

UNIT OBJECTIVES

- discuss the importance of messaging apps
- discuss written vs. spoken communication
- recount conversations, news, and stories
- write an email in a formal and informal register
- create and conduct a communication survey

CAN WE TALK?



START SPEAKING

- A Look at the picture. What is the man doing? How do you think the other people feel?
- B Is this a realistic situation? Why or why not? What does it say about the use of phones in our society?
- What other situations can you think of where you shouldn't use your phone? For ideas, watch Seung Geyong's video.



Do you agree with Seung Geyong?





7.1

A COMMON LANGUAGE

LESSON OBJECTIVE

 discuss the importance of messaging apps

- 1 LANGUAGE IN CONTEXT
- A PAIR WORK Look at the picture and the title of the article. What are the people doing? Where are they? Read and check your answers.



We use smartphone apps to **keep in touch with** family, **catch up with** friends, **congratulate** people on special events, **respond to** invitations, and even **gossip** about our favorite celebrities.

But for migrants who leave their families behind in search of a better

life, messaging apps provide the best (sometimes the only) way to inform their families of

their progress. Many migrants have limited resources, but their relatives **persuade** them to buy a device. Refugee camps now provide charging stations. Greenpeace recently **reported** that use of their stations had increased greatly.

Some recent immigrants to the U.S. **commented** that WhatsApp had eased their sense of isolation. One new arrival **explained** that the app allowed him to **contact** his family: "I tell them about things I wouldn't have **mentioned** in a once-a-week phone call, and they can **reply to** me at once. You feel they are really close."

For most of us, smartphones apps make daily life easier and more fun, and we even **criticize** people for using them too much. For migrants, however, messaging apps are an absolute lifeline.

GLOSSARY

lifeline (n) something that you depend on

- B Choose the correct phrase to complete the statements.
 - 1 For migrants, a messaging app is often a fun way / the only way to communicate with family.
 - 2 Charities now provide *charging stations / messaging apps* to help refugees stay in touch with family.
- 2 VOCABULARY: Describing communication
- A 1) 2.02 Categorize the words in the box according to similar meaning. Listen and check.

catch up with explain	comment gossip	congratulate inform of	contact reply to
respond to, mention, repor	t,		,
keep in touch w criticize, persua	-		

- B Now go to page 147. Do the vocabulary exercises for 7.1.
- C PAIR WORK Answer the questions.
 - How do you keep in touch with people who live far away?
 - When was the last time that you congratulated a friend on something? What was it?
 - When did you persuade somebody to do something? What was it?



3 GRAMMAR: Reported statements

- A Choose the best options to complete the rules. Use the sentences in the grammar box to help you.
 - 1 To report a present tense statement, use the **present** / **past**.
 - 2 To report a past tense statement, use the past / past perfect.
 - 3 To report a present perfect statement, use the past / past perfect.
 - 4 To report instructions and suggestions, use the **present** / past + pronoun + (not) to + verb.

Reported statements

One new arrival explained that the app **allowed** him to contact his family.

Some immigrants commented that WhatsApp **had eased** their sense of isolation.

Greenpeace recently reported that use of their stations **had increased** greatly.

Their families **persuaded** them to buy a smartphone.

- B Now go to page 135. Look at the grammar chart and do the grammar exercise for 7.1.
- C PAIR WORK Take turns making statements that are true for you. Report your partner's statements.
 - 1 live with family
 - "I live with my family." Manny explained that he lived with his family.
 - 2 know how to drive
- 4 see ocean
- **3** visit Spain
- 5 try app / not like it
- D PAIR WORK Think of things that you have heard about this week. How did you hear about them? Use reporting verbs to explain the news to your partner.

My brother mentioned that he had won a prize at school. We congratulated him.

The media reported that unemployment is lower this quarter.

!

We usually change the tense of the verb when making reported statements, but when talking about facts, habits, or ongoing actions it is OK to keep the original tense.

"I'm going to buy a new phone." She said she is going to buy a new phone.

4 SPEAKING

A PAIR WORK How do you use messaging apps like WhatsApp? Check () the statements that describe you. Then compare answers with a partner.

I use messaging apps for practical purposes only.

I use them for all kinds of communication.

I use them for work.

