I heard my report was good according to the company's review.
- 4) Gradually, I perceived a change in his behaviour.
- 5) The initial reaction of most audience was fear when they saw those photos.
- 6) This discovery seems to validate the claims of popular astrology.
- 7) Thank you for your words that clarify the present situation.
- 8) Customer service involves a lot of strategies.
- 9) I invited him to my birthday party but he did not respond.
- 10) Her classmates expressed their sympathy for her loss of the computer.

3. Fill in each blank with a suitable word or phrase given below. Change the form where necessary.

priority	address	resolve	end up with	set aside
outright	apprise	demonstrate	resist	analogy

- 1) If such methods prove unsuccessful, the parties may resolve their dispute through arbitration or by judicial means.
- 2) He always gives priority to others rather than to himself.
- 3) We were fully apprised of the situation.
- 4) This issue should be addressed immediately.
- 5) I entered the competition with no hope, but I ended up with a golden prize.
- 6) It is not always reliable to argue by analogy.
- 7) He cannot resist the attraction of a highly-paid job.
- 8) Try and set aside time to do some mending jobs.
- 9) This fully demonstrates their willingness to cooperate.
- 10) The response of the audience varied from outright rejection to warm hospitality.

句型

Request

I/We request ...
 I/We would appreciate ...
 The following requests ...
 I am interested in ...
 Would it be possible to ...?
 I wish ...
 Could you please ...?
 Would you mind ...?
 May I ...
 I would like ...
 Please ...

Refusal

I'm afraid I must decline ...
 Unfortunately, I/we cannot ...
 Unfortunately, it is not possible to ...
 While it won't be possible to ...
 Although we cannot ...
 Sorry that we are unable to ...
 Sorry to let you know that ...
 I am/we are unable to ...
 I'm very sorry but ...
 I/We won't be able to ...

重写（对客户的话）

Wrong approach	Polite and friendly alternative
You are right. This is bad.	I understand your frustrations.
Call me back.	I will call you back.
Calm down.	I am sorry. / I apologize.
This is not my fault.	Let's see what we can do about this.
I don't know.	I'll find out.
No.	What I can do is ...
That's not my job.	Let me find the right person who can help you with ...
I am busy right now.	I'll be with you in just a moment.

作文（还拍了 ppt） 理由要专业



Lead-in

Read the following e-mail message from David Jones, and write a reply letter to him in which you (Mike Parker) refuse his request.

From: David Jones
To: Mike Parker
Cc:
Subject: Request for equipment setup

Hi Mike,

Jason told me that you are the new contact for arranging temporary equipment setup. Could you please assist us as follows?

Equipment: 10 desktops

Schedule: 9:00 a.m. to 5:00 p.m., Sept. 16

Location: 4th floor training room, White Company

We only need XP installation; we will install the training software ourselves.

Please advise us on equipment delivery and return procedures. In the past we experienced delays with early Monday morning setup, so we are particularly interested in any special arrangements needed for this event.

Thank you very much for your assistance.

Best regards,
David

From: Mike Parker
To: David Jones
Cc:
Subject: Re: Request for equipment setup

Dear David,

Step 1: Start your letter and express your understanding of the request.

I've got your message that you need to install 10 desktops on Sept. 16.

Step 2: Tell the customer that you are not able to satisfy his request.

I am sorry that we cannot make it because we have an important appointment on that day.

Step 3: If you feel so, tell the recipient that you would be glad to have another opportunity.

Will you be available on Sept. 15? If so, we could come over for the installation.

Step 4: Express good well, and end your mail.

Thank you for your understanding.

Best wishes,
Mike

Assume that your customer sent you an invitation letter for a new product presentation.
Write a letter to accept or decline the invitation.

From: Mike Parker
To: David Jones
Cc:
Subject: Invitation to product presentation

Hi David,

We would like to invite you to an exclusive presentation of our new CURVE product. The presentation will take place at the Wilson Exhibition Center, 300 King Street, Green Land, at 2:00 p.m. on Tuesday, May 15. There will also be a reception at 4:00 p.m. We hope that you and your colleagues will be able to attend.

We look forward to seeing you on Tuesday. Just call our office at 000-0000 and we will be glad to secure a place for you.

Best regards,
Mike

1. Decline an invitation

From: David Jones
To: Mike Parker
Subject: Re: Invitation to product presentation

Dear Mike,

Step 1: Thank the recipient for inviting you.

I sincerely appreciate your inviting me to the product presentation.

Step 2: Tell the recipient why you are not able to accept the invitation.

Unfortunately, I have been scheduled to lead a production meeting on the same day.

Step 3: If you feel so, tell the recipient that you would be glad to have another opportunity.

If you have other presentations in the future that feature the same subject, I would be very glad to attend.

Step 4: Express good will and thank the recipient again for the invitation.

We wish you good luck with your new product and thank you for thinking of us.

