

主编 任林静 主审 张卫平

新编MPA英语 听说教程 (教学参考书)

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新编MPA英语

听说教程

(教学参考书)

主编 任林静
主审 张卫平

编者 任林静 张卫平 陈世丹
谭新娇 吕和发 刘永权

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主编 任林静

主审 张卫平

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前 言

《新编MPA英语听说教程（教学参考书）》专门为配合《新编MPA英语听说教程》而编写。书中包含每一单元的课堂教学计划（Lesson Plan），为每个单元的课堂教学提供详细的教学方案和实施计划；课堂补充材料（Additional Source for Class Use）提供与每个单元相关的背景知识，为教师备课和搜集资料提供便利。此外，为方便课堂教学，我们为教师特别制作了（PPT）课件，该课件包括每单元的教学目标、关键词汇、练习答案、图表以及课堂口语活动的补充练习等，教师可根据课时和班级情况在课堂上灵活使用。该课件可免费获赠，亦可直接从中国人民大学出版社网站（<http://www.crup.com.cn>）的“资源中心”免费下载使用。本书还包括《新编MPA英语听说教程》中所有的听力录音原文、听力练习以及口语练习的参考答案。

由于时间仓促，难免有不足之处，恳请使用本教材的老师和同学们批评指正。

编者

2007年1月

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Unit 1

Introductions & Greetings

↓ Lesson Plan

Duration: 90 ~ 150 minutes

Subject matter: Introductions & Greetings / Conversational Skills

Objectives: Upon completing this lesson, students will be able to

- Make proper introductions and greetings in different situations
- Understand the importance of small talk
- Identify mistakes in small talk
- Use effective strategies to start, continue, and end conversations

Motivation: Are you a good conversationalist?

Vocabulary: formal, informal, small talk, ice breaker, elaboration technique

Materials: tape/MP3, PPT

Procedures:

1. Take a few minutes to have the whole class brainstorm the answers to questions in **Warming-up Exercise** to get started. You can also ask students to work in pairs before taking answers from them. Encourage students to specify their actions in those situations in their own culture. Please note that responses may vary even from one specific culture to another in the same country. Make sure that this part does not drag too long.
2. Before you move on to **Listening**, introduce students to the importance of using different registers (formal/informal) when making introductions and greetings in first contacts according to different situations.





3. Play the tape/MP3, and have students listen to the five introductions once from the beginning to the end. If students have trouble understanding, play it back and ask them to listen again one at a time. Check their answers before playing the tape for the third time. Go through the same procedure with listening B and listening C.
4. Do **Controlled Practice** Exercise A after listening as instructed. Exercise B and Exercise C can also be done as the last task in class or homework after class if time runs out.
5. Use Additional Source for Class Use (PPT) to give students more ideas about Small Talk before or after **Trying It Out**.
6. Do **Trying It Out** exercises selectively according to class hours and students' level. But before asking students to do **Trying It Out** Exercise C, use Additional Source for Class Use (PPT) to introduce briefly about how to be a good conversationalist. Then give students enough time to cover the three parts: start a conversation, keep it going and end the conversation. Ask students (in pairs) to come to the front of the classroom to initiate a conversation following the three steps.

↓ Additional Source for Class Use

1.

Small Talk: Who, What, Where, When, Why?

WHO makes small talk?

People with many different relationships use small talk. The most common type of people to use small talk are those who do not know each other at all. Though we often teach children not to talk to strangers, adults are expected to say at least a few words in certain situations (see WHERE). It is also common for people who are only acquaintances, often called a "friend of a friend," to use small talk. Other people who have short casual conversations are office employees who may not be good friends but work in the same department. Customer service representatives, waitresses, hairdressers and receptionists often make small talk with customers. If you happen to be outside when the mailman comes to your door you might make small talk with him too.

WHAT do people make small talk about?