If I really miss somebody, I prefer to call them.

I don't use them. Having contact with people far away makes me miss them more.

I only use written text. I don't like to leave voice messages.

I use messaging apps to call people. Texting is too slow.



B GROUP WORK Join another pair of students. Report your answers to the other pair. What similarities and differences did you find?

Bernard said that he used WhatsApp for everything, for work and pleasure.

Celia stated that she only uses it for meeting friends.



7.2

TO TEXT OR NOT TO TEXT

LESSON OBJECTIVE

discuss written vs. spoken communication

1 LANGUAGE IN CONTEXT

A 10 2.03 Read and listen to the first part of an interview about a research study on communication. What questions were people asked?

2.03 Audio script

Host On today's podcast, we look at some research on digital technology and how it is affecting

how we communicate. We have here Professor Dorothy Zárraga from Brown University.

Dr. Zárraga, tell us about your research.

Dr Zárraga Well, we interviewed people from different age groups to see if different generations

communicate differently.

Host And what types of questions did you ask?

Dr Zárraga We asked some questions about how they preferred to communicate. For example, we

asked if they preferred to text or speak face to face. And we also asked them why they had that preference. We asked who they thought it was appropriate to text. Oh, and we also asked them when they thought it was inappropriate to text. Finally, we asked if they had

social media accounts and how often they posted to them.

Host Well, it all sounds very interesting. Let's talk about your findings.

B 1 2.04 Now listen to the full interview and check (1) the statements that are t	t are true	the statements	check (🗸)	l interview and	to the full	Now listen	(1) 2.04	B
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- 1 Millennials prefer digital communication, except at work.
- 2 Older people felt that text messages are professional enough for work.
- **3** All age groups reported using text messages to communicate with other family members at home.

2 VOCABULARY: Communicating online



(1) 2.05 Listen and say the words and phrases in the box. Which things can you identify in the picture? You can use your phone or a dictionary to help you.

clickbait geo-tag hashtag lifecaster lurker meme newsfeed podcaster profile status update tag timeline trending topic

- Now go to page 147. Do the vocabulary exercises for 7.2.
- C PAIR WORK Answer the questions.
 - What do you usually click on when you're looking at social media (photos, memes, trending topics)?
 - What clickbait do you enjoy (animal videos, "Ten best" lists, celebrity gossip, personality quizzes, etc.)? What are some possible consequences of looking at clickbait?



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GRAMMAR: Reported questions

- Choose the correct words to complete the rules. Use the sentences in the grammar box to help you.
 - 1 To report a question, use / do not use a question mark at the end of the sentence.
 - 2 In a reported question, the subject comes before / after the verb. Use / Do not use the auxiliary do/does or did.
 - 3 To report a yes/no question or a question about specific preferences, use that / if.
 - 4 As with reported statements, verbs in reported questions change to the present / past.

Reported questions

Question

"Do you prefer to communicate by text or → We asked them if they preferred to face to face?"

"Who do you think it is appropriate to text?" → We asked them who they thought it was

Reported question

- communicate by text or face to face.
- appropriate to text.
- "How often do you post to social media?" \rightarrow We asked them how often they posted to social media.

Now go to page 136. Do the grammar exercise for 7.2.

PAIR WORK Think of some questions that you were asked recently. Report them and your answers to your partner. Check your accuracy.

A friend asked me if I wanted to go to the movies tonight. I said yes.

A guy asked me where the tourist information office was. I didn't know!

ACCURACY CHECK

When reporting questions, remember to use the word order of an affirmative sentence.

She asked what did I do? X She asked me what I did. ✓

SPEAKING

- PAIR WORK Look at the questions. Choose two or three to ask and answer.
 - Do you prefer to contact your coworkers by email, text message, or phone? Why? What about good friends or family?
 - Who do you text most frequently? How often do you see that person face to face?

Do you ever contact people via a social media message board? Why do you (or would you) use that kind of communication?

PAIR WORK Report the questions you were asked and the answers you gave to a different partner.

Maria asked me if I preferred to contact coworkers by email, text, or phone. I said that I liked to call people. It's much quicker.





7.3

AND I'M LIKE ...

