GAC006 Business, Science, Social Science and Psychology I: Communication Skills

GAC Study and Communication Skills · Vocabulary in context

Word	Example
role play /rəʊl pleɪ/	In the **role play**, you are the shop assistant.
group role play /gruːp rəʊl pleɪ/	In the **group role play**, each student has a different part.
logbook /ˈlɒgbʊk/	Keep a **logbook** of your lab work.
personality trait /ˌpɜːsəˈnælɪti treɪt/	Being shy is a **personality trait**.
self-awareness /self əˈweənəs/	**Self-awareness** means knowing your own feelings and strengths.
empathy /ˈempəθi/	**Empathy** is understanding how another person feels.
active listening /ˈæktɪv ˈlɪsənɪŋ/	**Active listening** means repeating back what the speaker said.
feedback /ˈfiːdbæk/	**Feedback** lets the system check the result and adjust.
culture /ˈkʌltʃə/	**Culture** is the shared way of life of a group.
in-class test /ɪn klæs test/	The **in-class test** is held during a normal lesson.
coursework /ˈkɔːsjuːɜːk/	The **coursework** counts towards your final grade.
introversion and extraversion /ˌɪntrəˈvɜːʃn ænd ˌekstrəˈvɜːʃn/	**Introversion and extraversion** describe whether people get energy from being alone or with others.

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values /ˈvæljuːz/	People's **values** are what they think is important.
non-verbal communication /nɒn ˈvɜːbl kəˌmjuːnɪˈkeɪʃn/	Smiles and eye contact are **non-verbal communication**.
open questions /ˈəʊpən ˈkwestʃnz/	**Open questions**, such as "Why?", need more than a yes or no answer. "Why?"
closed questions /kləʊzd ˈkwestʃnz/	**Closed questions** have yes or no answers.
assertiveness /əˈsɜːtɪvnəs/	**Assertiveness** means saying what you need clearly and politely.
passive /ˈpæsɪv/	Just rereading notes is **passive** learning.
aggressive /əˈgresɪv/	Shouting at people is **aggressive**.
forming /ˈfɔːmɪŋ/	In the **forming** stage, team members get to know each other.
storming /ˈstɔːmɪŋ/	In the **storming** stage, team members argue about roles.
norming /ˈnɔːmɪŋ/	In the **norming** stage, the team agrees how to work together.
performing /pəˈfɔːmɪŋ/	In the **performing** stage, the team works well towards its goal.
team roles /tiːm rəʊlz/	**Team roles** include the leader, the note-taker and the timekeeper.
leadership styles /ˈliːdəʃɪp staɪlz/	Different **leadership styles** suit different teams.

Word	Example
autocratic /ˌɔːtəʊˈkrætɪk/	An **autocratic** leader makes all the decisions alone.
democratic /ˌdeməˈkrætɪk/	A **democratic** leader involves staff in decisions.
laissez-faire /ˈleɪsez feə/	A **laissez-faire** leader lets skilled staff decide for themselves.
ground rules /graʊnd ruːlz/	The team agreed some **ground rules**, such as arriving on time.
conflict /ˈkɒnflɪkt/	There can be **conflict** between two aims, such as low inflation and low unemployment.
cultural diversity /ˈkʌltʃərəl daɪˈvɜːsɪti/	**Cultural diversity** means people from many backgrounds work together.
stereotype /ˈsterɪəʊtaɪp/	“All teenagers are lazy” is a **stereotype**. “ ”
directness /daɪˈrektnəs/	**Directness** varies by culture: some people say “no” plainly, others hint. “no”
adapting /əˈdæptɪŋ/	**Adapting** to a new school takes time.

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