

Savitskaya N.V.,  
Krukovskaya O.A.

# ENGLISH

FOR COMMUNICATION  
AND SOCIAL WORK

## STUDENT'S TEXTBOOK

FOR THE FACULTY OF  
SOCIAL COMMUNICATION

МИНИСТЕРСТВО ПРОСВЕЩЕНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
Федеральное государственное бюджетное образовательное учреждение высшего образования  
«МОСКОВСКИЙ ГОСУДАРСТВЕННЫЙ ПСИХОЛОГО-ПЕДАГОГИЧЕСКИЙ УНИВЕРСИТЕТ»

Savitskaya N.V., Krukovskaya O.A.

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FOR COMMUNICATION  
AND SOCIAL WORK  
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FOR THE FACULTY OF SOCIAL  
COMMUNICATION

Москва, 2025

**УДК 81.2 (Англ. яз)**

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Учебное пособие «Коммуникация и социальная работа» предназначено для студентов факультета «Социальная коммуникация» и соответствует по своему содержанию рабочей программе по дисциплине «Иностранный язык».

Учебное пособие направлено на формирование иноязычной коммуникативной компетенции в сфере профессионального общения.

Пособие состоит из 4 разделов: “Introduction to Communication”, “Social Communication”, “Social Work” and “Social Work Practice and Communication”. В каждом из разделов предлагаются задания по обучению английской общенаучной лексике, навыкам разговорной речи, различным видам чтения и основам учебного реферирования. В качестве учебного материала предлагаются аутентичные адаптированные тексты профессиональной направленности.

Пособие может быть использовано как для работы в группах, так и для самостоятельной подготовки студентов.

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## PREFACE

«English for Communication and Social Work» is a textbook written for students of the Department of Social Communication. It aims to help students develop their professional and communication skills.

This textbook is based on the English for Specific Purposes approach. This approach encourages students to use English as a tool to gain knowledge about their profession. It helps them become aware of the most widely used and up-to-date strategies and tactics in their field.

The textbook consists of four units covering the following topics: “Introduction to Communication”, “Social Communication”, “Social Work” and “Social Work Practice and Communication”. All topics correspond to the curriculum and training plans for this profile in accordance with the Federal State Educational Standard.

The units are mainly of the same structure that facilitates the process of teaching and learning and are supplied with lists of key vocabulary terms, basic and supplementary texts for reading and vocabulary exercises. The exercises are based on communicative activities that help students improve their speaking skills and achieve a high level of practical proficiency in a foreign language.

This textbook contains appendices: background information, verification tests, and recommendations for writing essays, annotations, and tips for preparing presentations.

*«Английский для коммуникации и социальной работы» — это учебное пособие, написанное для студентов факультета “Социальная коммуникация”. Оно призвано помочь студентам развить свои профессиональные и коммуникативные навыки. Данное учебное пособие основано на подходе «Английский для специальных целей». Такой подход позволяет студентам использовать английский язык как инструмент для получения знаний о своей профессии. Это помогает им ознакомиться с наиболее широко используемыми и современными стратегиями и тактиками в своей области.*

*Учебник состоит из 4 разделов, охватывающих следующие темы: «Введение в коммуникацию», «Социальная коммуникация», «Социальная работа» и «Практика социальной работы и коммуникация». Все темы соответствуют учебной программе и учебным планам по данному про-*

филю в соответствии с ФГОС. Разделы имеют одинаковую структуру, что облегчает процесс преподавания и обучения, и снабжены списками ключевых слов, основными и дополнительными текстами для чтения и лексическими упражнениями. Упражнения основаны на коммуникативных заданиях, которые помогают студентам улучшить навыки устной речи и достичь высокого уровня практического владения иностранным языком. В этом учебнике есть приложения: справочная информация, рекомендации по написанию эссе, аннотации, советы по подготовке презентаций.

# UNIT 1. Introduction to Communication

## Pre-reading activity

- **Before reading the text think over and answer the following questions:**
  1. Is it possible to communicate without speech, to your mind?
  2. Do you know anything about ancient origins of communication?
  3. Do you know anything from the history of communication?
- **Read and translate the quotations below and comment on it:**

“The most important thing in communication is hearing what isn’t said”  
(Peter Drucker).

## Text 1. The nature of Communication

### What is Communication?

**Communication is defined as the process of passing information and understanding from one person to another.**



Communication is as old as human civilization. Even before language developed, humans communicated with each other using sounds, signals, and gestures. It is communication that has transformed humanity into the most prosperous and rationally developed group on the planet.

The word communication is derived from the Latin word ‘communicare’ that means, “to make common to many, share”.

Although the term “communication” did not exist in ancient times as a professional activity, from a prehistoric perspective, it can be understood as an active regulator of social processes and relationships, as well as political and economic processes and relations in society.

The subject of communication has concerned scholars since ancient times. Much emphasis is paid on the old conventional method of establishing communication.

For example, the concept of communication in ancient Rome, as well as in Ancient Greece, did not refer to transfer, transmission, interaction or dialogue but to the fulfillment of specific social functions

The Ancient Greek scientists considered the art of a dialog from the viewpoint of dialectical discussion and sophistical argument.

The main areas where communication tools were used in Rome were civil law and politics.

Recent research on communication is based on the idea that communication is a process of exchange and transmission. However, there are different perspectives on what communication is.

Modern scientists abroad define communication as any process in which people share information, ideas, and emotions to create meaning, build relationships, and develop understanding. They believe that communication involves more than just spoken and written words; it also includes body language, personal style, and the environment we are in.

In Russian science, communication is often understood as real interaction with all forms of manifestation, mainly in the process of joint activity. It is seen as a product of this activity.

Communication is: 1) the activity or process of sharing or exchanging ideas, feelings, information, or experiences between two or more people; 2) an act or instance of transmission; 3) information communicated by certain means.

Therefore, there is no single definition of communication accepted by researchers. Psychologists, sociologists, physicians, philosophers, and communication experts define communication from a variety of perspectives.

However, the social importance of communication for society in general and for individuals in particular cannot be overstated.

(Adopted by [pumble.com/blog/history-of-communication/](https://pumble.com/blog/history-of-communication/)).

## Active Vocabulary

1. accept (v.) — принимать, признавать;
2. application — применение, использование;
3. concern (v.) — беспокоить;
4. consider (v.) — рассмотреть, считать;
5. communication (n.) — общение, коммуникация;
6. conventional (adj.) — традиционный, стандартный;
7. define (v.) — определять;
8. derive (v.) — происходить;
9. emphasis (n.) — особое внимание, значение;
10. exist (v.) — существовать;
11. fulfillment (n.) — выполнение;
12. humanity (n.) — человечество;
13. include v.) — включать;
14. individual (n.) — личность, индивид;
15. interaction (n.) — взаимодействие;
16. manifestation (n.) — проявление, демонстрация;
17. overstate (v.) — переоценивать;
18. perspective (n.) — точка зрения, перспектива;
19. physician (n.) — терапевт, доктор;
20. prosperous (adj.) — процветающий, благополучный;
21. researcher (n.) — исследователь, ученый;
22. transform (v.) — превратить, трансформировать;
23. variety (n.) — разнообразие.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

самый процветающий, происходит от латинского слова, социальные процессы и взаимоотношения, уделяется большое внимание, понятие коммуникации, выполнение определенных социальных функций, процесс обмена и передачи, все формы проявления, процесс совместной

деятельности, основаны на понятии коммуникации, с различных точек зрения, социальная значимость для общества.

## 2. Give Russian equivalents of the following:

the most prosperous, social processes and relationships, much emphasis is placed on, the concept of communication, the fulfillment of specific social functions, a process of exchange and transmission, all forms of manifestation, the process of joint activity, an act or instance of transmission, from a variety of perspectives, social importance for society.

## 3. Fit the meaning and the word:

1) interaction	a) special importance or significance
2) researcher	b) achieving desired results or goals
3) emphasis	c) communication or direct involvement with ...
4) individual	d) think carefully about something
5) prosperous	e) person who conducts scientific or academic studies
6) consider	f) have objective reality or being
7) exist	g) single human being as distinct from a group
8) define	h) state the meaning of a word or phrase

## Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

## 4. Match the words with the similar meaning from a) to b):

a) contact, mankind, successful, viewpoint, performance, demonstration, admit, investigator, specify, overvalue;

b) humanity, researcher, prosperous, define, overstate, manifestation, communication, fulfillment, perspective, accept.

## 5. Match the words with the opposite meaning from a) to b):

a) unsuccessful, unique, modern, exclude, refuse, unimportance, maintain, isolation, group, researcher;

b) ancient, include, prosperous, transform, conventional, ignoramus, accept, individual, emphasis, interaction.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. The word communication is derived from the Latin word 'communicare' that means, "to make common to many, share".
2. The term communication has existed since ancient times as a professional activity, from a prehistoric point of view,
3. The subject of communication has concerned scholars since modern times.
4. The Ancient Greek scientists considered the art of a dialog from the viewpoint of dialectical discussion and sophistical argument.
5. Recent trends in communication research are based on the notion of communication as a process of exchange and transmission.
6. Communication is not the activity or process of sharing or exchanging ideas, feelings, information, or experiences between two or more people.
7. There is a single definition of communication accepted by researchers.
8. Psychologists, sociologists, physicians, philosophers, and communication experts define communication from a variety of perspective.

**7. Fill in the gaps the following words from the box:**

symbols, speech (2), information, connection inventions, creation

Human communication was initiated with the origin of \_\_\_\_\_ approximately 100,000 BCE.[1] Symbols were developed about 30,000 years ago. The imperfection of \_\_\_\_\_ allowed easier dissemination of ideas and eventually resulted in the \_\_\_\_\_ of new forms of communication. All of those \_\_\_\_\_ were based on the key concept of the symbol.

