Workbook

**Share Effectively – Exercise**

Instructions:

Make each of the following statements clearer and more specific on line “a” by using any one of the following methods: “State what’s most important,” “Give an example,” or “Quantify & Qualify.”

1. Your work has not been up to par lately.

2. I want the advertisement to be lighthearted, but taken seriously.

3. Unload this shipment in the back.

4. We can’t order the laptop now. It’s just too expensive.

5. We expect our Customer Service Executives to give good telephone service.

**Interpret through Words – Exercise**

Choose the best meaning to the word that is underlined.

1. Tommy was a real avid baseball card collector. He inherited the desire to collect cards because his dad had a collection, too.

a. eager

b. careless

c. apart

d. fearful

2. Her Christmas bills added up. After the holidays, her extravagance was going to take several months to pay off.

a. economy

b. praise

c. external

d. overdoing

3. It was gratifying to see how she acted toward her grandmother because her grandmother was always kind to her.

a. pleasing

b. nervous

c. aggravating

d. unclear

4. The boy was caught stealing from the store. His larceny caught up with him when the owner showed him a video tape.

a. gift

b. theft

c. lawless

d. honor

5. Inferring meaning from passages

Depression has generally not been considered to be a normal part of growing older and various studies seem to demonstrate that the majority of older people say that they are in fact happy with their lot. This is so even though they typically have more physical problems than people in younger age groups and most people would assume that there is a link between physical and mental illnesses. One complication to this analysis is that as we grow older we tend to be less willing to confess to feelings of depression. A further difficulty has been identified by Dr Reisz who suggests that the findings of these studies may not take into account how depression can be disguised as grief for the loss of a loved one – something that is a common occurrence as we age.

The author suggests that studies into how older people suffer from depression

1. show that there is a connection between illnesses and mental diseases
2. may not be as reliable as they are normally thought to be
3. are complicated by the comparison with younger people
4. have been supported by Dr Reisz’s research into grief and depression

**Interpret through Body language – Exercise**

**Watch the video on Ted and answer the questions**

**Video link - http://ed.ted.com/on/LztBr3WA#watch**

Answer the following questions

In what ways can your body language give away your true feelings?

How important is "how" we say things?

How much of what we communicate with others in non-verbal?

A7%

B25%

C50%

D75%

E93%

Answer Key

1. Your work has not been up to par lately.

Example – You have submitted 3 out of the last 4 reports late, and one report was incomplete.

2. I want the ad to be lighthearted, but taken seriously.

What’s Most Important - The reader must be made aware of the seriousness of this subject….

3. Unload this shipment in the back.

Example - Unload this shipment at Dock Number 7. Stack it in the exact same manner as the one that’s on Dock Number 8.

4. We can’t order the laptop now. It’s just too expensive.

Quantify - This quarter we can’t spend more than Rs.30000 total, including tax and shipping, for the laptop.

5. We expect our Customer Service Representatives to give good phone service.

What’s Most Important - It is essential that every call is picked up quickly, before the third ring by our CSRs.

1. Tommy was a real avid baseball card collector. He inherited the desire to collect cards because his dad had a collection, too.

a. eager

b. careless

c. apart

d. fearful

Answer:A

2. Her Christmas bills added up. After the holidays, her extravagance was going to take several months to pay off.

a. economy

b. praise

c. external

d. overdoing

Answer: D

3. It was gratifying to see how she acted toward her grandmother because her grandmother was always kind to her.

a. pleasing

b. nervous

c. aggravating

d. unclear

Answer: A

4. The boy was caught stealing from the store. His larceny caught up with him when the owner showed him a video tape.

a. gift

b. theft

c. lawless

d. honor

Answer: B

5 inferring meaning

The correct answer is “b”.

To get this answer you need to understand that you are looking for the writer’s view and not what other people say. This means that you should not be looking for the answer in the first two sentences which are based on “general understanding”- the bit in blue.You need to understand how the words in red introduce the author’s view and that this is that the studies may be misleading. This is inferring meaning.

Guidelines for Answer 1

As you observe others, you can identify some common signs and signals that give away their true feelings for example whether they are feeling confident or not. Typical things to look for in confident people include:

Posture – standing tall with shoulders back.

Eye contact – solid with a "smiling" face.

Gestures with hands and arms – purposeful and deliberate.

Speech – slow and clear.

Tone of voice – moderate to low.

Guidelines for answer 2

Consider your delivery method whenever you communicate. There are the words you are saying and then there is the energy your words are riding on, which is more impactful than the actual words you are saying!

How much of what we communicate with others in non-verbal?

A7%

B25%

C50%

D75%

E93%

Answer: E