

Check Your Answers: After You Read

Section 4.1

Review Key Concepts

1. People who have limited language skills may find it hard to say exactly what they mean. A person from a different culture may find certain gestures, such as hugging someone, offensive.
2. People will not know whether to believe what is said or seen, and this can lead to misunderstandings.
3. You might agree with some of the criticism you receive. The opinions of others can be helpful.

Practice Academic Skills

4. Individual situations will differ. However, paragraphs should describe a quiet place where the friends can talk to one another calmly, without interruption. During the discussion, each friend should use “I” messages.
5. Responses will differ depending on the culture selected. For example, people living on or near Native American reservations may have different ways of communicating from their neighbors.

Section 4.2

Review Key Concepts

1. A quiet place without distractions, where the callers can focus.
2. A tone of voice may communicate one thing when the intent is different. Tone needs to consistently match intent.
3. Clarification calls for further explanation, lessens confusion, and increases understanding.

Practice Academic Skills

4. Slang and colloquial speech help people identify with the people around them. However, people from other regions and older adults may not understand slang. This can lead to a breakdown in communication.
5. Sample answer: Abraham Lincoln’s “Gettysburg Address” was given after the Battle of Gettysburg to dedicate part of the battleground as a cemetery for the soldiers who died there. He repeats the phrase “we can never forget” to make sure his listeners understand the importance of the Civil War.