The oldest known \_\_\_\_\_ created for communication were cave paintings, a form of rock art, dating to the Upper Paleolithic age. The oldest known cave painting is located within Chauvet Cave, dated to around 30,000 BCE.[2] These paintings contained increasing amounts of \_\_\_\_\_: people may have created the first calendar as far back as 15,000 years ago. The \_\_\_\_\_ between drawing and writing is further shown by linguistics: in Ancient Egypt and Ancient Greece.

**8. Write an appropriate answer for each question based on the text:**

1. How did humans communicate before the development of language? A. \_\_\_\_\_

2. What is the meaning of the Latin word “communicare”? B. \_\_\_\_\_

3. In what ways has communication acted as a regulator of social, political, and economic processes throughout history? C. \_\_\_\_\_

4. How was the concept of communication understood differently in ancient Rome and Ancient Greece? D. \_\_\_\_\_

5. What were the main applications of communication tools in ancient Rome? E. \_\_\_\_\_

6. How do modern communication researchers and theorists define communication? F. \_\_\_\_\_

7. What elements are included in the process of communication according to modern scientists? G. \_\_\_\_\_

8. How is communication understood differently in Russian science compared to other international perspectives? H. \_\_\_\_\_

9. Why is there no single definition of communication accepted by researchers? I. \_\_\_\_\_

10. What is the social importance of communication for society and individuals? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A.. The word communication is derived from the Latin word 'communicare' that means "to make common to many, share"                       |
| 2. _____ | B. The subject of communication has concerned scholars since ancient times   |
| 3. _____ | C. The Ancient Greek scientists considered the art of a dialog from the viewpoint of dialectical discussion and sophistical argument.    |
| 4. _____ | D. Some communication theorists and researchers view communication differently.  |
| 5. _____ | E. Psychologists, sociologists, physicians, philosophers, and communication experts define communication from a variety of perspectives. |

**10. Give a summary of your own about what communication is, using linking expressions:**

— *The question is ...*  
— *I've chosen ...*

— *I am interested ...*  
— *I'm keen on ...*  
— *The topic is very interesting ...*  
— *I know a lot about...*  
— *I want to ...*  
— *I like ...*

— *I want to start with ...*  
— *I would like to tell you about...*  
— *I want to draw your attention to ...*  
— *The problem of... is*

— *To finish up ...*  
— *In the end ...*  
— *To sum up ...*  
— *To sum everything up*  
— *In conclusion ...*  
— *So, in short ...*  
— *So, ...*  
— *All in all ...*

— *As you know ...*  
— *When speaking about ...*  
— *In connection with what has been said, I'd ...*  
— *Some more facts, ideas about ...*  
— *What I mean is ...*  
— *I'd like to give you some more details about ...*

**11. Prepare a report in the form of a presentation on one of the following topics, using the suggested key phrases:**

- The origin of communication;
- Scientists about communication

### **Key phrases**

#### ***Introduction***

— *My name's ... and I work for ... My talk is called ...*

*Outline what you are going to talk about...*

— *There are three main skills areas I want to talk about ...*

— *If you have any questions, I'll be very happy to answer them during the talk/ at the end of the session...*

**Main part**

- OK. To begin, let us look at ...
- Let's move on to the second ...
- As you can see on this transparency/  
flipchart/screen/board — There are  
(two) key areas in relation to ...
- I think that covers everything on ...

**Closing and dealing with questions**

- Let me sum up.
- Firstly ... secondly ... and last...
- In my view, ...
- That brings me to the end of my  
presentation. Are there any questions?
- I think that is a good place to stop.
- Thank you for listening.

**Answering the questions**

- That is a fair point...
- However, I think...
- That is not really my field. But I can  
put you in touch with someone who ...
- Well, I think that goes beyond the  
scope of today's presentation. Today —  
I wanted to concentrate on ..., not going  
into ...
- I am afraid we have run out of time...
- Sorry, I did not catch the question  
(the end of the question) — could you  
repeat your question...

## **Text 2. Definitions of Communication (for additional reading)**

Different authors define communication as follows:

### **Ordway Tead**

“Communication is a composite of (a) information given and received, (b) of a learning experience in which certain attitudes, knowledge and skills change,

carrying with them alternations of behavior, (c) of a listening effort by all involved, (d) of a sympathetic fresh examination of issues by communicator himself, (e) of a sensitive interaction of points of view leading to a higher level of shared understanding and common intention.”

**G.G. Brown.**

“Communication is transfer of information from one person to another, whether or not it elicits confidence. But the information transferred must be understandable to the receiver.”

**Louis A. Allen**

“Communication is the sum of all the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding.”

**Fred G. Meyer**

“Communication is the intercourse by words, letters or messages”.

**Keith Davis**

“Communication is the process of passing information and understanding from one person to another.”

Which of the quotes most reflects your understanding of what communication is?

### **Text 3. The Structure of communication**

Communication is generally a two-way process. It involves the sender, the message, and the receiver.

The communication process is a dynamic framework that describes how messages are transmitted between senders and receivers using different communication channels. Its goal is to ensure that the receiver correctly decodes the message and can provide a response easily and quickly.

There are five steps in the communication process: idea formation, encoding, channel selection, decoding and feedback.

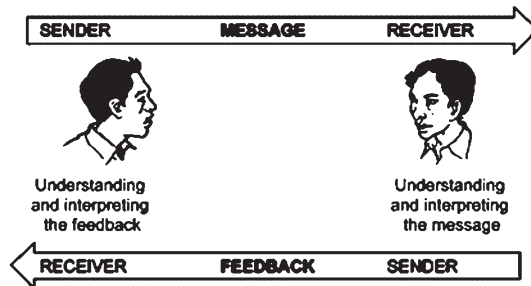
The sender or communicator creates the message and conveys it to the receiver. He is the source and initiator of communication. The person who initiates the communication process is referred to as the encoder. The process of communication begins with the sender who identifies the need to

communicate. Encoding takes place when the sender formulates his idea into a message to be transmitted to the receiver,

The sender forms ideas and encodes them into appropriate units (facts, figures and images), then sends them through the appropriate channel (email, phone or speech) to the receiver.

Messages are ideas, information, opinions, facts, feelings, etc. created by the sender and then intended for further communication. The receiver or decoder is the person who is the last in the chain and for whom the message was sent by the sender. Decoding is a process by which the receiver interprets the message and translates it into meaningful information. The receiver may be an individual or a group of individuals.

The receiver decodes the message, understands it and encodes feedback, then forwards it to the sender. The process of communication is cyclical, as it begins with the sender and ends with the sender in the form of feedback. Feedback is the response given by the receiver of the message to the sender of the message. Once the receiver confirms to the sender that he has received the message and understood it, the process of communication is complete.



Feedback can be immediate, later, and can be positive or negative. Feedback is the most important component of communication. Without feedback, the communication process is incomplete.

(Adopted by [Communication: Definitions, Functions, Importance, Principles \(getuplearn.com\)](http://getuplearn.com))

## Active Vocabulary

1. appropriate (adj.) — соответствующий;
2. channel (n.) — канал;
3. create (v.) — создавать;
4. cyclical (adj.) — циклический, цикличный;
5. decoding — расшифровка;
6. encoding — кодирование;
7. ensure (v.) — обеспечить;
8. feedback (n.) — обратная связь;
9. formation (n.) — формирование;
10. forward (v.) — направлять, пересылать;
11. framework (n.) — структура;
12. goal (n.) — цель;
13. image (n.) — образ;
14. initiator (n.) — инициатор;
15. meaningful (adj.) — значимый, осмысленный;
16. message (n.) — сообщение;
17. receiver (n.) — получатель;
18. response (n.) — ответ, (v.) — отвкчать;
18. sender (n.) — отправитель;
19. selection (n.) — выбор;
20. transmit (v.) — передавать.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

двусторонний процесс, динамичная структура, различные каналы связи между отправителями и получателями, предоставление ответа, создание сообщения, инициатор связи, соответствующий канал, значимая информация, пересылка отправителю.

**2. Give Russian equivalents of the following:**

two-way process, a dynamic framework, different communication channels, between senders and receivers, provide a response, create the message, initiator of communication, appropriate channel, meaningful information, forward to the sender.

**3. Fit the meaning and the word:**

1) encoding	a) person who gets something
2) decoding	b) information sent or communicated
3) feedback	c) essential structure of a system or concept
4) receiver	d) person or thing that sends something
5) message	e) the process by which the receiver tries to understand the meaning of a message
6) framework	f) information provided as a response to an activity
7) sender	g) the process of putting a message into a set of symbols
8) transmit	h) send or convey from one person or place to another

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

a) sender, message, receiver, framework, transmit, goal, response, channel, selection, appropriate;

b) transmitter, idea, recipient, structure, convey, purpose, reply, way, choice, suitable.

**5. Match the words with the opposite meaning from a) to b):**

a) create, meaningful, appropriate, decoding, receiver, goal, cyclical, negative, complete, individual;

b) destroy, meaningless, unsuitable, encoding, sender, aimlessness, countercyclical, positive, empty, group.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Communication is generally a one-way process.
2. The communication process has three steps: idea formation, channel selection and decoding.
3. The sender or communicator creates the message and conveys it to the receiver.
4. The person who initiates the communication process is referred to as the encoder.
5. Messages are ideas, information, opinions, facts, feelings, etc. created by the receiver.
6. Decoding is a process by which the receiver interprets the message and translates it into meaningless information.
7. The receiver decodes the message, understands it, encodes feedback and forwards it to the sender.
8. Feedback is the response given by the sender of the message to the receiver of the message.