There are certain "safe" topics that people usually make small talk about. The weather is probably the number one thing that people who do not know each other well discuss. Sometimes even friends and family members discuss the weather when they meet or start a conversation. Another topic that is generally safe is current events. As long as you are not discussing a controversial issue, such as a recent law concerning equal rights, it is usually safe to discuss the news. Sports news is a very common topic, especially if a local team or player is in a tournament or play-off or doing extremely well or badly. Entertainment news, such as a celebrity who is in town, is another good topic. If there is something that you and the other speaker have in common, that may also be





acceptable to talk about. For example, if the bus is extremely full and there are no seats available you might talk about reasons why. Similarly, people in an office might casually discuss the new paint or furniture. There are also some subjects that are not considered acceptable when making small talk. Discussing personal information such as salaries or a recent divorce is not done between people who do not know each other well. Compliments on clothing or hair are acceptable; however, you should never say something (good or bad) about a person's body. Negative comments about another person not involved in the conversation are also not acceptable: when you do not know a person well you cannot be sure who their friends are. You do not talk about private issues either, because you do not know if you can trust the other person with your secrets or personal information. Also, it is not safe to discuss subjects that society deems controversial such as religion or politics. Lastly, it is not wise to continue talking about an issue that the other person does not seem comfortable with or interested in.

WHERE do people make small talk?

People make small talk just about anywhere, but there are certain places where it is very common. Most often, small talk occurs in places where people are waiting for something. For example, you might chat with another person who is waiting for the bus to arrive, or to the person beside you waiting to get on an aeroplane. People also make small talk in a doctor's or dentist's waiting room, or in queues at the grocery store. At the office, people make small talk in elevators or lunchrooms and even in restrooms, especially if there is a line-up. Some social events (such as a party) require small talk among guests who do not know each other very well. For example, you might talk to someone you do not know at the punch bowl, or at the poolside. It is called "mingling" when people walk around in a social setting and talk to a variety of people.

WHEN do people make small talk?

The most common time for small talk to occur is the first time you see or meet someone on a given day. For example, if you see a co-worker in the lounge you might say hello and discuss the sports or weather. However, the next time you see each other you might just smile and say nothing. If there is very little noise, that might be an indication that it is the right time to initiate a casual conversation. You should only spark up a conversation after someone smiles and acknowledges you. Do not interrupt two people in order to discuss something unimportant such as the weather. If someone is reading a book or writing a letter at the bus stop it is not appropriate to initiate a conversation either. Another good time to make small talk is during a break in a meeting or presentation when there is nothing important going on. Finally, it is important to recognize the cue when the other person wants the conversation to stop.

WHY do people make small talk?

There are a few different reasons why people use small talk. The first, and most obvious, is to break an uncomfortable silence. Another reason, however, is simply to fill time. That is why it is so common to make small talk when you are waiting for something. Some people make small talk in order to be polite. You may not feel like chatting with anyone at a party, but it is rude to just sit in a corner by yourself. After someone introduces you to another person, and you do not know anything about him or her, in order to show a polite interest in getting to know him or her better,





you have to start with some small talk.

2.

How to Be a Good Conversationalist

Have you wished you were better at making a conversation? A great conversationalist is someone who connects with people and makes them feel important. When they talk to you, they make you feel like you're the only person in the room.

Becoming a good conversationalist requires knowing three things: first, how to start a conversation; second, how to keep it going; and third, how to end it.

Starting a conversation usually means coming up with an opening line or ice breaker. The best kind of ice breaker is one that's positive. The last thing people want to hear from a stranger is how noisy the party is, how awful the food is, or how ugly the people are dressed.

A compliment is always a good ice breaker and will usually be appreciated. Any news event is a good ice breaker. I encourage all of you to read the newspaper because it's so important to know what's going on in the world. The fact is, any opening line will do, as long as it's not negative, and as long as it's not a line. The best way to entice a person to have a conversation with you is by being sincere and respectful, and letting them know that you are interested in talking to them.

Once you've got a conversation going, the best way to keep it going is by asking the other person questions that don't require just a yes or no answer or questions which show genuine interest on your part. For example, if someone says, "I'm from Miami," you may respond with, "Oh, I've been to Miami!" and continue with, "How long have you lived there?" Then, "I was born there, and I've lived there all my life." You might say, "I've never met anyone who is a Florida native. Is your family from Miami as well?"

You keep asking questions based on the last thing a person says. This is called the "elaboration technique." Choose questions that will get the other person to elaborate on what they're saying. Ask questions similar to those a reporter might ask to draw a person out: who, what, when, where, and why questions.

Once you hit on something you find interesting, keep asking questions in order to get the person to elaborate about the topic as much as possible. A good conversationalist elaborates on the experiences they've had. Instead of saying the party was fun, tell why it was fun. Describe why you had a good time — who was there, what happened, where it was, and how people arranged the party. Go into detail. Description is the best form of communication because it keeps people's interest up and stimulates them. Use words to create images and paint pictures so that the other person can get a visual as well as an auditory image of what you're describing to them. If you use the description effectively, you can make the person feel as though they were actually there.