Sincerely yours,
David

2. Accept an invitation

From: David Jones

To: Mike Parker

Subject: Re: Invitation to product presentation

Dear Mike,

Step 1: Thank the recipient for inviting you.

I appreciate your invitation to the product presentation on May 15.

Step 2: Say that you are delighted to accept the invitation. (Ask for more information if you need.)

Our firm is very interested in wireless products, and I would like to see what you have in your new product.

Step 4: Express your appreciation again at the end of the letter.

Thank you again for the invitation. See you on May 15.

翻译

2. Translation.

- 1) Listening is more than hearing what someone has to say. It involves a keen awareness of nonverbal and verbal communication. Good listening takes practice and involves a number of techniques.

听不仅仅指听到他人所说的东西。它还包括对语言交际与非语言交际的敏锐感觉。好的倾听能力来源于实践，涉及不少技能。

- 2) Because there is no face-to-face communication with written communication, we have to be even more careful in crafting our messages to customers. Some tips for communicating clearly in writing include using simple, conversational language. Be as brief as possible while still explaining your subject thoroughly.

因为在书面交际中没有面对面的交流，我们在给客户写消息的时候措辞要格外小心。一些清晰的书面表达技巧有：用简单的会话语言；语言要尽量简洁，同时又能把你的主题解释透彻。

- 3) Nonverbal communication includes dozens of elements: the tone and pitch of our

voices, the speed at which we speak, our clothing, posture, hand gestures, eye contact and more. Customer service representatives should be aware of their nonverbal communication with clients at all times. The wrong tone of voice, a hurried voice, lack of eye contact and bad posture can jeopardize relationships with clients.

非语言交际包含很多因素：声音的音调与音高、说话的速度、着装、姿势、手势、眼神交流等等。客户服务代表在任何时候都应注意与客户的非语言交际。语调错误、语速过快、缺少眼神交流以及糟糕的姿势都会影响与客户的关系。

第十单元 stress management

单词

distress	n 苦恼	flight	逃避
unfold	V 展开	prolonged	持久的，长期的
A recipe for	...的诱因	literally	确定地
futile	无用的	contemplate	深思熟虑
unrelenting	不间断的	evoke	引起
hilarious	欢闹的，滑稽的	soothe	V 抚慰
disservice	损害	contradictory	Adj 抵触的 矛盾的
eustress	积极压力	leverage	力量 影响
offset	补偿抵消	irritability	易怒的
embrace	包含	chronic	Adj 慢性的
defuse	缓和	manifest	V 表明
agitated	Adj 不安的	Perceive	V 察觉
squabble	N 争吵 口角	alert	敏锐的
therapist	治疗专家	Integrate	整合
gut	本能	Congestion	堵车
Relate to	相关	Subset	子集
effectively	有效率的	tilts	企图 尝试
stuffs	塞住	Excessive	Adj 过多的
Twist	转折	Symptom	症状
Avert	避免	insomnia	失眠
Intuitively	直觉的	abuse	滥用误用
downsize	裁员 减少	drain	耗尽
breakthrough	突破	hierarchy	等级制度
Maladjustment	不适应	gossip	闲言碎语
prevalent	流行的		

drastic	manifest	perceive	excessive	abuse
downsize	drain	breakthrough	prevalent	visible

1. It has drained my energy, my health, and my opportunity to do things with my kids.
2. Consequently, it is not easy to perceive what characteristics are inherited from a particular parent and which characteristics are copied or learnt.
3. Between 8 million and 15 million working days are lost each year because of excessive alcohol intake.
4. The disease typically manifests itself in high fever and chest pains.
5. You should wear something light-colored when you're cycling at night so that you're more visible.
6. These "symptoms", it is said, are most prevalent among young people living in poor areas.
7. The situation forced the company to downsize from 35 to 6 people and start looking for either a buyer or non-exclusive licensees.
8. Above all, make sure you are getting enough protein, vitamins and minerals, and avoid any drastic changes in your diet.
9. Scientists are hoping for a breakthrough in the search for a cure for cancer.
10. Movies that "propagate gambling, drug abuse, violence, and terror" will also be prohibited.

literally	soothe	contemplate	distress	unfold
contradictory	disservice	prolonged	futile	evoke

- 1) Prolonged use of the drug is known to have harmful side-effects.
- 2) I keep getting contradictory advice — some people tell me to keep it warm and some tell me to put ice on it.
- 3) Mother and son sat in silence watching the scenes of violence unfold.
- 4) The Olympic Games were watched by literally billions of people around the world.
- 5) His decision to stop drinking, made two days ago, now seemed futile.
- 6) He spent a long time over these calculations and they appeared to soothe him.
- 7) There's nothing like a steam railway to evoke the atmosphere needed for a truly British romantic film set in days gone by.
- 8) I know that he feels great distress at what is happening as a result of government inaction on this matter.
- 9) He would, I said, do himself an immense disservice which he would indeed regret and from which he would never recover.
- 10) You're not contemplating a change of job, are you?

