

1

Interactions

UNIT SNAPSHOT

- Why is ping pong good for problems? 5
- What is the secret of a fake smile? 7
- How many types of friends do you have? 9



Can you communicate through art?

Are you a "people person," or do you prefer time on your own?

How important is technology in your relationships?



BEHIND THE PHOTO

REAL-WORLD GOAL

Organize a social event online

1 Choose the top five ways you communicate with other people. Number them 1–5 (1 = most important). Tell your partner which you prefer, and give your reasons.

- | | | | | | |
|------------------------|-----|----------------|-----|--------------|-------|
| email | ___ | tweet | ___ | blogs | ___ |
| phone call | ___ | video chat | ___ | face-to-face | ___ |
| social networking site | ___ | Internet forum | ___ | letter | ___ |
| online gaming | ___ | text message | ___ | other: | _____ |

2 Think about how you interact with these groups of people. Is there a difference in the way you communicate with each group? Discuss with a partner.

- friends family classmates neighbors co-workers

1.1 The New Office

1 ACTIVATE Do you know anyone who works in an office? What is their job? What kind of things do they do?

2 VOCABULARY Match each phrase with its meaning.

- | | |
|-------------------------------|----------------------------------|
| 1 look forward to | a manage (a difficult situation) |
| 2 keep in touch with | b admire |
| 3 have an influence on | c stay in contact with someone |
| 4 look up to someone | d affect someone or something |
| 5 deal with | e find a solution |
| 6 work something out | f be excited about |

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3 BUILD Complete the sentences using the words from Exercise 2.

- Somebody I really admire is my boss. I _____ up to him a lot.
- We sometimes disagree, but we always _____ it out in the end.
- In my job, I need to _____ with some difficult customers.
- I _____ forward to meeting next week.
- Facebook and other social media have an _____ on how we communicate.
- Technology can help family members living away from each other to _____ in touch.

4 USE Work in pairs. Make sentences about yourself using the phrases in Exercise 2. Ask each other for more information.

- A: I keep in touch with some of my friends from school.
 B: Oh yes? Who do you keep in touch with?

5 ASSESS You are going to hear a radio show about CityWorks. First, read the ad. What kind of place is CityWorks? Who do you think goes there?



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LISTENING SKILL Guessing meaning from context

Sometimes speakers use words you don't know. You can use the context—the words around another word—to help you guess what a word means. You can also listen for any examples that help explain the meaning. Identify the part of speech, and try to think of another word or phrase that could replace it.

For example, you hear: *There are more than 100 desks here. This place is enormous!* You can guess that the speaker is talking about an office because there are *desks*, and *enormous* is an adjective that might mean “very big” because there are many desks there.

6 INTEGRATE Listen to the extracts from a radio show. Think about the context and try to guess the part of speech and meaning of these words and phrases. Compare your answers with a partner.

Word/phrase	Part of speech	Possible meaning
1 bargain		
2 get to know		
3 alternative		
4 convenient		

7 EXPAND Listen again and note the context clues that help you identify the meaning of each word or phrase in Exercise 6.

8 IDENTIFY Listen to the radio show. Match the people with how often they go to CityWorks and why they go there.

- | | | |
|------------|---------------------------|--------------------|
| 1 Alex | once a week | to meet co-workers |
| 2 Jonathan | every day | for fast Internet |
| 3 Grace | two to three times a week | to make friends |

9 INTEGRATE Look again at the ad in Exercise 5. What membership does each person probably have?

10 EXPAND Listen to the radio show again and answer the questions.

- 1 What is Alex's job?
- 2 Who gets bored because they work on their own?
- 3 How do the games help Jonathan?
- 4 What does Grace look forward to?
- 5 Why does Grace love email and the Internet?



13 APPLY Choose the correct answers to complete the text.

How we communicate always ¹*shapes / is shaping* the way we interact with each other. Digital devices ²*have / are having* a huge influence on the way we work, learn, spend our leisure time, and communicate with each other. Research ³*shows / is showing* that, as a result, our sense of identity ⁴*is changing / changes*. These days, we all ⁵*are having / have* an online identity as well as our real identity. At times, it can feel like our digital self is even more "real" than real life. Perhaps this is one reason why now some people ⁶*start / are starting* to question the role of technology in our lives. They ⁷*are choosing / choose* to reject technology. What ⁸*are you thinking / do you think?* Could you live without the Internet?