**7. Fill in the gaps the following words from the box:**

Feedback (6), receiver (2), sender (2), message (2), encoding

Effective \_\_\_\_\_, both positive and negative, is very helpful. \_\_\_\_\_ is valuable information that will be used to make important decisions. After understanding the meaning of the message, the \_\_\_\_\_ provides feedback which he 'encodes' in the form of a response/reaction/reply to the \_\_\_\_\_. \_\_\_\_\_ plays an important part in the communication process, because it is desired and expected by both the sender and the receiver. The \_\_\_\_\_ wants to know whether and how his 'message' has been received, and the \_\_\_\_\_, either consciously or unconsciously, usually provides a sign indicating that he has received the \_\_\_\_\_. It should be noted that \_\_\_\_\_ may be positive or negative. Positive \_\_\_\_\_ indicates to the sender the fact that his message has been received, understood, and accepted; and that he can proceed to the next point. Negative \_\_\_\_\_ tells the sender that his message has not been properly understood. It, therefore, functions as a corrective, as it makes the \_\_\_\_\_ realize the defects or flaws in his manner of \_\_\_\_\_.

**8. Write an appropriate answer for each question based on the text:**

1. What are the three main components involved in the communication process according to the text? A. \_\_\_\_\_
2. What are the five steps involved in the communication process? B. \_\_\_\_\_
3. What is the goal of the communication process? C. \_\_\_\_\_
4. Who is referred to as the “encoder” in the communication process? D. \_\_\_\_\_
5. How does the process of encoding work, and what does it involve? E. \_\_\_\_\_
6. What types of units does the sender use to encode the message? F. \_\_\_\_\_
7. What is the role of the receiver or “decoder” in the communication process? G. \_\_\_\_\_
8. What is the significance of feedback in the communication process? H. \_\_\_\_\_
9. How can feedback vary, and what impact does it have on the communication process? I. \_\_\_\_\_
10. Why is feedback considered the most important component of the communication process? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. The communication process has five steps: idea formation, encoding, channel selection, decoding and feedback.
2. \_\_\_\_\_ B. The sender or communicator creates the message and conveys it to the receiver.

3. \_\_\_\_\_

C. The person who initiates the communication process is referred to as the encoder.

4. \_\_\_\_\_

D. Decoding is a process by which the receiver interprets the message and translates it into meaningful information.

5. \_\_\_\_\_

E. Feedback is the response given by the receiver of the message to the sender of the message.

**10. Give a summary of your own about the structure of communication, using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Communication is a two-way process;
- Steps in the communication process.

### **Text 4. Functions of communication (for additional reading)**



The basic functions of communication are to inform and persuade. Effective communication is essential for conveying information and convincing others of a particular viewpoint.

Communication allows individuals to exchange ideas, share knowledge, and express emotions. It plays a crucial role in building relationships, both

personal and professional. Through communication, we can gather information, clarify doubts, and seek opinions. It is a vital tool for collaboration problem solving, and decision-making.

Moreover, communication helps in understanding different cultures and fosters cultural diversity. Overall, communication serves as a bridge that connects individuals and enables effective interaction, leading to understanding and mutual growth.

Due to the essential nature of communication, researchers enumerated a greater number of its functions:

**Educational function:** To transfer knowledge to the progress of society (example: classroom communication);

**Information function :** To find and explain something new (example: News media);

**The function of Cultural promotion:** To help foster social values and pass them from generation to generation (example: Festivals, parties, and celebrations);

**Social function:** To help make enjoyable companionship (example: Friendship, clubs, organizations. etc.);

**Integration function:** To create harmonious relationships among various social groups (example: political parties, conferences, meetings. etc.);

**Stimulating function:** To create interest and develop positive thinking and behavior (example: advertisements);

**Counseling function:** To alleviate anxiety and lead to better ways (example: guidance, consolation, etc.);

Expression of emotions (example: crying, smiling, etc.);

**Entertainment function:** To help pass time and enjoy life (example: drama, song. etc.);

**Controlling function:** To get someone to behave appropriately (example: management, censorship, etc.).

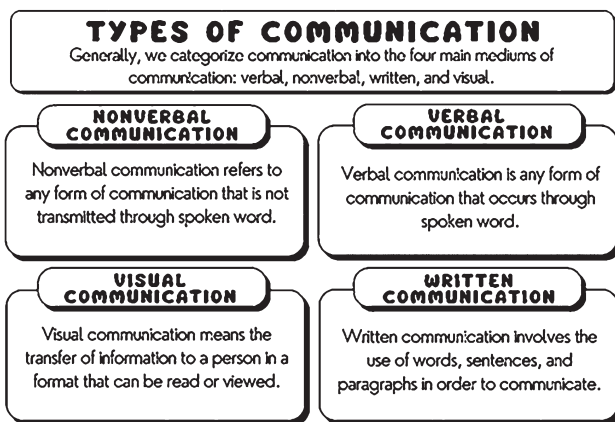
(Adopted by [transtle.com\language-and-communication/...](http://transtle.com/language-and-communication/...)).

### **Discuss the questions after reading:**

1. What are the primary functions of communication mentioned in the text?
2. How does communication contribute to building personal and professional relationships?

3. In what ways does communication assist in understanding and promoting cultural diversity?
4. Can you describe the educational function of communication and provide an example?
5. What role does communication play in the integration function among social groups?
6. How does the counseling function of communication help individuals?
7. What is the significance of the entertainment function in communication?
8. How does communication serve a controlling function according to the text?
9. Could you explain how communication can stimulate interest and positive thinking?
10. Why is effective communication considered essential for collaboration and decision-making?

## Text 5. Types of Communication



Communication can be divided into many different categories or “types.” In general, we classify it according to four main means of communication: verbal, non-verbal, written and visual.

## Verbal Communication

Verbal communication is the most common type of communication. It involves speaking words to exchange information. Verbal messaging is effective because it allows people to share their thoughts and feelings directly.



Verbal communication is the use of words to convey messages between individuals or groups. This is an essential skill for effective communication in personal and professional settings. Verbal communication includes both speaking and listening, as it requires the active participation of both the sender and receiver of the message.

Verbal communication relies on many different factors such as words, vocabulary, tone and intonation. It is an essential part of human interaction and plays an essential role in personal, professional and social environments.

### Forms of Verbal Communication

Verbal communication includes a variety of forms that facilitate the exchange of information, ideas, and messages. Here are some common forms of verbal communication:

**Conversation:** Conversation is an informal form of verbal communication that can take place in a variety of settings, such as social gatherings, meetings, or casual interactions.

**Interview:** An interview is a structured form of verbal communication involving a conversation between two or more people, often used for recruitment, media coverage, or research purposes.

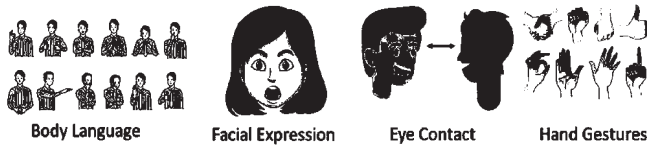
**Phone calls:** Verbal communication is done through phone calls, allowing individuals to converse and exchange information remotely.

**Broadcasting and Media:** Verbal communication is common in broadcasting and media, including radio, television, podcasts, and interviews, where individuals communicate with large audiences.

**Social interaction:** Verbal communication is the foundation of social interaction, from informal conversations with friends and family to discussions at corporate events.

### Nonverbal Communication

Nonverbal communication refers to any form of communication that is not conveyed through words. It can include body language, facial expressions, gestures, posture, passive communication strategies movement and even what you wear (which can send signals about your cleanliness, social class, etc.). Nonverbal communication is often used in conjunction with verbal communication, allowing individuals to better convey their messages.



Examples:

**Facial expressions:** smiling, frowning, raising eyebrows, frowning, rolling eyes, etc.

**Gestures:** hand gestures, nodding, shrugging, pointing, etc.

**Posture:** standing straight, slouching, leaning forward or back, arms crossed, etc.

**Eye contact:** eye contact, avoiding eye contact, staring, glancing, etc.

**Touch:** shake hands, hug, pat on the back, etc.

### Visual Communication



Visual communication refers to the transmission of information to a person in a format that can be read or viewed. These formats include physical objects and models, graphs, maps, tables, photos, videos, drawings and diagrams.



Examples:

**Info graphics** present complex information, data, or knowledge in a visually appealing, easy-to-understand format using tables, graphs, and illustrations.

**Slide presentation** convey meaningful information, ideas, or concepts through a combination of text, images, and design elements in presentation format, typically in meetings or conference.

**Graphs and Tables** visualize data, trends, or comparisons through various graphical representations such as bar charts, pie charts, line charts, and flow charts.

**Video and Animation** use moving images, graphics, and visual storytelling techniques to convey a message or concept in an engaging and informative way.

**Graphic design** and branding employ design elements such as logos, color schemes and typography to create a visual identity for a product, business or organization, can be most applicable shop on many different media and platforms.

Visual communication is a powerful tool for individuals to express their ideas and concepts effectively and efficiently. Through visual elements and visual aids such as data visualization, presentations, and graphic design, complex topics can be presented in a more understandable form.

Visual communication is used in advertising, public relations, and design to help people understand information quickly and accurately.

## Written Communication

Written communication is the exchange of information, ideas and messages through written forms such as emails, letters, memos and reports. Written communication includes the use of words, sentences and paragraphs

encoded in text to communicate. Written communication is intended to be understood by the recipient.



### Examples:

**Email and letters** exchange of information, ideas or requests through messages written in a formal or informal tone, sent electronically or via postal service.

**Newspaper Reports** and documents synthesize research, analysis, or project updates in structured text to inform, persuade, or make recommendations to an audience.

**Blog posts** share knowledge, opinions, or experiences on a specific topic through written content posted on websites, newspapers, or magazines.

**Books and e-books** convey stories, ideas, or educational content in a longer written document format, delivered in print or digital form for readers to use and interact with.

**Academic writing** is used to present facts and evidence in the form of essays, research papers and other publications. Academic writing is commonly used in higher education and research.

Good written communication is essential in almost every aspect of life, whether one is writing a professional or personal email, an essay, or a blog post.

(Adopted by <https://helpfulprofessor.com/types-of-communication/>).