LESSON OBJECTIVE

 recount conversations, news, and stories

1 FUNCTIONAL LANGUAGE

A 10 2.06 Look at the photos. What do you think the story behind them is? Read and listen to the conversations. Which conversation are the photos about? What do the stories have in common?

(1) 2.06 Audio script

- 1 A I heard that David missed Andrew's wedding because he lost his phone. Apparently, he had all the info in there!
 - B That's not what I heard. **Someone told me** that he "accidentally" overslept.
 - A What? Who told you that?
 - B Lauren. She asked him if he was upset about missing the wedding, and he was like, "Of course!" But she was like, "You don't look upset." Well, turns out, he was mad at Andrew and just didn't want to go.
- 2 A You'll never believe what happened to Marta! She was in a meeting at work, and what happened was, she fell asleep, right there in front of her boss!
 - **B** You're kidding!
 - A The funny thing was, she had been up all night preparing for that meeting!
 - **B** What did her boss do?
 - A At first he looked angry, but in the end, he laughed about it. Now it's a big joke around the office.
 - **B** Really? I'm not sure that's any better!



B Complete the chart with the **bold** expressions from the conversations.

Recounting a conversation or story					
I 1	that (David missed the wedding).				
Apparently,					
Someone ²	me that				
He was ³	, "(Of course.)"				
Well, turns out,					
You'll never 4	/ guess what happened to				
What ⁵	was,				
The funny / strange	⁶ was,				
In the ⁷	, (he laughed about it).				



C	C <a>2.07 Complete the conversation using expressions from the chart. L the conversation with a partner. Change some of the key information a	
	A Barbara didn't come to work yesterday. She said she was sick.	
	B What? I sat with her on the bus. She wasn't sick.	
	A I know! Well, 1, she had an interv	riew for another job.
	B I thought so! She was wearing a very nice suit, and I'm ² interview!" But she denied it.	
		vioused har called me to ask if she
	A The ³ was, the person who interv was a good employee! ⁴ , Barbara wrote <i>me</i> down as	s a reference.
	B Ha! I guess her secret isn't a secret anymore!	
2	2 REAL WORLD STRATEGY	
	GETTING BACK ON TRACK	
	Sometimes you get interrupted or go off the topic when you're telling a story	v. You can use these
	expressions to get back on track.	
A	As I was saying	
l	Where was I? Oh yeah,	
l	What was I saying?	
I	I lost my train of thought!	
Α	A 1) 2.08 Read the box about getting a conversation back on track. Then How does the listener interrupt? What does the speaker say to get then	
В		· ·
	Student B. Student B: Interrupt Student A's story two times. Student A: track. Switch roles and tell the other story.	Get the conversation back on
3	DPONLINGIATION FOCUS, Saving /s/ or /z/ at the and	of a word
3		or a word
Α		
	/s/ course /z/ was	
В	B 10 2.10 Listen. Write A for words with /s/. Write B for words with /z/.	
	1 boss 3 bus 5 office	
	2 as 4 turns 6 lose	
C	C PAIR WORK Say the words in exercise 3B to your partner. Does your pa	rtner say the /s/ and /z/
	sounds clearly?	•
4	4 SPEAKING	
Α	A Work in pairs. Student A: Go to page 157. Student B: Go to page 158	3. Read each story and
	act out a conversation for each one. Add details as you go.	
	You'll never guess what happened! Gabrielle won first prize I know! And	the funny thing is,
_		e voungest one!

7.4

THE EMOJI CODE

LESSON OBJECTIVE

 write an email in a formal and informal register

1 READING

A PAIR WORK Look at the pictures. In what contexts do you think the emoji and hashtag were used? In what situations do people generally use emojis, hashtags, and abbreviations (e.g. LOL)?





The #Paris might be to promote tourism.

B READ FOR MAIN IDEAS Read the article from a student website and take notes. What is Dr. Patel's main argument? What is Prof. Yilmaz's main argument?