14 EXPAND Complete the questions using the verbs in the box in the simple present or present continuous tense.

think send carry prefer use spend

- 1 _____ you _____ text messages every day?
- 2 _____ you _____ of getting a new cell phone?
- 3 _____ you _____ too much time on the Internet during the week?
- 4 _____ you _____ to check your email on your cell phone or tablet?
- 5 _____ you _____ any electronic devices with you right now?
- 6 In general, _____ you _____ social media sites like Facebook a lot?

15 INTERACT Work with a partner. Ask and answer the questions in Exercise 14.

16 WHAT'S YOUR ANGLE? Discuss the question. Give reasons for your answer.



11 WHAT'S YOUR ANGLE? Has technology changed where you work or study? How?

12 IDENTIFY Look at the sentences from the radio show. Then read the Grammar box and complete the rules.

I work for myself.

We meet here once a week.

Today, I 'm visiting CityWorks.

I 'm waiting for a co-worker to arrive.



GRAMMAR IN CONTEXT Simple present and present continuous

We use the _____ to talk about routines and things that are always true.

We use the _____ to talk about things happening now or around now.

We don't usually use the present continuous with verbs that describe feelings, thoughts, states, and senses.

See Grammar focus on page 159.

Does technology keep people apart more than it brings them together?



1.2 Talking Without Words

1 ACTIVATE Read the quote. What gestures and expressions do people often use in your country?

"Body language is a very powerful tool. We had body language before we had speech, and apparently, 80 percent of what you understand in a conversation is read through the body, not the words."

—Deborah Bull, dancer

2 VOCABULARY Match each gesture with a photograph.

bow to someone
kiss someone

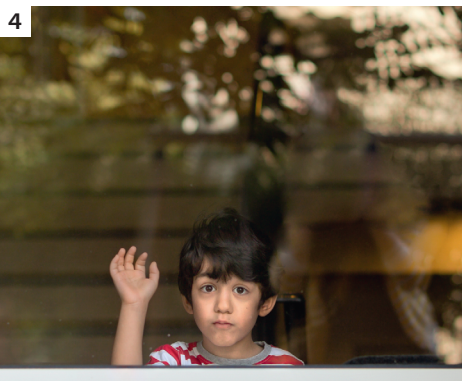
cross your arms
point at something

hug someone
wave goodbye

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point at something
fear



3 BUILD Which emotions can you see in the photographs? Match the words in the box with the images in Exercise 2.

anger calm enjoyment fear happiness sadness

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4 INTERACT Work in pairs. Try using gestures and expressions to communicate the ideas below. Can your partner guess what you are "saying"?

be quiet I don't agree hurry up
good luck you're crazy come here



READING SKILL Skimming

Skimming means reading a text quickly to understand the main ideas. It is useful when you want to get the general idea of a text rather than details. When you skim, you do not need to read every word. Focus on the important words (usually nouns, verbs, and adjectives), and don't stop if you see a word you don't know. Keep reading until you reach the end.

5 **APPLY** Skim the article.



Facial Expressions



Can we really understand how someone is feeling by the expression on the person's face? Do people all around the world share the same facial expressions? Is it possible to lie using our expressions?

Charles Darwin looks at some of these questions in his book *The Expression of the Emotions in Man and Animals* (1872). According to Darwin, there are facial expressions of some emotions that people everywhere share: anger, fear, sadness, disgust, and enjoyment. Today, a lot of research supports Darwin's theory.

So, does this mean we can always understand what people are feeling by looking at their faces? Well, modern research shows that we can learn to control our facial expressions when we need to. For example, people who lose a competition may try to hide their disappointment. The country or culture you are living in can also be important. Studies show that Japanese people often smile to hide negative emotions but that Americans do not. This is because in Japan many people prefer not to show negative emotions.

We can also express emotions that we don't feel—for example, you may try to look happy when you are disappointed at a gift you don't like. However, when we use our faces to hide the truth, these "false expressions" are usually easy to notice—so be careful!

