



Wednesday, April 15, 2020

New words of the week:

The **CDC** (Centers for Disease Control) recommends **contact tracing** - finding people who have been in contact with infected people and asking them to **self-quarantine** (stay at home) for two weeks.

Interpersonal Skills

Interpersonal skills, such as empathy, are extremely important in any people-based business (like customer service or IT). You need to know how to present yourself in an acceptable manner.

For example, most people do not want to talk to customer support staff who are not helpful or courteous. Companies that offer a positive customer service experience stand out as exceptional.

Even if you don't work in customer service, interpersonal social skills are still important. If you work on a remote team, you have to be able to get along with team members to accomplish common goals.

-adapted from **8 Critical Soft Skills for Workplace Readiness** by the Conover Company.

Phrases for conversation:

Use these phrases to talk about common concerns. "They" refers to government or any indefinite authority we expect to solve a problem.

- **I don't know why they don't do something about** the lack of face masks.
- **I wish somebody would do something about** the cost of living
- **Isolation is really getting to be a problem.**
- **It's about time** we started testing everyone.
- **Don't you just hate it** when you can't find what you want in the store?

-adapted from **Perfect Phrases for ESL Conversation Skills** by Diane Engelhardt

Proverb:

"Absence makes the heart grow fonder."

Meaning: when we don't see people or things for a long time, we miss them more and have affectionate feelings for them.



More Practice:

To listen to English conversations, go to www.esl-lab.org and click on **Listening Activities**. Choose easy, intermediate, or difficult. See picture of website below:

***BE CAREFUL – DON'T click on the many advertisements!**



Follow Randall: [f](#) [@](#) [t](#) [v](#) DailyESL.com | Trainyouraccent.com | EZstar.com

RANDALL'S ESL CYBER LISTENING LAB

Home [Listening Activities](#)