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新编NPA英语 听说教程(第二版)

一 中国人民大学出版社

新MPA(第二版) 编一人英语所说教程

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中国人民大学出版社・北京・

H319.9 1081-2 VI

图书在版编目(CIP)数据

新编MPA英语听说教程/任林静主编. —2版.—北京:中国人民大学出版社,2013.9 ISBN 978-7-300-18038-0

I. ①新··· II. ①任··· III. ①英语—听说教学—研究生—教材 IV. ①H319.9

中国版本图书馆 CIP 数据核字(2013)第208370号

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出版	发行	中国人民大学出版社			
社	址	北京中关村大街31号	邮政	编码	100080
电	话	010-62511242 (总编室)	010-	-6251	1398 (质管部)
		010-82501766 (邮购部)	010-	-6251	4148 (门市部)
		010-62515195 (发行公司)	010-	-6251:	5275(盗版举报)
XX	址	http:// www. crup. com. cn			
		http:// www. ttrnet. com. (人大教研网)			
经	销	新华书店			
印	刷	北京东君印刷有限公司			
规	格	200 mm×252 mm 16开本	版	次	2007年3月第1版
					2013年9月第2版
印	张	13.25	EP	次	2013年9月第1次印刷
字	数	319 000	定	价	29.00 元 (附赠光盘)

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出版说明

MPA 是公共管理硕士(Master of Public Administration)专业学位的英文简称,是以公共管理学科及其他相关学科为基础的研究生教育项目,其目的是为政府部门及非政府公共机构培养高层次、应用型专门人才。2001年中国人民大学成为第一批公共管理硕士(MPA)试点院校,十多年来为政府部门及非政府公共机构培养了大批 MPA 优秀人才,而英语作为 MPA 核心课程之一其课程建设也倍受重视。

由中国人民大学出版社出版的《MPA 英语听说教程》是该领域中最早的成型教材,自 2002 年 10 月首次出版后,该教材由于其实用性、知识性、趣味性和灵活性,以及其适合政府公共管理人员也适用企业公共管理人士的英语教学而深受 MPA 学员的喜爱。为进一步提高 MPA 英语听说课堂的教学质量,培养 MPA 学员在对外交往中用英语进行会话、发言、讨论问题及解决问题的能力和技巧,MPA 英语听说课题组在总结多年的课堂教学经验的基础上对原教材进行扩充和修订,编写成《新编 MPA 英语听说教程》,于 2007 年 3 月由中国人民大学出版社出版。随着近两年中国人民大学 MPA 英语课堂教学任务及课时的调整,为适应新的 MPA 英语课堂教学发展的需要,我们对该教材进行修订,修订后的教材将学生用书和教师用书合二为一,保留了 2007 年版教材精心设计的十二个单元主课文的听力练习及口语练习,每个单元由 6 个部分组成,即预备练习(Warming-up Exercise)、听力训练(Listening)、技能讲解(Presentation)、针对性练习(Controlled Practice)、口头实践(Trying It Out)以及补充材料(Additional Source)。书后附听力材料的原文以及每单元听力练习和口语练习的参考答案,并配一张 MP3 光盘。

欢迎使用本教材的教师和学员提出宝贵意见。

有关本教材的教学 PPT 课件,请联系 wyfsmail@163.com,jufa@crup.com.cn,或电话: 010-62515576,010-62513265。



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1

Unit One

Introductions & Greetings

1 Warming-up Exercise

Everyone wants to meet people and make friends. A smile, a friendly look, or an open gesture indicates a person's interest to you. Here is a chart that outlines how North Americans greet each other. Compare these customs with customs in your country. Describe or demonstrate the body language you would use in your country.

What Is the Right Action?	In North America	In Your Country
1. Who makes the introduction?	Either the person who wishes to meet	
	another or a friend who knows the other	
	person makes the introduction.	
2. Who should be introduced to whom?	A younger person should be introduced	
	to an older person; a subordinate to a	
	superior; a man to a woman.	
3. What should you say?	Hello, my name is	
	Mary Smith, I'd like you to meet my	
	friend, John Smith.	
4. May a man introduce himself to a	Yes; yes.	
woman? May a woman introduce herself		
to a man?		
5. What body language (facial expressions,	Smile, face the person and look	
gestures) should a person use?	attentively at the person's eyes.	
6. What tone of voice should you use?	Use a quiet but friendly tone.	

7. How far apart do you stand?	Conversation distance with superiors or	
	those you don't know very well is about	36.
	3 to 4 feet. Intimate conversations may	
	be held as close as one-and-a-half feet	
	apart.	
8. Does a person shake hands when	Men and women usually shake hands	
meeting someone? How should you	firmly but gently.	
shake hands?		
9. Do people embrace or kiss people of	No, unless the people are very close	
the same sex upon meeting? Do you	friends. Men kiss each other if they are	
kiss or hug children when they are	relatives or very close friends.	
introduced?	Not usually.	