—adapted from *The Oxford Companion to the Body* by Colin Blakemore and Sheila Jennett



Disgust



Frowning means sadness in some cultures.

6 **IDENTIFY** Choose the three main ideas.

- Researchers today disagree with Darwin's theory.
- Most facial expressions people use are negative.
- We can use our faces to hide our emotions.
- Some facial expressions are the same everywhere.
- How you use expressions depends on the country you are from.

7 **EXPAND** Read the article again carefully and answer the questions.

- 1 Which book is the article about?
- 2 Which five emotions did Darwin think everyone could recognize?
- 3 How do Americans differ from Japanese people in their use of facial expressions?
- 4 When do people try to hide their disappointment? Find an example.
- 5 What is a false expression?

8 **WHAT'S YOUR ANGLE?** In what situations do you try to control your emotions? How do you hide your feelings?

9 **ASSESS** Read the text. Can you identify which smile is false?

Did you know... we have 43 muscles in our face and can make 10,000 facial expressions? We usually hide our feelings with a smile, but a false smile is easy to identify. When we smile, the corners of our mouth move up, and our eyes become narrow. We can move the muscles around the mouth easily, but the muscles around the eyes are very difficult to control. So, if someone's mouth is smiling, but their eyes are not, then you know it's a false smile!



Real

False



Real

False



GRAMMAR IN CONTEXT

Question forms: *Do, did, and be*

We usually form *yes/no* questions for most verbs with *do*, *does*, or *did*.

Do you use a lot of facial expressions? Yes, I do. / No, I don't.

Does your face show what you are feeling? Yes, it does. / No, it doesn't.

Did he smile? Yes, he did. / No, he didn't.

We form *wh-* questions with the question word first followed by *do*, *does*, or *did*.

Why do people use facial expressions?

When does someone control his or her expression?

With the verb *be*, we don't need *do*, *does*, or *did*.

Is she angry with him? Yes, she is. / No, she isn't.

Were they disappointed? Yes, they were. / No, they weren't.

In *wh-* questions, the question word comes before the *be* verb.

Why are gestures important?

See Grammar focus on page 159.

10 INTEGRATE Complete the questions using *do* or *is*.

How do you know when people are lying? Here are some signs to look for. If you can answer *yes* to five or more of these questions, then the person you are speaking with is probably lying!

- ___ their hand in front of their mouth when they are speaking?
- ___ they look you in the eye?
- ___ they turn their body away from you?
- ___ their eyes move to the right?
- ___ they use any unusual gestures?
- ___ their face or neck red?
- ___ they scratch their nose?

11 EXPAND Choose the correct words to complete the questions.

- When *did / are* you last shake hands with someone?
- How *are / do* you usually greet your friends?
- Why *is / does* a smile better than a frown?
- Who *does / is* the calmest person you know?
- What *do / are* you look like when you are angry?
- Does / Is* it OK to greet people with a kiss in your country?

12 INTERACT Ask and answer the questions from Exercise 11 with a partner.

13 DEVELOP Complete the sentences with the words in the box.

were was does is do did

- Why _____ Anne so upset last night?
- Who _____ you see at the party?
- _____ animals understand our expressions?
- _____ you able to explain how you felt?
- Look at this photo. Who _____ it remind you of?
- Tom looks well. How _____ his health these days?



14 WHAT'S YOUR ANGLE? Which do you think are more important in communicating meaning: the gestures people use or their facial expressions? Discuss your ideas with a partner and give examples to support your opinion.

Children in Torretta, a village in Palermo, Italy



1.3 Making Connections

1 ACTIVATE Match each type of friend with a definition.

- | | |
|--------------------------------|--|
| 1 a long-lost friend | a a friend for many years |
| 2 a close friend | b a friend who does not help you in difficult times |
| 3 an old friend | c a friend from the past you are no longer in contact with |
| 4 a mutual friend | d a friend that you have in common with someone else |
| 5 a fair-weather friend | e someone who is friends with all of your family |
| 6 a family friend | f a very good friend |

2 WHAT'S YOUR ANGLE? Choose three types of friends from Exercise 1. For each type of friend, think of someone you know. Tell your partner about them.

Gabriella is a close friend. She helps me a lot, and when I have a problem, I always ask her for advice.