In order to keep a conversation going, there are seven tips that can help you be an excellent

communicator:

1. Be aware of your own body and facial language. Make good facial contact when you speak, and be physically expressive without being excessive.
2. Don't gossip. You run the risk of offending the person you're talking to. It also makes you look small.
3. Cultivate a wide range of topics.
4. Have a sense of humor. Everyone enjoys a humorous story or joke. Sexual and ethnic humor, however, are not worth the effects that the jokes may have on your total image. People may be offended, which may in turn reflect poor judgment on your part and may encourage them to think less of you.
5. Don't interrupt. People hate being interrupted. Fight the impulse to interrupt and give the person you're talking to the time they need to complete what they're saying to you.
6. Be enthusiastic and upbeat(cheerful). Don't be afraid to show enthusiasm. It allows the other person to feel that you're interested in what they're saying to you.
7. Be flexible in your point of view. Try to be as open as possible, and try to see things from the other person's point of view.

If you started a conversation with another person, and you're having difficulty ending it, there are several signals you can send to the other person that will bring the conversation to its close without hurting anyone's feelings. Breaking eye contact is a discreet signal that the conversation is about to end.

Another way to signal is to use transition words like well, or at any rate. You may want to recap all that was said. Whatever you do, don't lie to the other person. If you're not interested in talking to them again, don't mention the possibility of a future meeting just to be polite. That's hypocritical. Instead, you may want to say, "Nice meeting you." And then, leave.

Finally, be sure to give the other person a good, firm handshake. The final impression you make can be just as important as the initial one you made.

3.

Useful Conversational Starters

Talking about the weather

- Beautiful day, isn't it?
- Can you believe all of this rain we've been having?
- It looks like it's going to snow.
- It sure would be nice to be in Hawaii right about now.
- I hear they're calling for thunderstorms all weekend.
- We couldn't ask for a nicer day, could we?
- How about this weather?
- Did you order this sunshine?

Talking about current events

- Did you catch the news today?
- Did you hear about that fire on Fourth St.?
- What do you think about this transit strike?
- I read in the paper today that the Sears Mall is closing.
- I heard on the radio today that they are finally going to start building the new bridge.
- How about those Reds? Do you think they're going to win tonight?

At the office

- Looking forward to the weekend?
- Have you worked here long?
- I can't believe how busy/quiet we are today, can you?
- Has it been a long week?
- You look like you could use a cup of coffee.
- What do you think of the new computers?

At a social event

- So, how do you know Justin?
- Have you tried the cabbage rolls that Sandy made?
- Are you enjoying yourself?
- It looks like you could use another drink.
- Pretty nice place, huh?
- I love your dress. Can I ask where you got it?

Out for a walk

- How old is your baby?
- What's your puppy's name?
- The tulips are sure beautiful at this time of year, aren't they?
- How do you like the new park?
- Nice day to be outside, isn't it?

Waiting somewhere

- I didn't think it would be so busy today.
- You look like you've got your hands full (with children or goods).
- The bus must be running late today.
- It looks like we are going to be here a while, huh?
- I'll have to remember not to come here on Mondays.
- How long have you been waiting?

↓ Scripts and Answers

Answers to Warming-up Exercise

Answers may vary from culture to culture.

Listening Exercise A

[Listening Script]

- Kenji: This is my friend Susan.
Sam: Hi, Susan. I'm Sam.
Susan: Hi, Sam.
- Young: I'd like you to meet my teacher, Mr. Page.
Adele: It's nice to meet you.
Mr. Page: It's nice to meet you, too.
- John Walker: Hello, I'm John Walker.
Anuschka Neuwald: It's good to meet you, Mr. Walker. I'm Anuschka Neuwald.
- Guy: Hi, I'm Guy. Are you a new student too?
Paula: Yeah, I'm Paula.
- Jorge: I don't think we've met. I'm Jorge Silva.
Mr. McCabe: It's a pleasure to meet you, Jorge. I'm Mr. McCabe. I'll be your counselor.