7		Listening	9
A	COL		

Exercise A

Now listen to the introductions. Is the introduction formal or informal? W	Vrite F for formal or I for informal
in the blank space provided.	

Exercise B

You will hear four dialogues. In each dialogue, one person is not speaking appropriately. He or she is speaking too formally or is speaking too informally. Put a check mark in front of the speaker who is not speaking appropriately.

I. AI A PARTY		
Mark	George	Sa
2. IN THE CLASSROOM		
Mr. Macy	Mike	



3. IN THE CAFETERIA				
Stephanie	Victor		Karen	
4. AT HOME				
Paul	Patrick		Mrs. Bluefield	
	Exercise	e C		
After the introduction, people us	ually talk about topics of	general interest,	such as the weathe	er, local events,
work, or school. This is called s			•	wing the other
person well. Listen to the examp	les of small talk. Write do	wn the topic of e	each talk.	
1 2	3	4	5	
Presental	tion o)			

In the United States and Canada, people usually use formal language in official situations. It is used in business and between people of different ages. For example, a younger person speaking to an older person should use formal language. On the other hand, informal language is usually used in casual situations. Informal language is used in social situations and among people of the same age group. Young people, family members, and good friends usually use informal language with each other.

Introducing Yourself				
Formal	Informal			
How do you do? My name's	Hello, I'm			
Hello, my name's	Hi. I'm			
I don't think we've met. I'm	Hi. My name is			

Introducing Others				
Formal	Informal			
I'd like to introduce you to	This is			
I'd like you to meet	This is my friend			
Let me introduce you two. This is				

Replying	g to Introductions
Formal	Informal
How do you do? My name's	Nice to meet you. My name is
Pleased to meet you. My name is	Hi. My name is
It's a pleasure to meet you. My name is	Hi. I'm
	Greetings
Formal	Informal
Good morning, How are you?	Hello, How are you doing?
Very well, thank you. And you?	Fine, thanks. And you?
omplete and then practice the following conversa	ations with your classmates.
Peter King introduces himself to Jack Simpson.	
Peter King: Hello,	
Jack Simpson:, I'm Jack S	
Philip introduces Sarah to James.	
Sarah: Philip, I	here. You'll have to
Philip: Of course, I'll to Ja	ames. He's an old friend of mine. James,
Sarah. She's just joined the compa	
C 1 177	any.
James:, Sarah. Wh	
*	ere do you come from?
Rod Chen introduces Bob Taylor to an importan	ere do you come from?
Rod Chen introduces Bob Taylor to an importan Bob: Rod, I Mr.	ere do you come from? t customer.

4.	. Klaus Fischer introduces himself to an American visitor.	
	Klaus Fischer: How? My	·
	American:	_ George Cole.
5.	Stranger: Hi. You're new here, aren't you?	
	You:	
	Stranger: My name is Barbara Levinson.	
	You: Will you say that again, please?	
	Stranger: Yes, my name is Barbara Levinson. What is your na	me?
	You:	
	Stranger: How do you spell that?	
	You:	
	Stranger: I'm really glad to meet you.	
	You:	

Exercise B

Here are some situations in which you meet people. Look at each situation, and at the three possible answers below it. Sometimes one of these answers is correct, sometimes two answers are correct. There are twelve correct answers. How many can you find?

- 1. You meet someone you know. He says, "How are you, George?"
 - a. Fine, and you?
 - b. I'm pleased to meet you.
 - c. Good day for you.
- 2. You meet your boss at the cinema. He says, "How are you, George?"
 - a. Oh, it's you. Hi.
 - b. Hi Joe. Having fun?
 - c. Good evening, Mr. Smith.
- 3. You meet someone at a party. He says, "Are you George?"
 - a. Yes. Who are you?
 - b. That's right. Hello.
 - c. Yes, pleased to meet you.



- 4. You meet someone on business. She says, "How do you do?"
 - a. I'm doing well, thanks.
 - b. How do you do?
 - c. Fine, and you?
- 5. In a restaurant, the waiter says, "I'm Joe, do you want to order?"
 - a. Hi Joe. Not yet, thanks.
 - b. I'm pleased to meet you.
 - c. In a moment, thanks.
- 6. You meet someone new at work. She says, "Hello. I'm Mary Kellan."
 - a. Hello, I'm Jill Mason.
 - b. I'm pleased. I'm Jill Mason.
 - c. I am Ms. Mason. How do you do?
- 7. A policeman stops your car. He says, "I'm PC Jones. May I see your license?"
 - a. Yes, of course.
 - b. Hello, I'm Jill Mason.
 - c. Here you are.
- 8. You go to see your bank manager. He says, "Good afternoon, Miss Smith."
 - a. Hello, I'm Jill Smith.
 - b. How are you, Mr. Bingley?
 - c. Good afternoon, Mr. Bingley.