✉

From: gailconner@mailinator.com
To: tina.brice@mailinator.com
Date: Wednesday, June 28
Subject: Time to meet?

Hey Tina,

How are things? I hope you're having fun and enjoying life in Sydney. Did you come back because you missed the beach? It's amazing that we're living in the same city again after ten years! I hope you're gradually starting to feel at home again. I'm so happy my long-lost friend is back!

Anyway, I'm writing because I'm having some friends over for dinner tomorrow night at my place. You remember Carol, don't you? She's coming, and a few people from my office. I'm sure you'll like them. Do you think you can come? Let me know. It would be great to see you!

Lots of love,
Gail

3 INTEGRATE Read the emails and answer the questions.

- What is the purpose of Gail's email?
 - to share some news
 - to make an invitation
 - to ask for help
- Where is the event taking place?
 - a hotel
 - at Gail's home
 - in an office
- What is Gail and Tina's relationship?
 - They are co-workers.
 - They are neighbors.
 - They are old friends.

✉

From: tina.brice@mailinator.com
To: gailconner@mailinator.com
Date: Wednesday, June 28
Subject: Re: Time to meet?

Hi Gail,

Great to hear from you. Yes, things are going well, thanks. I really like Rose Bay—it's so beautiful, isn't it? I'm working hard, but I'm really enjoying it.

Thank you for the invitation. I'd love to come tomorrow. It's always good to make new friends, but nothing is better than seeing old friends! What time should I get there? I work until six, but I could be there by seven. That's not too late, is it?

Do you want me to bring anything? Dessert, maybe?

Best wishes,
Tina

PS: You don't know anyone who has an apartment to rent, do you? I'm staying in a hotel. It's good because I can get to the office easily, but I'd rather find a place of my own soon. 😊



4 IDENTIFY Read the emails again. Decide if the statements are true (T), false (F), or not given (NG).

- 1 Gail and Tina have a mutual friend. _____
- 2 They both have jobs. _____
- 3 The event is taking place on Saturday. _____
- 4 Gail and Tina are old friends. _____
- 5 Gail is inviting Tina to dinner at a restaurant. _____
- 6 Tina is looking for a house to rent. _____

5 WHAT'S YOUR ANGLE? Where do you like to go when you meet your friends? What do you do?

6 ASSESS Read the Grammar box and study the examples of questions tags in the emails. Complete the rules.

GRAMMAR IN CONTEXT
Tag questions in the present tenses: *Be* and *do*

We use tag questions to turn statements into questions, to check information, or to ask people if they agree with us.

It's fun here, isn't it?

You don't know anyone who has an apartment to rent, do you?

We use a *positive/negative* tag question after a positive statement.

We use a *positive/negative* tag question after a negative statement.

See Grammar focus on page 159.

7 IDENTIFY Look again at the emails. How many tag questions can you find?

8 APPLY Turn these statements into questions by adding tag questions.

- 1 Gail lives in Sydney, _____?
- 2 Tina and Gail aren't old friends, _____?
- 3 Tina knows Carol, _____?
- 4 They both like Sydney, _____?
- 5 Tina's working until seven tomorrow, _____?
- 6 Tina and Gail don't live together, _____?

9 INTERACT With a partner, ask and answer the questions in Exercise 8. Look at the emails again to help you.



VOCABULARY DEVELOPMENT Adverbs of manner

Adverbs of manner explain how something happens. They help the writer describe a scene in more detail. To make an adverb, we usually add *-ly* to the adjective.

calm → **calmly**
gradual → **gradually**

The spelling can change for adjectives ending in *-y*, *-le*, *-ic*, and *-ll*.

angry → **angrily**
simple → **simply**
enthusiastic → **enthusiastically**
full → **fully**

There are some irregular adverbs of manner. The adverb for *good* is *well*. A small number of adverbs of manner have the same form as the adjective like *early*, *fast*, *hard*, and *late*.

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10 BUILD Write the adverbs for these adjectives.