### Active Vocabulary

1. aid (n.) — помощь, (v.) — помогать;
2. audience (n.) — аудитория;
3. common (adj.) — общий, обычный;
4. convey (v.) — передавать;

5. divide (v.) — разделять;
6. environment (n.) — окружающая среда;
7. essential (adj.) — важный;
8. exchange (n.) — обмен, (v.) — менять;
9. gesture (n.) — жест;
10. intend (v.) — намереваться;
11. involve (v.) — включать;
12. mean (n.) — средство, (v.) — означать;
13. non-verbal (adj.) — несловесный;
14. persuade (v.) — убеждать;
15. posture (n.) — поза;
16. recipient (n.) — получатель;
17. refer (v.) — относиться, ссылаться;
18. synthesize (v.) — обобщать;
19. variety (n.) — разнообразие;
20. verbal (adj.) — словесный;
21. visual (adj.) — визуальный;
22. written (adj.) — письменный.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

вербальная коммуникация, профессиональная среда, активное участие, различные факторы, взаимодействие людей, социальная среда, разнообразие форм, работа с большой аудиторией, основа социального взаимодействия, стратегии движения, мимика, наглядные пособия.

#### 2. Give Russian equivalents of the following:

verbal messaging, professional settings, active participation, different factors, human interaction, social environments, a variety of forms, with large audiences, the foundation of social interaction, strategies movement, facial expressions, visual aids.

**3. Fit the meaning and the word:**

1) verbal	a) collection of different things or types
2) visual	b) spoken rather than written
3) written	c) absolutely necessary or extremely important
4) essential	d) group of people gathered to watch or listen to something
5) variety	e) done by means of sight
6) audience	f) assistance or support in times of need
7) environment	g) set down in writing
8) aid	h) surroundings or conditions

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

a) divide, common, convey, essential, exchange, recipient, synthesize, persuade, aid;

b) separate, crucial, interaction, widespread, receiver, integrate, influence, facilitate, transmit.

**5. Match the words with the opposite meaning from a) to b):**

a) verbal, divide, written, visual, involve, convey, variety, refer, intend, recipient;

b) sender, ignore, uniformity, neglect, conceal, exclude, spoken, auditory, unite, non-verbal.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Verbal messaging is effective because it allows people to share their thoughts and feelings directly.

2. Verbal communication relies on many different factors such as words, vocabulary, tone and intonation.
3. Verbal communication includes two forms that facilitate the exchange of information, ideas, and messages.
4. Nonverbal communication refers to any form of communication that is conveyed through words.
5. Visual communication refers to the transmission of information to a person in a format that can be read or viewed.
6. Visual communication is used in advertising, public relations, and design.
7. Written communication is the exchange of information, ideas and messages through spoken words.
8. Written communication includes the use of words, sentences and paragraphs encoded in text to communicate.

**7. Fill in the gaps the following words from the box:**

non-verbal (6), messages (2), transfer, include, receiver, sender
---

Communication is the \_\_\_\_\_ of information from one person to another. Most of us spend about 75 percent of our waking hours communicating our knowledge, thoughts, and ideas to others. However, most of us fail to realize that a great deal of our communication is of a \_\_\_\_\_ form as opposed to the oral and written forms. \_\_\_\_\_ communication includes facial expressions, eye contact, tone of voice, body posture and motions, and positioning within groups. It may also \_\_\_\_\_ the way we wear our clothes or the silence we keep. In person-to-person communications our \_\_\_\_\_ are sent on two levels simultaneously. If the \_\_\_\_\_ cues and the spoken message are incongruous, the flow of communication is hindered. Right or wrong, the \_\_\_\_\_ of the communication tends to base the intentions of the \_\_\_\_\_ on the non-verbal cues he receives. \_\_\_\_\_ communication is indirect, without words or without verbal \_\_\_\_\_. \_\_\_\_\_ communication constitutes 45% of the impact of message in oral communication. The major elements of \_\_\_\_\_ communication can be divided into body language (Kinesics), vocal tone, space & proxemics, dress etc.

**8. Write an appropriate answer for each question based on the text:**

1. What are the four main types of communication mentioned in the text? A. \_\_\_\_\_

2. Why is verbal communication considered effective for exchanging information? B. \_\_\_\_\_

3. How does verbal communication differ from nonverbal communication? C. \_\_\_\_\_

4. What role do tone and intonation play in verbal communication? D. \_\_\_\_\_

5. Can you list and explain two forms of verbal communication described in the text? E. \_\_\_\_\_

6. How does nonverbal communication complement verbal communication? F. \_\_\_\_\_

7. What are some examples of nonverbal communication provided in the text? G. \_\_\_\_\_

8. What are the benefits of using visual communication? H. \_\_\_\_\_

9. How is written communication defined in the text, and what are some examples? I. \_\_\_\_\_

10. Why is good written communication important in different aspects of life? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |   |
|----------|---|
| 1. _____ | A. Verbal messaging is effective because it allows people to share their thoughts and feelings directly.                    |
| 2. _____ | B. Verbal communication relies on many different factors such as words, vocabulary, tone and intonation.                    |
| 3. _____ | C. Nonverbal communication refers to any form of communication that is not conveyed through words.                          |
| 4. _____ | D. Visual communication is a powerful tool for individuals to express their ideas and concepts effectively and efficiently. |
| 5. _____ | E. Written communication includes the use of words, sentences and paragraphs encoded in text to communicate.                |

**10. Give a summary of your own about different types of communication, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Work in pairs. Discuss what type of communication is more important and preferred in modern world, to your mind. Reason your opinion. Use the expressions below:**

Asking someone's opinion:	Expressing an opinion:
1) What do you think of...?	1) In my opinion, this one would be better.
2) What do you think about...?	2) To my mind, this one is better.
3) How do you feel (about ...)?	3) If you ask me, this one is better.
4) What do you reckon (about...)?	4) To my way of thinking, this one is fine.
5) What is your opinion of...?	5) In my view, this one is best.
6) (What do think about) that?	6) Know what I think. That one is best.
7) What are your views on...?	7) I would say that one's better.
8) Where do you stand (on ...)?	8) What I think is that one's better.
9) What would you say to... / if we...?	9) For me, that one is better.
10) Are you aware of...?	10) I tell you what I think, that one's best!

Expressing agreement	Expressing disagreement:
<ul style="list-style-type: none"> <li>• I agree with you 100 percent.</li> <li>• I could not agree with you more.</li> <li>• That is so true.</li> <li>• That is for sure.</li> <li>• (slang) Tell me about it!</li> <li>• You are right.</li> <li>• Absolutely.</li> <li>• That is exactly how I feel.</li> <li>• Exactly.</li> <li>• I have to side with you on this one.</li> <li>• No doubt about it.</li> <li>• I suppose so/I guess so.</li> <li>• You have a point there.</li> <li>• I was just going to say that.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not think so.</li> <li>• (strong) No way.</li> <li>• I am afraid I disagree.</li> <li>• (strong) I totally disagree.</li> <li>• I beg to differ.</li> <li>• (strong) I would say the exact opposite.</li> <li>• Not necessarily.</li> <li>• That is not always true.</li> <li>• That is not always the case.</li> <li>• No, I am not so sure about that.</li> <li>• I can't accept it</li> <li>• I do not think I agree with you.</li> </ul>

**12. Prepare a report in the form of a presentation on one of the following topics, using the suggested key phrases: (See the Appendices: 5. Making a Presentation).**

- Verbal Communication;
- Nonverbal Communication;
- Visual communication;
- Written communication.

**13. \*\* Write your essay: “The type of communication I prefer” (120–150 words) using the linking expressions:**

*List of useful expressions to write an essay*

**Introduction**

- To begin with...
- Firstly, secondly... — finally...

**Enumerating arguments**

- In addition to/additionally...
- Besides/moreover/furthermore...

**Weighing up arguments**

-on the one hand...

— To consider the advantages and disadvantages...

— In fact/actually/as a matter of fact...

**Comparisons**

— compared to/in...

— Comparison with...

— as well as...

**Referring to**

— with reference to...

— according to...

**Giving examples**

For example/for instance...

**Giving reasons**

— because...

— as/since...

— The reason for this...

**Restrictions**

— However/though...

— Nevertheless...

— Although /though/even though...

— In spite of/despite...

**Emphasizing**

I would like to point out that...

Giving examples...

For example/for instance...

**Generalizing**

— in general/generally speaking...

— as a rule...

— in most/many cases...

**Consequences**

— Therefore...

— Consequently/as a result...

***Personal point of view***

- *I think that...*
- *in my opinion/to my mind...*

***Disagreeing***

- *I partly disagree with...*
- *I do not entirely agree with...*

***Making exceptions***

- *except...*

***Drawing conclusions***

- *In conclusion/to conclude...*

***Agreeing***

- *I absolutely agree with...*
- *I would like to support this view...*

***Summarizing***

- *To summarize we can say...*

## Text 6. Formal and Informal communication



Effective communication is a crucial aspect of any organization's success. It enables individuals to exchange information, ideas, and opinions. There are two primary forms of communication: formal and informal.

**Formal communication** is communication that follows a certain order with rules. This type of communication tends to occur in educational and professional settings. Formal communication is usually written. This is

not the type of communication that is used in personal discussions. Emails and printed documents are methods of formal communication. Examples of formal communication include official memos, reports, emails, newsletters, and scheduled meetings.

**Informal communication** refers to the spontaneous and unofficial exchange of information, ideas, and opinions. It occurs between individuals within the organization without following any pre-defined channels or structure. It is more flexible and adaptable to the preferences and needs of the individuals involved.

In the workplace, this type of communication is used when work related issues are not discussed directly. This type of communication is important for team building and improving the work environment. It often takes place during breaks, social events, informal gatherings, or even through casual conversations.

Formal communication is typically more structured and professional, while informal communication is more relaxed and personal.

The main differences between formal and informal communication are their purpose, structure, and style.

Here are the main differences between the two:

**Purpose:** Formal communication is designed for the formal, structured exchange of information within an organization or professional setting, while informal communication is casual, spontaneous, flexible and motivated by social connections and relationships.