/Exercise C

Read the two small talks below. In each small talk there are 6 inappropriate remarks. Identify the mistakes and then check your answers.

At a Bus Stop

Woman: We couldn't ask for a better day, could we?

Man: I know. There isn't a cloud in the sky. I love this time of year.

Woman: Me too. The cherry blossoms are beautiful, aren't they?

Man: They sure are. But I heard they are calling for rain all weekend.

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

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

Woman: Ah, this bus seems to be running late. How long have you been waiting?

Man: I've been here for at least fifteen minutes now.

Woman: Where are you heading today?

Man: Actually, I'm going to the City Hall to cast my vote for mayor.

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

Man: Um, well...I'm still thinking about it.

Woman: Here comes a bus now.

Man: Oh good. Wait, that's not the bus we want. That bus goes downtown.

Woman: Well, it looks like we'll be waiting a little longer. I guess I'll use this time to catch up on my reading.

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

Woman: Not really.

Man: Oh, here's our bus.

Woman: Oh great. I thought it would never come. Well, have a nice day.

Man: Say, did you catch the news today?

At a Party

Woman 1: (Standing in a corner drinking a glass of wine by herself)

Man: Hi there. Why aren't you dancing?

Woman 1: (Smiles. No response.)

Man: Hello. Have you tried Felicia's punch yet?

Woman 2: No, but I was just about to.

Man: Don't. It's terrible.

Woman 2: Oh. Okay.

Man: So, how do you know Rick?

Woman 2: Oh, Rick and I go way back. We studied nursing together.

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

Woman 2: Actually it's about working conditions.

Man: I see. So, have you had a chance to take a dip in the pool yet?

Woman 2: No, not yet. How about you?

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

Woman 2: Uh, thanks. Well, I better go and mingle. There are a few people I haven't said hello to yet.

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

Woman 2: Ya. I heard that on the news today. I bet it'll be really tough to get to see him.



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

Woman 2: Yes, I am actually. Well, it looks like the sun is finally coming out. I think I'll go take that

swim.

Man: You better hurry. I hear they are calling for thunderstorms this afternoon.



Exercise A

Pair Work

Take it in turn to introduce yourself to your partner in the following situations:

- at a formal reception for customers;
- at a friendly party.

Exercise B

Work in groups of three:

- introduce yourself to the others;
- introduce the other two to each other;
- ask to be introduced.

Each person should give his/her name, present his/her family situation, describe his/her job and present his/her interests.

Exercise C

Imagine that your classroom is the scene of a party and that you need to make small talk with people whom you don't know well. First, use an ice breaker to start a conversation with a person standing near you. Then use the elaboration technique to try to keep the conversation going. When your teacher claps his or her hands or rings a bell, use one of the signals recommended by the teacher to end the conversation. Then walk over to another student and use an ice breaker to start another conversation. Continue this procedure for as long as your class wishes.





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?

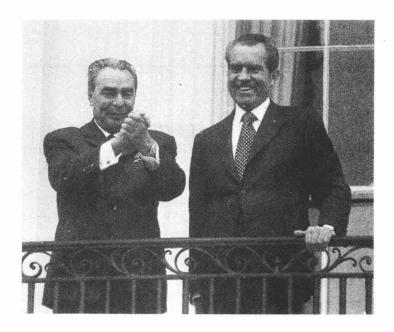
There are a few different reasons why people use small talk. The first, and most obvious, is to break an uncomfortable silence. Another reason, however, is simply to fill time. That is why it is so common to make small talk when you are waiting for something. Some people make small talk in order to be 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, so in order to show a polite interest in getting to know him or her better, you have to start with some small talk.

Unit Two

Nonverbal Communication

1 Warming-up Exercise

Even before people begin to talk, you can tell a great deal about them by observing their gestures. Gestures can tell about a person's attitudes, feelings and interests. Gestures may have more than one meaning. In fact, they may mean something totally different from one culture to the next. Look at the photograph below. It was taken when Soviet leader Brezhnev visited with U.S. President Nixon. When Americans saw this photograph they became angry. Do you know why?



2, Listening

Listen to a talk on body language and complete the notes below.

1.	Body language refers to	,		
		and	_ between people.	
2.	People use body language to express their attitudes.			
	Example (1):	shows		
	Example (2):	shows		
People use body language to convey messages.				
	Example (3):	shows		
	Example (4):	shows		
3.	Put the thumb and forefinger together to form a ring means			
		in the United S	States;	
	4	in Korea and Japan;		
in Brazil.				

3, Presentation

Exercise A

Gestures are an important part of communication. By comparing different gestures, we not only can learn better about foreign cultures but can also learn more about ourselves and our own culture. Look at the photographs below and explain what they mean in your culture. If they do not have a special meaning in your culture, present a different gesture and explain what it means.