Answers to Listening Exercise A

1. Informal 2. Formal 3. Formal 4. Informal 5. Formal

Listening Exercise B

[Listening Script]

- AT A PARTY
Mark: Hey, George! This is Sal, my brother.
George: It is certainly a pleasure to meet you, Sal.
Sal: Nice to meet you.
- IN THE CLASSROOM
Mr. Macy: I'm Mr. John Macy, your grammar teacher.
Mike: Yo, what's up, Teach?
- IN THE CAFETERIA
Stephanie: Hello, Victor. I'd like you to meet a new classmate. This is Karen.
Victor: Hey, Karen. Nice to meet you.
Karen: Nice to meet you.
- AT HOME
Paul: Patrick, this is my mother, Mrs. Doris Bluefield.
Patrick: Hey, Doris. How's it goin'?





Mrs. Bluefield: Welcome to our home, Patrick.

Answers to Listening Exercise B

1. George is too formal.
2. Mike is too informal.
3. Stephanie is too formal.
4. Patrick is too informal.

Listening Exercise C

[Listening Script]

1. a: Hi!
b: Hello.
a: It's a nice day, isn't it?
b: Yes, and the weather is going to be warm all week ...
2. a: Did you see the paper this morning?
b: No, why?
a: There was a terrible accident on the road into town!
b: Really? What happened? ...
3. a: Did you see the football game on TV last night?
b: No, who was playing?
a: The Green Bay Packers and the Detroit Lions.
b: What was the score? ...
4. a: When is it going to stop snowing?
b: On TV they predicted snow until evening.
a: Oh no, really?
b: Yes, and another storm is moving in! ...
5. Robert: Mr. Caldwell, I'd like you to meet my mother.
Mr. Caldwell: Mrs. Rienzo, I'm pleased to meet you.
Mrs. Rienzo: Robert enjoys your class very much.
Mr. Caldwell: Thank you. I enjoy having him in class.
Mrs. Rienzo: It was very nice meeting you.
Mr. Caldwell: Same here. Goodbye.

Answers to Listening Exercise C

1. weather 2. local event 3. sports 4. weather 5. class

Answers to Controlled Practice Exercise A

1. Peter King introduces himself to Jack Simpson.
Peter King: Hello, let me introduce myself. My name's Peter King.
Jack Simpson: Nice/Pleased to meet you, I'm Jack Simpson.
2. Philip introduces Sarah to James.



Sarah: Philip, I don't know anyone here. You'll have to introduce me.

Philip: Of course, I'll introduce you to James. He's an old friend of mine. James, this is Sarah, she's just joined the company.

James: Nice to meet you, Sarah. Where do you come from?

3. Rod Chen introduces Bob Taylor to an important customer.

Bob: Rod, I haven't met Mr. Li, the Purchasing Manager from Haier.

Rod: I'm sorry. Come and meet him. Mr. Li, let me introduce you to Bob Taylor, our Export Sales Manager.

Mr. Li: Nice to meet you. What countries do you cover?

4. Klaus Fischer introduces himself to an American visitor.

Klaus Fischer: How do you do? My name's Klaus Fischer.

American: Pleased/Nice to meet you. Mine's George Cole.

5. Stranger: Hi. You're new here, aren't you?

You: Yes, I'm.

Stranger: My name is Barbara Levinson.

You: Will you say that again, please?

Stranger: Yes, my name is Barbara Levinson. What is your name?

You: My name is James Brown.

Stranger: How do you spell that?

You: J-A-M-E-S.

Stranger: I'm really glad to meet you.

You: I'm glad to meet you too.

Answers to Controlled Practice Exercise B

1. a 2. c 3. b/c 4. b 5. a/c 6. a 7. a/c 8. b/c

Answers to Controlled Practice Exercise C

At a Bus Stop

Mistake 1:

Woman: Really? Oh well. I have to work all weekend anyway. I'm a doctor.

Correction: During small talk with a stranger, it is not common to discuss personal information relating to work.

Mistake 2:

Man: Wow. I'm sure you make good money with that diamond watch you have on.

Correction: It is not acceptable to discuss salaries while making small talk.

Mistake 3:

Woman: Where are you heading today?

Correction: Too personal.

Mistake 4:

Woman: Oh, what a coincidence. So am I! Who are you voting for?





Correction: Politics is not a "safe" subject to discuss.

Mistake 5:

Man: I love reading. Right now I'm reading a Stephen King book. Do you like Stephen King?

Correction: The woman suggested that she wanted to end the conversation. The man did not take the hint.

Mistake 6:

Man: Say, did you catch the news today?

Correction: Thanks. You too. This is not an appropriate time to start a new conversation. The bus's arrival indicates that it is time to stop talking.

At a Party

Mistake 1:

Woman 1: (Smiles. No response.)

