

## Say Something .....

Picture 1.

Good morning, can I help you. Miss?



Picture 2.

Hello, I am Jeff. I am a technical information specialist who works in this company to handle the technical problems



### Reading Focus

#### Starting a Conversation

If you want to start a conversation with someone, you should 'say something,' to open or to build a conversation, such as:

- Hello
- Hi
- Excuse me
- Good morning/afternoon/night
- Nice to meet you
- Glad to see you, etc

Steps that you have to do to start a communication are:

1. Shake your hands with a new person and smile.
2. Mention your name or nickname to make you familiar with that person.
3. Tell about your background (family, education, work).

#### 1. Shake your hands with a new person and smile

Sometimes we have to shake our hands while we meet a new person. Based on Jennifer Coher articles "**Seven Super Revealing Things Your Handshake Says About You,**" she said:

*A handshake is the unspoken word that initiates a conversation in almost any social or professional get-together. This form of introduction can make or break*

*the tone of your environment. According to a study published in the Journal of Personality and Social Psychology, everyone should pay close attention to their handshake. People are making judgments and basing their initial opinions of you off of this small, but formidable gesture.*

Hi ....



Nice to meet you.



Glad to see you



Good morning, sir



### **A handshake reveals about:**

- a. *The secret how much you and that person want to keep and build a relationship*

The first sense is the important thing you have to know. If you shake your hand with a new person, you can feel whether he/she likes you or know. You can feel her/his act. If she/he gives a smile and firm handshake, it means she/he likes to build a relationship with you. On the other hand, if she/he just shakes your hand without giving a smile and just give a soft shake hand, she/he is a weak person. We can't promise whether she/he wants to build a strong relationship with us or not.

b. *The secret of the characters of the person you want to know*

We live in this world to have many friends. It is not easy to find a good friend. So when the first time we know the characters of the people by shaking your hand with them. By shaking somebody's hand for the first time, you will feel the positive aura or not from that person.

C. The secret about how long you can build a relationship with the person

The first sight will show many things. So when you find a person and shake her/his hand, you will know whether she/he will be your good friend or not. A firm handshake shows a confidence. If a handshake crushes your hand, it shows a need to dominate, on the other hand, if your new friend gives you a weak shake, it shows the lack of interest.

**2. Mention your name or nickname to make you familiar with that person.**

If you meet a new person then shake your hand with her/him, you have to mention your name. At least, you mention your short name or sometimes you want her/him to know your nickname or call you by that name. So she/he doesn't say or call you by 'you' or just say 'mister/miss.'



**3. Tell about your background (status, family, education, work).**

If you find a new person in a formal situation such as at school or university or an office, sometimes you have to mention your family, education or work background. It will avoid a wrong perception. Such as:

- If you don't know the status of the person whether she/he is single or not, we just try to keep in touch so close without thinking she/he has got married or not. One day, we don't know, we will be the one of the reasons to destroy her/his family.
- If we don't know the condition of the family, we will make something hurt her/him. Example: if the person is an orphan, we talk about parents in front of her/him, it will make her/him sad.
- Sometimes we have to know the education background of someone we meet at the

first time to avoid we make a mistake to talk more.

Example : if we are college students, one day we go to common place and meet someone. We talk more about science while the person is not a college student. She/He will think that you are so high to be reached and she/he will try to avoid you.

## **B. How to make a good and smooth conversation**

There are many things you should know to have a good conversation with others. Such as :

### 1. You have to know with whom you will talk

You should pay attention to the person you talk whether she/he is younger than you or older than you. To people who are younger than you, you have to pretend as if you talked to your younger sister/brother or your son/daughter. You should be so careful to the words you produce. Your words should educate them.

If you talk to the older people, pretend that you were their son/daughter. So you have to be so respectful to them. You have to be a good listener and support their words than against their words.

### 2. You have to know the characters of the people you will talk

If you want to build a good relationship to the person you will talk, you should make the conversation easy to understand and fun. So you have to know the characters of the person you will talk. How to know their characters?

While you are in the society, you communicate with many people. You meet many people with many characters. It is normal that you wonder with their personalities. Are they good people or not?

To know that you have to evaluate the people's characters such as:

#### a. Look at the way they communicate.

While you talk with her/him, pay attention to her/him, does she/he listen to you much or not? If yes, does she/he talks too much to you or just say yes/no. If she/he can handle the situation well, it means she/he is good to you because she/he can build a good relationship to you.

#### b. Look at the body language

Body language shows an indicator to show the people's characters. Does she/he make an eye contact to you? If she/he makes good a good eye contact, it means she/he likes you to build a relationship, if she/he avoids to make an eye contact, it means she/he keeps something from you, she/he isn't honest to you.

#### c. Look at the energy around you.

Energy around the place will help you to figure out the person you are evaluating. If the people around the person smile and happy, it means the person is good because she/he gives a good look to others.