**Structure:** Formal communication follows predetermined channels and protocols, following a chain of command, while informal communication has no predefined channels or protocols and can move freely in any direction.

**Style:** Formal communication is written or documented, uses professional language and tone, and focuses on goals and tasks.

In contrast, informal communication is primarily oral or non-verbal, relying on everyday language and colloquial expressions and focusing more on social connection and the sharing of personal experiences.

**Reliability:** Formal communication is more trustworthy because there are papers and documents to support the information exchanged. On the other hand, informal communication is less reliable and may lack supporting documentation.

**Speed:** Formal communication takes time due to bureaucratic processes, while informal communication is rapid and quick.

**Secrecy:** Formal communication maintains a high level of confidentiality, whereas secrecy is not guaranteed in informal communication.

In summary, formal communication is characterized by its formal and structured nature, while informal communication is casual, spontaneous, flexible and motivated by social relationships. Both types of communication are necessary for effective cooperation and collaboration in organizations and personal interactions.

(Adopted by <https://redbcm.com> › formal-...).

### Active Vocabulary

1. adaptable (adj.) — адаптируемый;
2. bureaucratic(adj.) — бюрократический;
3. casual (adj.) — обычный;
4. channel (n.) — канал;
5. collaboration — сотрудничество;
6. colloquial (adj.) — разговорный;
7. connection (n.) — связь;
8. conversation (n.) — разговор;
9. crucial(adj.) — важнейший;
10. directly (adv.) — напрямую;
11. focus (v.) — сосредоточиться. (n.) сосредоточенность;
12. formal (adj.) — формальный;
13. flexible (adj.) — гибкий;
14. informal(adj.) — неформальный;
15. issue (n.) — суть, вопрос;
16. maintain (v.) — поддерживать;
17. official (adj.) — официальный;
18. personal (adj.) — личный;
19. professional (adj.) — профессиональный;
20. secrecy (n.) — конфиденциальность, секретность;
21. spontaneous (adj.) — спонтанный;
22. structure (n.) — структура.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

важнейший аспект, профессиональная среда, спонтанное и неофициальное общение, заранее определённые каналы, связанные с этим вопросы, сплочение коллектива, сосредоточенность на целях, разговорные выражения, личный опыт, уровень конфиденциальности.

#### 2. Give Russian equivalents of the following:

crucial aspect, professional settings, spontaneous and unofficial exchange, pre-defined channels, related issues, team building, focus on goals, colloquial expressions, personal experiences, level of confidentiality.

#### 3. Fit the meaning and the word:

1) formal	a) medium through which information is transmitted
2) informal	b) exchange of ideas and thoughts between two or more people
3) personal	c) complex system considered from the point of view
4) professional	d) subject or problem under discussion or consideration
5) channel	e) relating to a specific individual
6) structure	f) official and serious in nature
7) issue	g) related to a job that requires special education or training
8) conversation	h) relaxed and friendly in tone or style

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

a) structure, crucial, collaboration, connection, bureaucratic, focus, maintain, official;

b) framework, concentration, preserve, administrative, cooperation, link, essential, authorized.

**5. Match the words with the opposite meaning from a) to b):**

- a) formal, connection, structure, spontaneous, official, professional, maintain, channel;  
b) informal, amateur, planned, chaos, neglect, unofficial, barrier, disconnection.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I do not think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Formal communication is communication that follows a certain order with rules.
2. Formal communication is spontaneous and unofficial exchange of information.
3. Informal communication takes place during breaks, social events, informal gatherings, or even through casual conversations.
4. The main differences between formal and informal communication are their purpose, structure, and style.
5. Informal communication is written or documented, uses professional language and tone, and focuses on goals and tasks.
6. Formal communication is primarily oral or non-verbal.
7. Formal communication maintains a high level of confidentiality.
8. Both types of communication are not necessary for effective cooperation and collaboration in organizations and personal interactions.

**7. Fill in the gaps the following words from the box:**

formal (5), official (2), informal (2), casual, spontaneous, non-professional
---

\_\_\_\_\_ communication refers to the structured and \_\_\_\_\_ channels through which information is exchanged within an organization or institution follows established protocols and hierarchies, often involving documentation. Examples include \_\_\_\_\_ memos, reports, and \_\_\_\_\_ meetings. \_\_\_\_\_ communication ensures clarity and consistency in conveying important information within a professional setting.

In contrast, \_\_\_\_\_ communication is more \_\_\_\_\_ and unstructured. It takes place outside \_\_\_\_\_ channels and often involves \_\_\_\_\_ conversations, gossip, or interactions in \_\_\_\_\_ settings. While \_\_\_\_\_ communication can foster companionship and a sense of community, it may lack the precision and responsibility associated with \_\_\_\_\_ channels.

**8. Write an appropriate answer for each question based on the text:**

1. What are the primary settings where formal communication is used? A. \_\_\_\_\_
2. What are the methods of formal communication mentioned in the text? B. \_\_\_\_\_
3. How does informal communication support team building and improve the work environment in an organization? C. \_\_\_\_\_
4. What are the main differences in structure between formal and informal communication? D. \_\_\_\_\_
5. Why is formal communication considered more reliable than informal communication? E. \_\_\_\_\_
6. How do the purposes of formal and informal communication differ from one another? F. \_\_\_\_\_
7. What ways can informal communication benefit social connections within the workplace? G. \_\_\_\_\_
8. What are some of the challenges associated with informal communication in terms of reliability and secrecy? H. \_\_\_\_\_
9. How does the speed of communication differ between formal and informal communication? I. \_\_\_\_\_

10. Why are both formal and informal communication necessary for effective cooperation and collaboration in organizations?

J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_

A. Effective communication is a crucial aspect of any organization's success.

2. \_\_\_\_\_

B. There are two primary forms of communication: formal and informal.

3. \_\_\_\_\_

C. Informal communication refers to the spontaneous and unofficial exchange of information.

4. \_\_\_\_\_

D. Formal communication maintains a high level of confidentiality.

5. \_\_\_\_\_

E. Both types of communication are necessary for effective cooperation and collaboration.

**10. Give a summary of your own about the differences between Formal and Informal communication, using linking expressions (See the Appendices: 1. Making a Summary).**

**11. Work in pairs. Make up a dialogue between two students who are discussing the difference between Formal and Informal communication using the expressions: (See the Appendices: 4. Making up a dialogue).**

**12. Prepare a report in the form of a presentation on one of the following topics, using the following key phrases (See the Appendices: 5. Making a Presentation).**

- Formal communication;
- Informal communication.

## Text 7. Factors Affecting Communication



In today's fast-paced and connected world, effective communication is essential. Whether in personal relationships, professional settings, or broader social contexts, communication serves as the foundation for understanding, collaboration, and growth.

However, many different factors play a central role in the way we communicate, influencing how messages are transmitted, received and interpreted. Understanding these factors is crucial for enhancing our ability to communicate clearly and bridge potential gaps. The main elements of these factors are:

**Context and environment.** The context and environment in which communication takes place exert a significant influence on its outcome. Factors such as location, physical context, and background noise can enhance or prevent message delivery.

**Language Barriers:** Overcoming Language Challenges

Language barriers can interfere effective communication, especially in cross-cultural contexts. Translation tools and language learning efforts can help bridge these gaps, promoting understanding and collaboration.

**Cultural diversity:** Navigating the differences in communication styles. Cultural diversity enriches our global society, but it also creates variations in communication styles. Different cultures value various modes of expression, body language, and even silence.

**Body language and nonverbal cues.** Communication goes beyond words, with nonverbal cues often more powerful than spoken words. Facial expressions, gestures, posture, and eyes convey emotions and intentions. Recognizing and interpreting these signals will improve your ability to grasp the underlying messages of the conversation.

**Emotional state:** emotions behind words. Our emotional state significantly affects how we communicate. Conversely, stress or anger can lead to tears or misinterpreted responses. Being aware of our own emotions and those of others allows us to adjust our communication style to promote positive interactions.

**Listening skills:** the art of positive interaction. Effective communication is a two-way street and listening is as important as speaking. Active listening involves focusing on the speaker, asking clarifying questions, and giving appropriate answers. This shows genuine respect and concern, promoting productive and respectful dialogue.

**Gender and Communication:** Exploring Gender style

Research shows that gender can influence communication style.

Men and women may exhibit different preferences when it comes to openness, emotional expression, and engagement. Recognizing these patterns can lead to more communication that is effective between genders.

**Generational Differences:** Bridging the Gap

Different generations may exhibit different communication preferences, influenced by their upbringing and exposure to technology. Understanding these differences can promote understanding and cooperation between generations.

**Physical Barriers:** Overcoming Accessibility Challenges

Physical disabilities can cause communication challenges. It is essential to ensure access through assistive technologies and inclusive practices that foster equal participation for all.

**Technological advances:** Shaping new communication channels.

The digital age has revolutionized communications, introducing a wide range of technology tools and platforms.

From instant messaging to video calling, technology has allowed us to connect across distances. However, the virtual nature of these interactions can sometimes lead to misinterpretation due to the lack of nonverbal cues.

(Adopted by [speechy.com/2023/08/28/factors-affecting-...](https://speechy.com/2023/08/28/factors-affecting-...)).

## Active vocabulary

1. accessibility (n.) — доступность;
2. background (n.) — фон;
3. bridge (v.) — соединять;
4. challenge (n.) — вызов, задача;
5. collaboration (n.) — сотрудничество;
6. cross-cultural (adj.) — межкультурный;
7. enhance (v.) — улучшать;
8. context (n.) — контекст;
9. diversity (n.) — разнообразие;
10. enrich (v.) — обогащать;
11. foster (v.) — способствовать, поощрять;
12. gap (n.) — разрыв;
13. generation (n.) — поколение;
14. genuine (adj.) — подлинный;
15. gender (n.) — пол. гендер;
16. interfere (v.) — вмешиваться;
17. lack (n.) — отсутствие, (v.) — иметь недостаток;
18. misinterpretation (n.) — неверное понимание, непонимание;
19. overcome (v.) — преодолевать;
20. promote (v.) — продвигать;
21. participation (n.) — участие;
22. revolutionize (v.) — менять, переворачивать;
23. shape (n.) — форма, формирование.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

служить основой, устранять потенциальные пробелы, оказывать значительное влияние, препятствовать эффективному общению, межкультурный контекст, стили общения, способствовать позитивному взаимодействию, вызывать проблемы в общении, в эпоху цифровых технологий, при отсутствии невербальных сигналов.