- 1 happy _____
- 2 loud _____
- 3 dangerous _____
- 4 fast _____
- 5 good _____
- 6 painful _____
- 7 gentle _____

11 USE Complete the text. Change the adjectives in parentheses into adverbs.

To have good friends, you need to be a good friend. You need to take your friendship ¹_____ (serious) and work ²_____ (hard) to support each other through good times and bad. It is a two-way relationship, where you give your time ³_____ (willing) and ⁴_____ (generous). Exchanging gifts is a way to thank your friends and to show you appreciate them. Giving a ⁵_____ (beautiful) wrapped gift allows you to connect and can ⁶_____ (great) strengthen your relationship. What's more, research also shows that giving a gift makes you feel happier!



WRITING SKILL
Using informal expressions in emails

When we write emails to people we know well, such as friends and family, we use informal expressions. You can appear angry, rude, or upset if you use expressions that are too formal.

Informal expressions are usually shorter, and can often be used in speech as well as writing.

Hello! / Hi!
How are you?

12 APPLY Write each word or phrase below the correct heading.

-
- Hi
 - How's it going?
 - Kind regards
 - Dear
 - Hey
 - Lots of love
 - I would like to ask if...
 - Well, that's all for now.
 - Best wishes
 - I hope this email finds you well.
 - I'm writing because...
 - Please get in touch at your earliest convenience.
 - Hope to hear from you soon.
 - Just a quick note to...
 - How are things?
-

Greeting	Formal or informal?
Opening	Formal or informal?
Reason for writing	Formal or informal?
Closing	Formal or informal?
Saying goodbye	Formal or informal?

- 13 IDENTIFY** Look again at the expressions in Exercise 12. Write *F* (formal) or *I* (informal) next to each expression. Some expressions can be both formal and informal.
- 14 ASSESS** Look at the emails again. Which expressions can you find?
- 15 WRITE** Choose one type of friend from Exercise 1. Think of a person you know, and write an informal email to invite this person to an event. Use the expressions in Exercise 12 to help you.

16 DEVELOP Exchange emails with a partner. Read your partner's email. Identify the type of friend your partner is writing to, and then use the checklist to help you review their work.

- Is the email well organized?
- Is the invitation clear?
- Is the language appropriate?
- Are there any grammar, vocabulary, or punctuation errors?

17 IMPROVE Ask your partner to suggest improvements to your email. Then write your email again, making any necessary changes.



18 WHAT'S YOUR ANGLE? Think about an invitation you received. Who was it from? What was the invitation? Did you accept it?



1.4 Hello and Goodbye



1 ACTIVATE Talk about the pictures with a partner. What's happening? Where are the people? In what ways are the situations the same or different?

2 IDENTIFY Watch the video and answer the questions.

- 1 What reason does Kevin give for leaving?
- 2 Why is Max surprised to see Andy?
- 3 What is causing the bad smell?
- 4 Where is Professor Lopez going next?
- 5 Why is Andy worried?

3 ANALYZE Think about Max's relationship with the people in the video. With a partner, choose your answers to these questions.

	Very well					Not at all				
a How well does Max know Andy and Kevin?	1	2	3	4	5	1	2	3	4	5
b How well does he know Professor Lopez?	1	2	3	4	5	1	2	3	4	5

	Relaxed					Formal				
c How does Max feel speaking with Kevin and Andy?	1	2	3	4	5	1	2	3	4	5
d How does he feel speaking with Professor Lopez?	1	2	3	4	5	1	2	3	4	5

REAL-WORLD ENGLISH Starting and ending a conversation

Conversations often begin with a greeting and a question about how the other person is. Asking how the other person is helps to build the conversation or keep it short if the person has no time to chat. How you respond to this lets the other person know the direction you would like the conversation to take.

To finish a conversation, it is polite to let the other person know you have to go before you say goodbye. People often give a reason for wanting or needing to go.

Well, it's getting late, so...

4 INTEGRATE Watch the video again. Who says each expression?

Scene 1

To start the conversation

	Max	Andy	Kevin
1 How's it going?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 What's up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To end the conversation

	Max	Andy	Kevin
1 I'll catch up with you later.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 See you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Bye.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scene 2

To start the conversation

	Max	Andy	Professor Lopez
1 Good afternoon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 How are you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To end the conversation

	Max	Andy	Professor Lopez
1 Have a nice weekend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Take care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Nice to see you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 ANALYZE With a partner, compare the two scenes. How is the language different? Why? In what way are the conversations similar?