- d. Consider if you can rely on a person. If you trust her/him, it is good for you to build a good relationship and your communication become smooth. Don't forget, you should know about their track record. You should know about their performance in the past to continue the future actions.

### C. How to Have a Meaningful Conversation

Everybody needs to have someone to listen to her/his talk. You like your talk have a meaningful to others. It is not easy to have a meaningful conversation. How?

- You have to find a special place and far away from a crowded situation.
- You have not to be in a hurry so you can talk freely without going too fast.
- You have to prepare some questions and allow her/him to answer carefully.
- You should show your action honestly while you talk to her/him.

How to make your conversation deeper meaningful conversation?

1. Make an interaction with your partner by asking questions.

If your partner talks about her/his personal perspectives and experiences, you can talk around the areas and ask some questions about the areas. It will make you and your partner become closely and have a meaningful conversation.

2. Make eye contact with your partner.

The communication can happen if there is a contact to each other. So you have to make an eye contact with your partner while you are talking.

3. Find something interests to talk.

To make a conversation become interesting, you should find the interests in your partner. So your talk will be more exciting.

4. Support your partner ideas.

Show your partner that you like her/his idea and support that.

### D. How to end a conversation in English

After we have had a good conversation, we have to end the conversation whether in a formal situation or informal. We should close the conversation. We can't go without saying anything. We should do these steps:

1. Make a happy ending.

You can smile, say that you enjoy the conversation and want to have it again one day. Tell her/him that you like that conversation.

Example:

Mike : Nice to talk to you. Unfortunately, I have to go. I hope one day we can talk again.

2. Don't forget to give a good comment to the conversation.

Before you end the conversation, you should tell that you have had a good conversation.

Example:

Sammy : It's a nice conversation. But, I have to go now.

By the way, I have to go now.  
It's time to go.  
I need to go  
See you later.  
See you tomorrow.  
See you soon.  
Good bye.  
Bye.  
Take care.  
Have a good one!  
Have a nice day  
So long..

Answer these questions based on the reading text above!

1. What will you do to start a conversation?
  - A. smile and look around the place.
  - B. show your hands and come closely.
  - C. say 'hi' and give your shake hand.
  - D. run away and hide behind the grass.
2. Is it necessary to start a communication by using handshake? Give your reason!
  - A. Yes, to make you feel what she/he feels.
  - B. Yes, to give a good way to close to her/him.
  - C. No, to make sure you are not an easy person.
  - D. No, to waste much time.
3. "*The first sense is the important thing you have to know.*" Explain about this sentence
  - A. You can guess the people characters from the first time you meet.
  - B. You can see what people want from you for the first time.
  - C. You can tell what you want to the people you meet for the first time.
  - D. You can say no word for the people you meet.
4. The word 'he' in these sentences "*You can feel her/his act. If she/he gives a smile and firm handshake, it means she/he likes to build a relationship with you*" refers to
  - A. Yourself
  - B. A man
  - C. A woman
  - D. The person you meet

5. Why should you tell about your background (status, family, education, work) to have a conversation?
  - A. Because you are proud of yourself.
  - B. Because you have to make people sure about yourself.
  - C. Because you avoid people's misperception.
  - D. Because you have people know about how good you are.
6. How to act if you meet a younger person than you?
  - A. Pretend that you were her/his boss.
  - B. Pretend that you were her/his parent.
  - C. Pretend that you were her/his good friend.
  - D. Pretend that you were her/his neighbor.
7. How can you guess the people characters for the first time?
  - A. The way they smile at you.
  - B. The way they talk to you.
  - C. The way they keep silent to you.
  - D. The way they run away from you.
8. How to make an interaction with your partner while you are talking to her/him?
  - A. twinkling each other.
  - B. smiling each other.
  - C, asking questions to each other.
  - D. running away from each other.
9. How to make your conversation become longer?
  - A. Find what like/dislike each other.
  - B. Find whether you are the same profession or not with her/him.
  - C. Find whether you live not far from her/him.
  - D. Find whether your shoes are the same size as her/him or not.
10. How to end a conversation?
  - A. Say, "Hi, I like your conversation but don't talk to me again next time."
  - B. Say, "Thank you, good night."
  - C. Say, "Nice conversation, see you next time."
  - D. Say, "No comment."

Gues what kinds of professions these people do?