**2. Give Russian equivalents of the following:**

serve as the foundation, bridge potential gaps, exert a significant influence, interfere effective communication, cross-cultural contexts, communication styles, promote positive interaction, cause communication challenges, digital age, lack of nonverbal cues.

**3. Fit the meaning and the word:**

1) collaboration	a) variety of different elements or qualities
2) enhance	b) succeed in dealing with a problem or difficulty
3) overcome	c) get involved without invitation or necessity
4) challenge	d) state of not having something needed
5) diversity	e) all people born around the same time
6) generation	f) act of working together to achieve a goal
7) interfere	g) make better or more attractive
8) lack	h) task or situation that tests someone's abilities

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

a) enhance, genuine, generation, participation, promote, cross-cultural, variety, bridge (v.), lack;

b) improve, diversity, deficiency, multicultural, connect, advance, real, age group, engagement.

**5. Match the words with the opposite meaning from a) to b):**

a) challenge, diversity, interfere, bridge (v.), foster (v.), shape (v.), comprehension, enrich ;

b) solution, assist, divide, misinterpretation, deform, diminish, neglect, uniformity.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. In today's fast-paced and connected world, effective communication is essential.
2. The context and environment in which communication takes place exert a significant influence on its outcome.
3. Language barriers can't interfere effective communication, especially in cross-cultural contexts.
4. Different cultures value different modes of expression, body language, and even silence.
5. Our emotional state significantly affects how we communicate.
6. Active listening involves focusing on the speaker, asking clarifying questions, and giving appropriate answers.
7. Physical disabilities can't cause communication challenges.
8. The digital age has revolutionized communications, introducing a wide range of technology tools and platform.

**7. Fill in the gaps the following words from the box:**

languages, affect (2), interact, messages, lead, norms, nonverbal
---

Culture is a significant factor that can \_\_\_\_\_ communication, particularly in situations where individuals from different cultural backgrounds \_\_\_\_\_ with each other. Culture can \_\_\_\_\_ communication in several ways. Different cultures may have different \_\_\_\_\_ or dialects, which can \_\_\_\_\_ to difficulties in understanding and interpreting \_\_\_\_\_ accurately. Different cultures may have different \_\_\_\_\_ and expectations regarding \_\_\_\_\_ communication, such as gestures, facial expressions, and body language.

**8. Write an appropriate answer for each question based on the text:**

1. How does the context and environment influence the outcome of communication?  
A. \_\_\_\_\_

2. What strategies can be employed to overcome language barriers in cross-cultural communication? B. \_\_\_\_\_
3. Why is understanding cultural diversity important for effective communication? C. \_\_\_\_\_
4. What ways can body language and nonverbal cues impact communication? D. \_\_\_\_\_
5. How can one's emotional state affect their communication style and response? E. \_\_\_\_\_
6. What are some techniques of active listening that contribute to effective communication? F. \_\_\_\_\_
7. How can recognizing gender differences in communication styles lead to interactions that are more effective? G. \_\_\_\_\_
8. What role do generational differences play in communication preferences? H. \_\_\_\_\_
9. What types of physical barriers can affect communication? I. \_\_\_\_\_
10. How have technological advances shaped new communication channels? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Language barriers can interfere effective communication, especially in cross-cultural contexts.
2. \_\_\_\_\_ B. Different cultures value various modes of expression, body language, and even silence.

3. \_\_\_\_\_ C. Facial expressions, gestures, posture, and eyes convey emotions and intentions.
4. \_\_\_\_\_ D. Research shows that gender can influence communication style.
5. \_\_\_\_\_ E. Physical disabilities can cause communication challenges.

**10. Give a summary of your own about Factors Affecting Communication using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Language Barriers;
- Generational differences in communication;
- Cultural differences in communication.

## **Text 8. The History of Communication (for additional reading)**

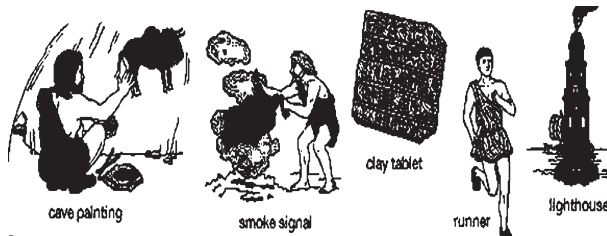
Humans have been communicating with each other in various forms since the dawn of time. However, to understand the history of communication, we only need to look back to written texts from ancient Mesopotamia. While today we start every sentence with a letter, back then people started with pictures.

### **Ancient communication**

Ancient people had to be creative in their communication and make sure that everyone understood them. When speech appeared around 500,000 years ago, communication changed a lot, but the system was not perfect and needed some help.

Even though verbal communication has been used since ancient times, people still use symbols and images to represent information. The first known form of this is cave painting. These images often depict scenes of hunting wild animals or drawings of human hands.

Ancient people's communication became more complex as cave paintings evolved into hieroglyphs. Hieroglyphs are pictures that represent a place or a simple object. Later, pictograms were created and used to convey concepts.

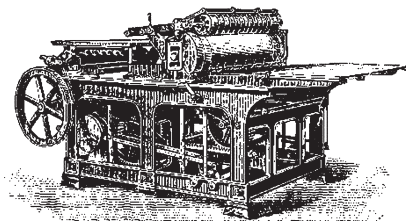


The communication that developed during this period went from simple drawings of people and animals to a visual language that could express entire ideas with just one symbol.

### 15th and 16th century communication

Communication experienced new developments between antiquity and the 15th century. For the most part, communication before the 15th century consisted of verbal communication and limited written communication. People talk to each other and write handwritten notes to an individual or group.

Everything changed after the invention of printing. The Bi Sheng and Wang Chen dynasties of China invented the first printing press in the 1300s, eliminating the need to handwrite all paper messages. About 150 years later, the German Johannes Gutenberg designed a modernized version of the printing press capable of mass-producing printed documents. Gutenberg's version of the printing press started the period known as the Printing Revolution.



The invention of printing allowed people to easily produce large quantities of written documents. However, the most significant advantage of printing was its impact on communication.

Communication is about sending and receiving messages. With printing, this process became much easier, making it possible for people to communicate effectively.

### **17th century communication**

The continued popularity of written communication led to the printing revolution in the 17th century.

In 1690, the newspaper was invented to serve the public. Since then, cities around the world have started publishing newspapers with local and international news to keep their citizens informed.

Before the 17th century, information was known and recorded, but the ability to share it was limited. With the emergence of newspapers as the main source of information, communication in the 17th century began to resemble the modern model of communication between sender and receiver.

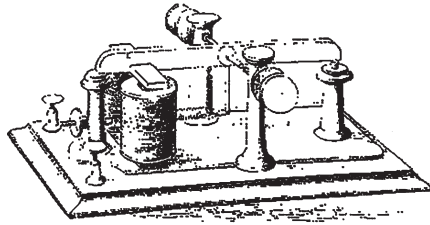
### **18th century communication**

In the 18th century, the public postal system was established. Prior to this time, mail had been sent, but the system had many flaws and was not very efficient. Delivery could take months, and even when the mail reached its destination, it was often delivered to a random public location.

### **19th century communication**

At the beginning of the 19th century, great minds made a significant advance in the field of communication. This advancement involved the introduction of electricity into communication channels, giving rise to the term “telecommunications.”

Telecommunications refers to the process of sending and receiving information using electronic devices such as wires, radios, or other electromagnetic equipment. The first such invention was the electric telegraph, which was created by Joseph Henry in 1831. This type of telegraph allowed messages to be sent and received over long distances.

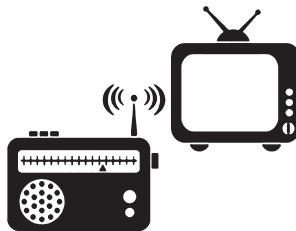


The telegraph was still very popular when Alexander Graham Bell invented the telephone in 1876. The telephone allowed two people to communicate verbally by using audio conversion devices instead of talking face-to-face.



### **20th century communication**

Radio and television emerged as powerful sources of information in the early 1900s. The telephone became mobile in 1981, although the term “mobile” is used loosely here. However, it was not until the 1990s that mobile phones became pocket-friendly, and more people started purchasing them.



The computer was invented in the early 20th century, but its communication features did not emerge until the mid — to late 1900s.

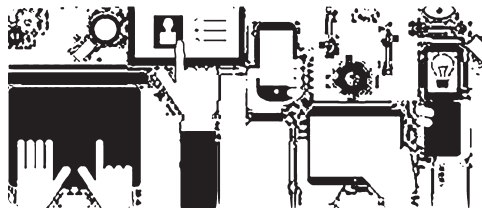
Then, in the 1970s, the personal computer (PC) was introduced.



Slowly, computer systems became a common household tool, especially for communication. The combination of a PC and the internet made written communication fast, easy, and convenient.

### **21st century communication**

Communication in the 21st century has evolved to meet these new needs by creating more tools and improving the efficiency of existing ones.



One great example of how communication technology adapts to the fast-paced information age is video conferencing software. Nowadays, people do not need to be in the same place to have a face-to-face conversation. This is a huge improvement for individuals and businesses that frequently communicate over long distances.

Another important tool in 21st-century communication is social media. Social media platforms are online communication and networking tools where people can connect and share ideas.

(Adopted by [thoughtco.com/early-history-of-communication...](http://thoughtco.com/early-history-of-communication...))

**Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Ancient communication;
- Modern communication.

## **Text 9. Modern Communication Technologies**



Communication technology (CT) is the use of technological tools and devices to support communication. This can include everything from email and text messages to video conferencing and social media.

CT can be used to communicate with people around the world in real time or send messages and information instantly. It has revolutionized the way we work, play and interact with each other. Whether we use it to stay in touch with friends and family or to communicate with colleagues and customers, CT has become an essential part of our lives.

The most popular modern channels include:

### **Mobile Technologies**

Almost everyone uses their mobile phones not only for communication but also for paying bills, shopping, banking, watching the news, etc.

### **The Internet**

The Internet has become an essential part of communication technology. It allows people to connect on a global scale and has revolutionized the way we communicate.



The Internet has made it possible for us to communicate with anyone, anywhere in the world, and it has given us access to a wealth of information. Additionally, it allows us to communicate in ways that were not possible before. For example, we can now communicate through text, audio, and video.

### **VoIP**

VoIP (Voice over Internet Protocol) is a type of telecommunications that allows users to make and receive phone calls using the Internet instead of traditional phone lines. VoIP can be used for personal or business purposes.

### **Teleconferencing**

Teleconferencing is a type of telecommunications that allows users to communicate with each other using audio only. Teleconferencing can be used for personal or professional purposes. For example, teleconferencing can be used to hold meetings with colleagues in different parts of the world.

### **Email**

Email is a widely used communication tool that allows people to send and receive electronic messages. Email allows users to send and receive messages from anywhere in the world, at any time of the day.

Email messages can be short or long, and can include attachments such as documents, images, and videos. Email is an efficient way to communicate with friends, family, colleagues, and business contacts.

### **Text messaging**

Text messaging or SMS (short message service) is a popular means of communication, especially among young people. Text messages are sent and received using mobile phones. They are typically shorter than emails and may only include text, not images or videos.

Text messaging is quick, convenient, and relatively inexpensive. It is often used in informal communication, such as sending an instant message to a friend or family member.

### **Video Calling**

These days, video calls are becoming more popular than voice calls because they are an effective way to communicate with friends, family, and colleagues without having to be in the same room or even in the same country.

With video calls, people can see the person they are talking to instead of just hearing their voice. This can be useful for many reasons, such as getting feedback on a project or simply keeping track of someone's daily activities.

### **Video conferencing**

Video conferencing is a type of telecommunications that allows users to communicate with each other through audio and video. Video conferencing can be used for personal or professional purposes.

### **Social media**

Social media is a type of online communication platform that allows users to share content, connect with friends and acquaintances, and engage in other online activities. Social media platforms include Facebook, Twitter, Instagram, Snapchat, and LinkedIn.

### **Project management software**

Project management software is a type of computer program that helps users plan, track, and organize tasks and projects.

### **Blog and vlog**

A blog is a type of website that typically contains text, images, and videos. An individual or a small group usually runs Blogs.

A vlog (video blog) is a type of blog that mainly consists of videos. Vloggers often film themselves talking about their daily lives, thoughts, and experiences.

### **Live video streaming**

Live video is a relatively new concept that has taken the Internet by storm. This type of content allows content creators to connect with their audience in real time, providing an authentic and immediate experience.

(Adopted by [tldvtech.com/types-of-communication-technologies/](http://tldvtech.com/types-of-communication-technologies/)).

## Active vocabulary

1. access (n.) — доступ;
2. acquaintance — знакомый;
3. additionally — дополнительно;
4. attachment (n.) — (зд.) вложение;
5. authentic — подлинный;
6. blog(n.) — блог;
7. colleague (n.) — коллега;
8. consist (v.) — состоять;
9. contain(v.) — содержать;
10. convenient — удобный;
11. connect (v.) — соединять;
12. content (n.) — содержание;
12. creator (n.) — создатель;
14. customer (n.) — клиент;
15. device (n.) — устройство;
16. efficient — эффективный;
17. include (v.) — включать;
18. management (n.) — руководство;
19. project (n.) — проект;
20. software (n.) — программное обеспечение;
21. streaming — потоковое вещание;
22. technology (n.) — технология;
23. telecommunication (n.) — телекоммуникация;
24. user (n.) — пользователь;
25. vlog (n.) — видеоблог;
26. vlogger (n.) — видеоблогер.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

использование технологических инструментов для подключения к глобальным сетям, доступа к огромному количеству информации вместо

традиционных телефонных линий, в личных или профессиональных целях, включая вложения, получение электронных сообщений, популярные средства коммуникации, отслеживание чьих-либо повседневных действий, помогает пользователям планировать.

## 2. Give Russian equivalents of the following:

use of technological tools, to connect on a global scale, access to a wealth of information, instead of traditional phone lines, for personal or professional purposes, include attachments, receive electronic messages, popular means of communication, keeping track of someone's daily activities, helps users plan.

## 3. Fit the meaning and the word:

1) user	a) programs and applications used to operate computers
2) content	b) planned task or activity with specific goals
3) project	c) someone who makes something new
4) technology	d) person operating a computer or device
5) software	e) what is contained within something
6) creator	f) application of scientific knowledge for practical purposes
7) device	g) website or web page updated regularly with new content
8) blog	h) tool or machine made for a specific function

## Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

## 4. Match the words with the similar meaning from a) to b):

- a) technology, attachment, acquaintance, creator, additionally, convenient, device, efficient;  
 b) nnovation, contact, productive, gadget, moreover, suitable, connection, inventor.

## 5. Match the words with the opposite meaning from a) to b):

- a) user, colleague, attachment, project, authentic, creator, efficient, access (n.);  
 b) provider, exclusion, destroyer, wasteful, loss, opponent, disorganization, fake.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Communication technology can be used to communicate with people around the world in real time or send messages and information instantly.
2. Nobody uses their mobile phones not only for communication but also for paying bills, shopping, banking, watching the news, etc.
3. The Internet has made it possible for us to communicate with anyone, anywhere in the world.
4. Email is a widely used communication tool that allows people to send and receive electronic messages.
5. Email messages can be short or long, and cannot include attachments such as documents, images, and videos.
6. With video calls, people can see the person they are talking to instead of just hearing their voice.
7. Video conferencing cannot be used for personal or professional purposes.
8. Vloggers often film themselves talking about their daily lives, thoughts, and experiences.

**7. Fill in the gaps the following words from the box:**

transmit, interaction, websites, development, communication, invention, digital, modern, exchange, networks.

Modern means of communication are the tools or devices that \_\_\_\_\_ information between people. Throughout the ages, humans have invented many means of \_\_\_\_\_, starting from sending signals through the smoke to the phone and e-mail, and the \_\_\_\_\_ of the telegraph in 1831 made a jump in the world of communication. It led to the \_\_\_\_\_ of the mechanism of \_\_\_\_\_ between humans, and at the present time \_\_\_\_\_ means of communication have become the importance of means of communication. The ability to access \_\_\_\_\_ through the internet connection, and the connection to \_\_\_\_\_ that enable people to transfer and \_\_\_\_\_ information, has an important role in all fields of our life.

**8. Write an appropriate answer for each question based on the text:**

1. What is the primary purpose of communication technology? A. \_\_\_\_\_
2. What functions do mobile phones serve in modern society? B. \_\_\_\_\_
3. How has the Internet revolutionized communication on a global scale? C. \_\_\_\_\_
4. What are some ways in which VoIP differs from traditional phone services? D. \_\_\_\_\_
5. What scenarios might teleconferencing be preferred over other forms of communication? E. \_\_\_\_\_
6. How does email facilitate communication across different time zones? F. \_\_\_\_\_
7. What are the limitations of text messaging compared to other communication methods like email? G. \_\_\_\_\_
8. Why might someone choose video calling over voice calling? H. \_\_\_\_\_
9. How do social media platforms enhance online communication and interaction? I. \_\_\_\_\_
10. What is the distinction between blogs and vlogs regarding their content format? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Teleconferencing is a type of telecommunications that allows users to communicate with each other using audio only.

- |          |   |
|----------|---|
| 2. _____ | B. Email is a widely used communication tool that allows people to send and receive electronic messages |
| 3. _____ | C. Text messaging is quick, convenient, and relatively inexpensive                                      |
| 4. _____ | D. Video conferencing can be used for personal or professional purposes.                                |
| 5. _____ | E. An individual or a small group usually runs Blogs.   |

**10. Give a summary of your own about modern Communication technologies, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Work in pairs. Make up a dialogue between two students who are discussing the difference between new and old Communication technologies, using the expressions: (See the Appendices: 4.Making a dialogue).**

**12. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Mobile Technologies;
- Video Calling;
- Blogs and vlogs.

## UNIT 2. Social communication

### Pre-reading activity

- **Swap your ideas on the following statements:**

1. Social communication is how and why we use language to interact with other people.
2. Social communication refers to how we interact with others in a variety of social situations.
3. Effective collaboration doesn't happen without Social communication.
4. Social Communication is widely regarded as the foundation for a successful team.

### Text 1.What is Social Communication?



Social communication is the exchange of ideas, feelings, and information between individuals through written, spoken, and nonverbal cues. It involves not just the words we speak, but also how we say them, our tone of voice, gestures, and facial expressions. This type of communication is essential for building relationships, understanding others, and working together effectively. It is about how we connect with each other in our daily lives, whether in personal conversations, group interactions, or even digital communication.

Effective social communication is essential for success in the workplace and in personal relationships. Social communication is a crucial part of human interaction.

One of the best examples of social communication can be found in a classroom setting, where a teacher interacts with students. This scenario demonstrates the various components of effective social communication, such as verbal instruction, non-verbal cues, and active listening.

This interaction is dynamic and involves constant feedback. It highlights the importance of adaptability and empathy in communication. Students learn not only the lesson content but also how to communicate thoughts and questions effectively.

Social communication has many purposes and is deeply rooted in human interaction.