Symbols reduce our thoughts to simple personal We all know that languages grow and change over time, new words are added to the opinions: #IhateMondays, 😭. Language, on the other dictionary, and old ones are removed. But what hand, expresses deeper thoughts and complex ideas. do we do with things like emojis and hashtags? "But most of our daily communication needs are They help us communicate, but are they simple," Dr. Patel pointed out, "so why not satisfy language? We asked two professors for them simply?" Prof. Yilmaz believes this "simplicity" their opinions. is actually laziness. On most smartphones, for example, Arundhati Patel, professor of linguistics, says yes. emoji menus come up automatically, so people take Emojis are language because when you send a the easy road. 😃 or a 😭, your message is immediately clear. Dr. Patel and Prof. Yilmaz agree on one thing: hashtags Modern communication symbols are like body are not language, they are politics. They unite people language – they help you express yourself. around ideas and attitudes. Daniel Yilmaz, professor of English, disagrees. So the debate continues. Do these modern # "There is a reason that the English language communication symbols belong in the dictionary has more than 100,000 words in common use," or not? Do we really have to decide? (2) he said. Real communication is complicated.

C IDENTIFY OPINIONS Read the article again and answer the questions.

- 1 Why does Dr. Patel think modern communication symbols are the same as language? What comparison does he make?
- 2 Why does Prof. Yilmaz claim emojis are not language? What does he think of emoji menus on smartphones?
- 3 What do the two professors agree on? What is their shared opinion?



THINK CRITICALLY PAIR WORK Do you think symbols help people communicate better? Why or why not? You can use your phone to find examples to support your opinion. For ideas, watch Alessandra's video.



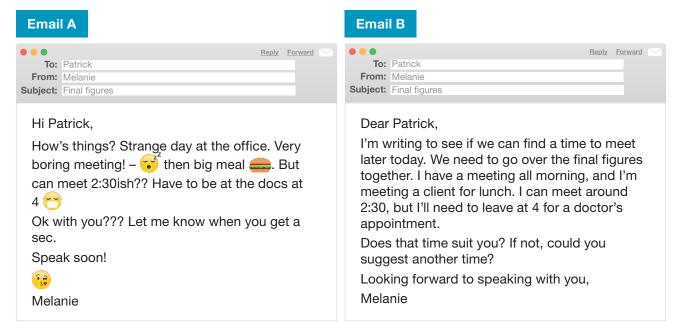
Do you agree with Alessandra?





2 WRITING

A Look at the two emails. In what context would you read each one? How do you know? What is the difference between them?



- B WRITING SKILL Identify the elements of informal register in email A and formal register in email B. How do the emojis change the register?
- C Find the formal equivalents in email B for these informal phrases in email A.

	Informal	Formal	
	Very boring meeting!	l have a meeting all morning.	
	OK with you???		
	Speak soon!		
D		other information that you could include in email appropriate. Which of them would be appropriat	
	a Gossip	d Scheduling meetings	
	b Your health	e Free time – weekend plans	
	c Changes at work	f Question about a work problem	



- Write two short emails one formal message to a coworker and one informal message to a friend. In both messages, update the person on what you have been doing at work or in your free time and include plans to meet. Be sure to use different registers in the two messages. Write a maximum of 100 words in each email.
- F PAIR WORK Read your emails. Identify different elements of formal and informal register. Are the appropriate words and phrases used in each message?















TIME TO SPEAKOnline Communication Survey

LESSON OBJECTIVE

create and conduct a communication survey







- A PREPARE Look at the pictures. How are these people using their smartphones? What are some other ways to use a smartphone? How many of the uses are related to communicating with someone?
- **DISCUSS** With a partner, read the survey about online communication and add some questions of your own. Then answer all of the questions and take notes on your answers.
 - 1 How many social media accounts do you have? What do you use each one for?
 - 2 How many text messages do you write every day? Who to?
 - 3 How many calls do you make every day? Who to?
 - 4 How do you keep up with the news? Which source do you use most? Why?

5

6

7

- PRESENT Report your results to the class and listen to the other results. Then, with your partner, draw conclusions about the full results of the survey.
- AGREE Share your conclusions with the class. Did everyone reach the same or similar conclusions? Discuss the points you disagree on.



To check your progress, go to page 155.

USEFUL PHRASES



PREPARE

To me, these images mean ... I think they represent ...



DISCUSS

I think we should ask about ... So, which social media sites ...? My favorite news source is ... because ...



PRESENT

The results of this survey clearly show ...
From this survey, we can conclude ...
The results don't give us enough information on ...