6 DEVELOP Which expressions below would you use with these people? Why? Discuss your answers with a partner.

- a co-worker a neighbor your teacher
- a close friend a family member your boss

Hello. How are you?

Hey. How's it going?

What's up?

It was great to see you, but it's getting late. I really should go.

Got to go. See you around.

a co-worker I don't know well: Hello. How are you?

a co-worker I know well: Hey. How's it going?

7 EXPAND Match each expression in Exercise 6 with a reply.

1 A: _____

B: Sure. Take it easy.

2 A: _____

B: Of course. It was nice to see you.

3 A: _____

B: It's going OK, thanks.

4 A: _____

B: Nothing much.

5 A: _____

B: I'm very well, thank you.

8 INTERACT Practice each dialogue with a partner.

9 INTEGRATE With a partner, prepare to role-play a short conversation between two people. Use the questions to help you decide the context.

1 Who are the speakers? (What are their names?)

2 What is the relationship between them?

3 How well do they know each other?

4 Where does the conversation take place?

5 Should the language be careful and polite or relaxed and informal?

6 How can you start and end the conversation?

10 INTERACT Role-play your conversation for the class. Your classmates can refer to the questions in Exercise 9 to analyze the context.



GO ONLINE

to create your own version of the English For Real video.

1.5 Making Small Talk

- 1** **ACTIVATE** Look at this list of topics people often talk about when they first meet. Then listen to the questions. Write the number of each question (1–8) next to the correct topic.

___ hometown ___ weather ___ work ___ sports
___ school ___ family ___ free time ___ vacation



- 2** **IDENTIFY** Listen again and complete each question.

- 1 It's very _____ today, don't you think?
- 2 So, what do you _____ exactly?
- 3 Where are you _____?
- 4 Are you going anywhere on _____?
- 5 Do you have any _____ or _____?
- 6 What _____ do you like?
- 7 Are you a _____?
- 8 Do you have any _____ for the weekend?

- 3** **ASSESS** Read the definition of *small talk*. Why is small talk important?

small talk *noun* [U] polite conversation, for example at a party, about unimportant things

- 4** **IDENTIFY** Listen to Pippa and Grace make small talk at a community barbecue. Which topics from Exercise 1 do they talk about?

SPEAKING Showing interest

When speaking with people, showing interest in what they are saying will encourage them and help keep the conversation going. Use these expressions to show you are interested in what the other person is saying:

Really? Wow. That's great. How exciting!
Amazing! Oh yeah? Incredible! That's interesting.

- 5** **IDENTIFY** Listen to the conversation again. Which expressions for showing interest do you hear?

- 6** **APPLY** With a partner, practice responding to each statement using an expression from the box.

- 1 My sister lives in Malaysia
- 2 I'm studying economics at Oxford.
- 3 I like playing soccer on weekends.
- 4 I'm thinking of traveling around Europe for three months.
- 5 My best friend and I share the same birthday.

PRONUNCIATION SKILL Using intonation to show interest

The way you use your voice is an important part of showing someone you are interested in what they are saying. Often, the more your voice rises and falls, the more interested you sound.

- 7** **NOTICE** Listen to these sentences. You will hear each sentence twice. Which sounds more interested: A or B?

- 1 What are you doing here in Los Angeles? A/B
- 2 So, you have three brothers and a sister. A/B
- 3 What do you study? A/B
- 4 You're going on vacation to Mexico. A/B
- 5 Where in England are you from? A/B
- 6 Do you play tennis a lot? A/B
- 7 Yes, it's really hot today. A/B
- 8 Photography sounds like an interesting hobby. A/B

- 8** **APPLY** Listen and repeat. Practice making your voice rise and fall to sound interested.

- 9** **WHAT'S YOUR ANGLE?** Do you find it easy or difficult to make small talk with people you don't know? What do you usually talk about?

- 10** **INTERACT** Imagine you are at a party where you don't know anyone. Stand up and make small talk with your classmates.

- Start the conversation and introduce yourself.
- Make small talk and ask questions to develop the conversation.
- Show you are interested by reacting to what you hear.
- Use intonation to sound interested.
- End the conversation. Say goodbye.