Correction: It is rude not to say anything or answer someone, even if you are shy or don't know the person.

Mistake 2:

Man: Don't. It's terrible.

Correction: Keep negative comments out of your small talk. You don't know if the person you are talking about is a close friend of the person you are talking to.

Mistake 3:

Man: Nursing. Hmm. I heard on the radio today that all of you nurses are on strike. Are they not paying you enough?

Correction: During small talk it is not appropriate to discuss salaries.

Mistake 4:

Man: No, I need to lose some weight before I put on a bathing suit. But you have a great figure.

Correction: Even though this is a compliment, it may make someone feel uncomfortable. Complimenting clothing is acceptable for small talk, but bodies are not a "safe" topic.

Mistake 5:

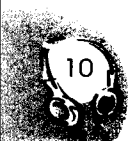
Man: Wait! Did you hear that the Pope is coming to town?

Correction: The man did not take the cue that the woman wants to end the conversation. "Wait" is a very direct word that should never be used in small talk. You could say, "Oh, before you go..." or "I don't want to keep you, but..." if you have something very important to add or ask.

Mistake 6:

Man: I know. But I'm not Catholic anyway. Are you?

Correction: Religion is not a "safe" subject to discuss during small talk.



Unit 2

Nonverbal Communication

↓ Lesson Plan

Duration: 90 ~ 150 minutes

Subject matter: NVC / Communication Skills

Objectives: Upon completing this lesson, students will be able to

- Define nonverbal communication
- Identify the four types of NVC
- Understand the importance of NVC in cross-cultural communication
- Use nonverbal cues to communicate

Motivation: What do we mean when we say that actions speak louder than words?

Vocabulary: verbal, nonverbal, posture, gesture, attitude, culture, kinesics, tone, dynamic, static, aesthetic, sign, symbolic

Materials: tape/MP3, PPT

Procedures:

1. Show the picture in **Warming-up Exercise** to get started. Introduce students to the importance of NVC in cross-cultural communication. You may like to show your students more NVC pictures from your own source.
2. Explain the **Listening** task and then play the tape/MP3 twice from the beginning to the end. Check the answers before asking students to listen for the third time. Pause where necessary to explain difficult words or expressions.



3. For **Presentation**, you can ask students to discuss in pairs or take answers from the whole class. It might be a good idea if a student demonstrates each behavior in front of the class as you guide them through the pictures. Encourage students to talk about NVC in relation to the pictures in their local culture.
4. **Controlled Practice** is designed to reinforce students' understanding of the importance of NVC in cross-cultural communication. You may get your students to discuss in pairs for Exercise A. For Exercise B and Exercise C, ask several students to stand up and read the passages aloud. Then you may take answers from students as a class. Or you can ask students to read silently and then discuss the answers in pairs. You could also ask students to role-play the situations after reading.
5. Have students practice each situation in **Trying It Out** for 2 ~ 3 minutes. Then ask several students to the front to role play the situations to see how well they use nonverbal cues to communicate.
6. Use **Additional Source for Class Use** (PPT) to give students more ideas about NVC if time permits. Or give American gestures and ask students to derive the meanings.

↓ Additional Source for Class Use

1.

Actions Speak Louder Than Words

What do we mean when we say that actions speak louder than words? That means we believe people's actions more than we believe their words. In a sense, actions are more important than words. That's because we usually judge speakers' intentions by the nonverbal signals they send us: facial expressions, eye contact, tone of voice, body movement, and so on. Some communication specialists estimate we spend about 75 percent of our waking hours communicating. And, more to the point, words account for only 10 to 30 percent of that communication—the bulk's nonverbal.

Now although people clearly understand its importance, nonverbal communication—I'll call it NVC for short—is actually a rather recent field of study and owes a lot to an American anthropologist named Raymond Birdwhistle. Birdwhistle began studying nonverbal communication in the 1950's and one of his main ideas was that the meaning of nonverbal behavior depended on the context in which it was used. He looked at the whole context of nonverbal behavior—how and where certain types of nonverbal behavior appeared—and not just one particular behavior in isolation. Facial expressions, for example—frowns, smiles, raised eyebrows and so on—we all use these to convey many different meanings. But those meanings are largely determined by the situations we're in and the relationships that we have with the people we're communicating with. So the same expression can have different meanings.

Now although today I want to focus on physical nonverbal communication—often called body language or kinesics, that's K-I-N-E-S-I-C-S—you should know that there are other types of