1. She/He can work in some shifts. She/He meets many sick or depression people.  
What does she/he do? \_\_\_\_\_
2. He meets many cars every day, small or big, expensive or cheap cars. He can fixes all. What does he do? \_\_\_\_\_
3. She/He can brings you many food or drinks as long as you can pay for all.  
What does she/he do? \_\_\_\_\_
4. She/He can write many books. She/He can publish the books.  
What does she/he do? \_\_\_\_\_

5. She/He can make us happy with her/his voice. She/He can shows her/his performance in many places such as in the wedding party, stage, hall.  
What does she/he do? \_\_\_\_\_
6. She/He draw something. People like her/her work and sometimes pay her/his work so experience. Who is she/he? \_\_\_\_\_
7. She/He can write scripts. She/He can direct the scripts well.  
Who is she/he? \_\_\_\_\_
8. She/He must prepare some drinks in the morning. After that, she/he must clean all rooms. In the afternoon, she/he can help you to get your lunch.  
Who is she/he? \_\_\_\_\_
9. She/He teaches people how to be a good person. She/He preaches around the holy places, Who is she/he? \_\_\_\_\_
10. She/He leads an office. She/He works in the office. She/He is in the highest level.  
Who is she/he?

Tell some expressions of these people!

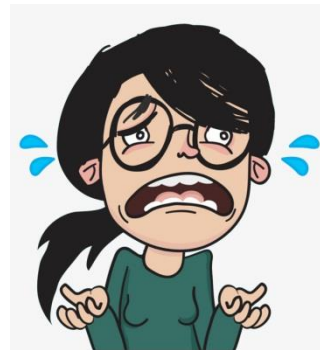
1. \_\_\_\_\_

2. \_\_\_\_\_



3. \_\_\_\_\_

4. \_\_\_\_\_





5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_



11. \_\_\_\_\_



12. \_\_\_\_\_



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13. \_\_\_\_\_



14. \_\_\_\_\_



### Speaking Focus

- Jamie : Good morning.  
Susi : Good morning.  
Jamie : Hello, I am Jamie.  
Susi : Hi, I am Susi.  
Jamie : Nice to meet you.  
Susi : Nice to meet you, too.  
Jamie : I am from faculty of information technology.  
Susi : I am from faculty of law.  
Jamie : I am the third semester. How about you?  
Susi : Wow! We are the same semester.  
Jamie : What are you doing here?  
Susi : I am just looking at the announcement.  
Jamie : Me too. Do you know about the senate election?  
Susi : Nope.

Jamie : I hope I can be the head of the senate who is in charge to lead this organization to do the best program to develop this university.

Susi : Do you know who the head of the senate is right now?

Jamie : Yes, Antonio. He is the person who can handle all problems about students here.

Susi : Wow! Amazing. You know it is not easy work that a person can do that.

Jamie : You're right. We need a talented leader whom can do the heavy tasks.

Susi : We'll see that.

Jamie : Ok. I have to go now. How about you?

Susi : I have a class.

Jamie : Have a nice study.

Susi : Thank you, and you too.

### Practice 1.

Situation : Jerry and Tom meet in a bank. Jerry wants to deposit his money.  
Tom is a customer service.

Tom : Good morning, sir.

Jerry : \_\_\_\_\_.

Tom : May I help you, sir?

Jerry : Thank you.

Tom : \_\_\_\_\_

Jerry : What should I do?

Tom : This is a form. You have to fill in the form.

Jerry : Thank you.

Tom : May I see your identity card, sir?

Jerry : Here is.

Tom : I will copy your identity card. Wait a minute, sir.

Jerry : Ok, I will fill in this form.

Tom : (A minute later). This is your identity card, sir.

Jerry : I have finished filling in the form. What will I do next?

Tom : This is your bank account. You can deposit your money to the teller.

Jerry : Ok. Thanks for your help.

Tom : Your welcome, sir. Do you still need some help?

Jerry : I think it's enough.

Tom : Nice to see you, sir.

Jerry : \_\_\_\_\_

### Practice 2

Situation : Keko is a librarian. Mimi is a college student.  
This afternoon, they meet each other in the library.

Mimi : Good afternoon, miss.

Keko : \_\_\_\_\_. Do you have a problem?

Mimi : I want to borrow a book.

Keko : What is the title of the book?

Mimi : "*Put Your Mind to Work.*"

Keko : May I know the name of the author?

Mimi : Sure. *Paul G. Skoltz.*

Keko : Wait a minute.  
Mimi : \_\_\_\_\_.  
Keko : (A minute later). Sorry to make you wait.  
Mimi : It's ok.  
Keko : Here is the book.  
Mimi : May I borrow it?  
Keko : Of course. But not more than one month.  
Mimi : \_\_\_\_\_?  
Keko : Because this is the reference book. Other students will borrow the book too.  
Mimi : Ok. Thanks for your help.  
Keko : You're welcome. Any help again?  
Mimi : No, thanks. I have a class now.  
Keko : Enjoy your class.  
Mimi : \_\_\_\_\_

Study this conversation

Here's an example of the conversation you may have had.

