SAY vs TELL

1) Can you think of situations when it might be better not to tell the truth?

2) How easy or how difficult do you find it to tell other people to do things for you?

3) In meetings, how often do you say what you think?

4) Have you ever told a joke in English?

5) How easy or how difficult is it to tell the difference between the banknotes used in your country?

6) Can you say 'How are you?' in more than three languages?

7) When you were a child, did you use to do as you were told?

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IDIOMS\_1

1) They sent us a very long reply with all the details. But to put it in a nutshell, that's it, we've won the contract!

2) I wish my boss would stop beating about the bush and tell me clearly whether or not I stand a chance of being promoted soon.

3) She expected profit figures and I was going on about sales figures. Once again, we were just talking at cross purposes.

4) Not official yet, but it seems we're going to relocate. Just heard it on the grapevine.

5) If you think you can give a good presentation just because you know your subject inside out, well, I'm afraid you've got the wrong end of the stick.

6) This is a very badly written report. I just can't make head or tail of it.

7) I've tried to tell my boss, but it's like talking to a brick wall. No reaction!

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1) I know you couldn't attend the meeting, so here's a summary of the main points just to

put you in the picture.

2) Let me come straight to the point: I think your performance is totally unsatisfactory.

3) I want to be kept in the loop. I don't want important decisions to be taken without me.

4) I thought it was a rumour, but today I got it straight from the horse's mouth. Andrew told me he was resigning.

5) Fortunately Sue and I are on the same wavelength so we hardly ever disagree about anything.

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IDIOMS\_2

1) E-mail me every day to keep me up to date with the latest developments, will you?

2) When she was told she'd been nominated Businesswoman of the Year, she was at a loss for words.

3) Could you briefly give me the low-down on their financial situation before our meeting this afternoon?

4) Every week in our department there's a meeting where the administrative staff can air their views and discuss problems.

5) We can't be sure, but management dropped a hint that there might be redundancies.

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1) We'll discuss it over lunch.

2) I'll get straight to the point.

3) They'll put me in the picture, won't they?

4) I'm afraid we're going to have to let you go.

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1) Did you manage to have a quick word with her? (up)

2) Why didn't you drop a hint to Ana? (down)

3) Do you like giving presentations? (up)

4) What time is your talk? (down)

a) A yes /no question is usually asked with the voice going up at the end.

b) A question starting with a question word is usually asked with the voice going down at the end.

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I think the thing to remember is, the rules of communication haven't changed and I don't think there's anything included in technology that makes good communication easier. It can make it better but there are also many ways it could make it worse. So, I think there's four things that you need to bear in mind.

The first thing is that you've got to remember, people have limited capacity - if you like, limited bandwidth which puts the burden on you as the communicator to think hard about what it is exactly you're attempting to communicate and make sure that you get it down as precisely as possible.

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If a presenter …

1) gives too much information, they dump vast amounts of data on people.

2) has 41 slides, they shouldn't try to get through them all in 30 minutes.

3) puts too much information on slides, they are too dense.

4) reduces the information into a few key points, they distil the meaning into a small number of points.

5) wants communication to be effective, there's got to be some sort of emotional connection in it.

6) uses technological tools, these tools could help or could hinder.

a system of recorded announcements - voicemail

a system of paths where you easily get lost - maze

a choice - option

a person - human being

the importance given to something - emphasis

how well and quickly something works – efficiency