听力：

Plenty of things can cause stress in your life. (1) The trick is to remember that some types of stress are good and others are bad. Good or normal stress might show up when you're called on in class or when you have to give a report. Have you ever gotten (2) butterflies in your stomach or sweaty hands? Those can be signs of good stress — the kind of stress that can help you to get things done. For example, you may do a better job on your book report (3) if the anxiety inspires you to prepare well before you get up and read it to the class.

But bad stress can happen if the stressful feelings (4) keep going over time. You may not feel well if your parents are fighting, if a family member is sick, if you're having problems at school, or if you're (5) going through anything else that makes you upset every day. That kind of stress isn't going to help you, and it can actually make you sick.

Stress is stressful. It can interfere with normal living, damage your physical health or cause difficulties with concentration or mood. But if you understand a bit about what it is, you will be better able to deal with it. First though, take a few deep breaths. In fact, do that anytime you feel stressed. It really helps. Stress is a survival mechanism. When danger appears, it can get you out of trouble quickly. Your heart pumps furiously to increase blood pressure. As a result, your muscles and tissues tighten, and you tend to hold your limbs tighter, ready for action. This survival mechanism empowers you to confront danger or escape it. The thing is this emergency state is only meant to last just a moment to get you out of danger. But here in the 21st century we stress about different things and for much much longer. Your body stays on red alert and you will be less able to think clearly, learn or remember things. Take a few more deep breaths, because you now know stress is a physical reaction, and deep breathing helps to counteract effects. So what else can you do? You should get plenty of exercise. Let out all the locked-up energy. Getting your body moving is one of the best ways to improve your health and reduce your stress. Generally aerobic exercises, such as running, swimming or cycling are the best stress reducers. There is one thing you need to remember. Don't stress alone. Talk to someone. Socialize and have a laugh. You can't laugh and quiver with fear at the same time. Another tip for reducing stress is to get down with nature.

Tips to keep stress under control:

- (1) Take a few deep breaths.
- (2) Get plenty of exercise. Let out all the locked-up energy.
- (3) Don't stress alone. Talk to someone. Socialize and have a laugh.
- (4) Get down with nature.

Symptoms of Stress

- a racing mind, lack of focus, and/or ^{快速运转}flagging ^{下降}concentration
- feelings of nervousness, anxiety, or worry
- depression ^{抑郁}
- increased moodiness and emotional instability or mood swings ^{摇摆}
- feeling that you can't cope with things
- frustration, irritability and anger ^{易怒}
- greater impatience
- poorer memory and a tendency to see mainly negative aspects of people and/or situations
- feelings of worthlessness or low self-esteem
- withdrawing from social activities or activities that you once enjoyed
- increased sleep problems
- less productivity, reduced job satisfaction, increased likelihood of job burnout
- excessive drinking of alcohol and/or smoking
- increased coffee consumption
- overeating or a loss of appetite ^{lost hair}

A	B
be stressed out	have too much to do
nightmare	deadline
have a constant fear of ...	various projects
under great pressure	long work hours
be fed up with	unrealistic expectations
physically and emotionally drained	increased workload
be tired of coding and testing	endless team meetings
blow off steam by complaining	

Expressions for offering suggestions:

It might be a good idea to ...

Have you thought about ...?

What about ...?

One thing you could do is ...

Maybe you could ...

It is a good idea to:

- a) have a short nap during the day
- b) go for a walk in the country or in a park
- c) do some physical exercise regularly (jogging, swimming, playing badminton, playing table tennis, doing aerobics ...)
- d) have a leisurely hot bath
- e) have a massage
- f) chat with friends very often
- g) go dancing
- h) listen to music
- i) keep a healthy diet
- j) find someone to talk to

- 1) The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive. With change comes stress, inevitably.

在过去的—个世纪中，工作的性质经历了巨大的变化，现在依然在快速地变化着。从艺术家到外科医生，从民航飞行员到销售总监，这些变化几乎触及所有的职业。压力则不可避免地伴随着变化而来。

- 2) Pressure perceived as acceptable by an individual, may even keep workers alert, motivated, able to work and learn, depending on the available resources and personal characteristics. However, when that pressure becomes excessive or otherwise unmanageable it leads to stress.

压力在个人认为可接受的情况下甚至能让员工思维敏捷、积极上进、工作学习得力，这一切取决于可用的资源和个人的特点。然而，当压力过大或难以掌控就会导致精神紧张。

- 3) Many people find yoga to be a great stress management tool. The combination of deep breathing, meditation and muscle stretching addresses all major stress factors. Yoga is a great choice because you can take classes if you like, or you can do it in the comfort and solitude of your own home if you prefer.

许多人发现瑜伽是一种很好的解压方法。深呼吸、冥想和舒展肌肉可以缓解所有主要的压力。瑜伽是一个很好的选择，因为如果你愿意的话你可以上瑜伽

课，或者如果你喜欢的话也可以在舒适而又安静的家里做瑜伽。