Rich : Hi, my name's Rich. What's your name?  
Peter : How do you do. My name's Peter.  
Rich : Nice to meet you. I'm from the United States and I live in San Diego in California. Where are you from?  
Peter : I'm from Cologne, Germany. What's your job?  
Rich : I'm a teacher and I work online every day. What do you do?  
Peter : That's interesting. I'm a bank teller. What do you like doing in your free time?  
Rich : I like playing golf and tennis in my free time. How about you?  
Peter : I enjoy reading and hiking on the weekends. What are you doing now?  
Rich : At the moment, I'm working on my website. What are you doing right now?  
Peter : I'm having a conversation with you! Why are you tired?  
Rich : I'm tired today because I got up early. I usually get up at six o'clock. When do you usually get up?  
Peter : I usually get up at six. At the moment, I'm learning English at an English school in town.  
Rich : I think it's great you're learning English. How often do you study English?  
Peter : I go to classes every day.  
Rich : Did you study English yesterday?  
Peter : Yes, I studied English yesterday morning.  
Rich : How about tomorrow? Are you going to study English tomorrow?  
Peter : Of course I'm going to study English tomorrow! But I do other things!  
Rich : OK, I know that studying English isn't the most important thing in the world! What else are you going to do this week?  
Peter : I'm going to visit some friends and we're going to have a barbecue. What are you going to do?  
Rich : I'm going to attend a concert on Saturday. Do you have any special plans?

Peter : No, I'm going to relax. What did you do last weekend?  
Rich : Last weekend, I went to visit my friends in San Francisco. What did you do?  
Peter : I played soccer with some friends.  
Rich : How often do you do that?  
Peter : We play soccer every weekend.  
Rich : When is the next time you are going to do that?  
Peter : We're going to play next Sunday.  
Rich : Thank you for talking to me. Have a nice day!  
Peter : Thank you! Have a good one!

(taken from <https://www.thoughtco.com/speaking-practice-online-for-english-learners-1212090>)

### Listening Focus

#### Practice Conversation Transcript

1. Hi, my name's Rich. What's your name?
2. Nice to meet you. I'm from the United States and I live in San Diego in California. Where are you from?
3. I'm a teacher and I work online every day. What do you do?
4. I like playing golf and tennis in my free time. How about you?
5. At the moment, I'm working on my website and talking to you. What are you doing right now?
6. I'm tired today because I got up early. I usually get up at six o'clock. When do you usually get up?
7. I think it's great you're learning English. How often do you study English?
8. Did you study English yesterday?
9. How about tomorrow? Are you going to study English tomorrow?
10. OK, I know that studying English isn't the most important thing in the world! What else are you going to do this week?
11. I'm going to attend a concert on Saturday. Do you have any special plans for Saturday?
12. Last weekend, I went to visit my friends in San Francisco. What did you do last weekend?
13. How often do you do that?
14. And when is the next time you are going to do that?
15. Ah, that's interesting.
16. Thank you for talking to me. Have a nice day!

(taken from <https://www.thoughtco.com/speaking>)

### Writing Focus

If you want somebody to know you more, you should promote yourself through social media. But how? Ok, this is time to write. Make everybody know you and want to start a conversation with you.

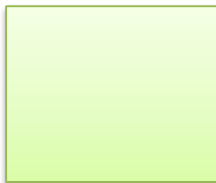
1. You have to know your promotion target.
2. You have to show your interests
3. You have to show your achievements

Ok, now we will try to do that.

1. Show your nice picture



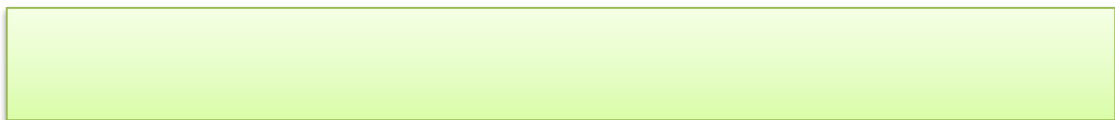
Put your nice and cute picture below!



2. Use simple sentence to tell about your name and your job.

I am Mike Vogel. I am a model but I am also a student of medicine

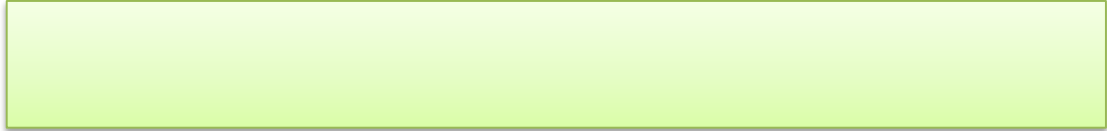
Put your name and your job in this box too!



3. Show your interests

I like to read novels and play guitar

Put your interests in the box below!



4. Show your achievements

I got the scholarship award from Boston University to take my Master Program.

I won the research award from Deakin University.

Put your achievements here