It serves several key functions:

**Building relationships** is one of the primary purposes of social communication. Strong and healthy relationships depend on effective communication, whether it's personal or professional.

**Sharing Information:** Social communication is essential for the exchange of information. This can range from everyday conversations to more complex discussions in educational or professional settings.

**Cultural Exchange.** Social communication facilitates the exchange of cultural values and norms, leading to mutual understanding and respect among diverse communities.

**Influencing and Persuasion:** Social communication is a tool used for influencing and persuading others, shaping opinions and attitudes in various areas of life, including business and politics. Understanding the multifaceted purpose of social communication is the key for appreciating its importance in our daily lives and the broader societal context.

**Problem Solving:** Effective social communication is crucial for problem solving. It involves discussing issues, brainstorming solutions, and reaching consensus.

**Decision Making:** Social communication has a significant influence on decision-making processes in both personal and group settings. Better and more informed decisions can be made through discussion and debate.

**Emotional Expression:** Communication provides a way for individuals to express their emotions and feelings. This emotional exchange is vital for mental health and building empathy among individuals.

**Educational Purposes:** Teaching and learning require social communication in educational settings. It facilitates knowledge transfer and promotes a collaborative learning environment.

Social communication is not just about exchanging information, but also about creating connections, comprehending, and sharing a sense of community, it is about understanding and being understood.

(Adopted by [examples.com/english/communication/social-...](https://examples.com/english/communication/social-...)).

### Active vocabulary

1. appreciate (v.) — ценить;
2. attitude (n.) — отношение;
3. brainstorm (n.) — мозговой штурм;
4. community (n.) — сообщество;
5. comprehend (v.) — понимать;
6. connect (v.) — связывать;
7. consensus (n.) — согласие, консенсус;
8. constant (adj.) — постоянный;
9. decision-making — принятие решений;
10. demonstrate (v.) — демонстрировать;
11. depend (v.) — зависеть;
12. digital (adj.) — цифровой;
13. empathy (n.) — эмпатия, сочувствие;
14. facilitate (v.) — содействовать;
15. feedback (n.) — обратная связь;
16. highlight (v.) — подчеркнуть, выделить, (n.) — выделение;
17. mental (adj.) — умственный, ментальный;
18. persuade (v.) — убеждать; persuasion (n.) — убеждение;
19. promote (v.) — продвигать;
20. provide (v.) — обеспечивать;
21. problem solving (n.) — решение проблем;
22. require (v.) — требовать;
23. respect (v.) — уважать; (n.) — уважение, отношение;
24. root (v.) — укоренять, поддерживать; (n.) — корень, причина;
25. scenario (n.) — сценарий;
26. share (v.) — делиться;
27. significant (adj.) — значимый.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

необходимый для построения отношений, групповое взаимодействие, цифровая коммуникация, постоянная обратная связь, достижения основных целей, способствует обмену, социальный контекст, имеет решающее значение для решения проблем, достижение консенсуса, совместная учебная среда.

#### 2. Give Russian equivalents of the following:

essential for building relationships, group interactions, digital communication, constant feedback, primary purposes, facilitate the exchange, societal context, crucial for problem-solving, reaching consensus, collaborative learning environment.

#### 3. Fit the meaning and the word:

1) facilitate	a) act of convincing someone to do or believe something
2) appreciate	b) emphasize something as being of particular importance
3) comprehend	c) feeling of admiration for someone or something
4) consensus	d) recognize the full worth of
5) demonstrate	e) grasp the meaning of something
6) persuasion	f) make an action or process easier
7) respect	g) general agreement among a group
8) highlight	h) show clearly through examples or experiments

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

a) facilitate, appreciate, share, comprehend, consensus, demonstrate, depend, highlight, persuade, significant;

b) value, convince, understand, show, accent, rely, ease (v.), distribute, agreement, important.

**5. Match the words with the opposite meaning from a) to b):**

- a) empathy, constant, attitude, comprehend, consensus, demonstrate, depend, mental;  
 b) apathy, indifference, physical, distrust, misunderstand, disagreement, conceal, variable.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Social communication is a fundamental element of human interaction.
2. Social communication is the exchange of ideas, feelings, and information between individuals through spoken words only.
3. Social communication is not essential for the exchange of information.
4. Social communication facilitates the exchange of cultural values and norms.
5. Effective social communication is not crucial for problem solving.
6. Communication provides a way for individuals to express their emotions and feelings.
7. Understanding the multifaceted purpose of social communication is the key for appreciating its importance in our daily lives and the broader societal context.
8. Teaching and learning require social communication in educational settings.

**7. Fill in the gaps the following words from the box:**

interact, decisions (3), communication (6), communicate, experience

Social \_\_\_\_\_ is how and why we use language to \_\_\_\_\_ with other people.

We all make \_\_\_\_\_ about \_\_\_\_\_ based on where we are, who is around us, and why we are communicating. We learn how to make these \_\_\_\_\_ by being taught directly (like being told to say, "please" when asking for something) and through \_\_\_\_\_ (like noticing when someone is not interested in what you're

talking about). The ability to make \_\_\_\_\_ like these is called social \_\_\_\_\_. We learn unwritten rules of social \_\_\_\_\_ from our families, friends, and community. There is not a right or a wrong way to \_\_\_\_\_, but over time, we learn how to adjust what or how we say something. Knowing and using these rules makes \_\_\_\_\_ easier.

**8. Write an appropriate answer for each question based on the text:**

1. What are the key components of social communication as defined in the text? A. \_\_\_\_\_
2. How do nonverbal cues contribute to effective social communication? B. \_\_\_\_\_
3. Can you provide an example of social communication in a classroom setting and explain its significance? C. \_\_\_\_\_
4. Why is adaptability important in social communication? D. \_\_\_\_\_
5. In what ways does social communication contribute to building relationships? E. \_\_\_\_\_
6. How does social communication facilitate cultural exchange and mutual understanding? F. \_\_\_\_\_
7. What are some of the key functions of social communication mentioned in the text? G. \_\_\_\_\_
8. How is social communication used for influencing and persuading others? H. \_\_\_\_\_
9. Why is social communication crucial for problem-solving and decision-making processes? I. \_\_\_\_\_
10. How does social communication support educational purposes and collaborative learning? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. Effective social communication is essential for success in the workplace and in personal relationships.           |
| 2. _____ | B. Strong and healthy relationships depend on effective communication, whether it is personal or professional.       |
| 3. _____ | C. Social communication is essential for the exchange of information.  |
| 4. _____ | D. Social communication has a significant influence on decision-making processes in both personal and group settings |
| 5. _____ | E. Teaching and learning require social communication in educational settings.                                       |

**10. Give a summary of your own about understanding what social communication is, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- The purpose of social communication;
- Key functions of social communication.

## Text 2. Social communication components



Social communication allows individuals to communicate with or interact with others in a social environment. Social communication includes social interaction, social cognition, pragmatics, and language processing. Differences in social norms exist between and within cultures. The social communication analysis examines the norms relevant to an individual in their communication environment(s) rather than imposing a single set of standard social norms.

Social communication consists of the following components:

**Social interaction:** communication occurs between two or more individuals. The rules of social interaction can vary greatly across cultures, communities, and physical environments. The following variables can occur: in the style and context of speech, within and between cultural groups, in gender communication differences, and in nonverbal communication (gestures, tone of voice, facial expression, proximity, and body postures).

**Social cognition** is the understanding of the mental and emotional states of oneself and others, social patterns, and social knowledge that beliefs and values cause social events, socially expected appropriate behavior and the consequences of inappropriate behavior. It focuses on the role of cognitive processes in social interactions. Social cognition is a level of analysis that seeks to understand social psychological phenomena by studying the cognitive processes that underlie them.

**Pragmatics** is communication that focuses on goal-consistent language use in social contexts. Pragmatics is the study of how context affects meaning. It is the set of rules that individuals follow when using language in conversation and other social settings. Pragmatics includes both verbal and nonverbal communication. It involves not only the words we say but also how we say them, our body language, and our ability to interpret and respond to social cues. It is the glue that holds our conversations together and allows us to understand the underlying meaning of what is being said.

**Language processing** involves creating internal language (expressions), understanding and interpreting language (receptive). It includes translating thoughts and feelings into a means of expressive communication (i.e. speaking, writing, and signing) as well as understanding and interpreting language. Language processing is a complex cognitive function that appears to be sensitive to different types of information. It interacts with other cognitive functions, such as attention and memory, and according to some, these cognitive functions are integrated with language processing itself.

(Adopted by [asha.org/practice-portal/clinical-topics/social-...](https://asha.org/practice-portal/clinical-topics/social-...))

### Active vocabulary

1. analysis (n.) — анализ;
2. ability (n.) — способность;
3. appear (v.) — проявляться;
4. attention (n.) — внимание;
5. belief (n.) — убеждение;
6. behavior (n.) — поведение;
7. cause (v.) — вызывать;
8. consequences (n.) — последствия;
9. cognitive (adj.) — когнитивный, cognition (n.) — познание;
10. exist(v.) — существовать;
11. expect (v.) — ожидать;
12. expression (n.) — выражение;
13. impose (v.) — навязывать;
14. integrate (v.) — объединять;
15. memory (n.) — память;
16. pattern (n.) — шаблон;
17. proximity (n.) — приближенность;
18. pragmatics (n.) — прагматика;
19. psychological (adj.) — психологический;
20. respond (v.) — реагировать;
21. seek (v.) — искать;
22. sensitive (adj.) — чувствительный;
23. underlie(v.) — лежать в основе;
24. value (n.) — значение;
25. vary(v.) изменять — variables (n.) — переменные.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

социальное взаимодействие, социальное познание, прагматика, обработка языка, стиль и контекст речи, социальные события, понимание социально-психологических явлений, когнитивные процессы, целенаправленный язык, набор правил.

#### 2. Give Russian equivalents of the following:

social interaction, social cognition, pragmatics, language processing, in the style and context of speech, cause social events, understand social psychological phenomena, cognitive processes, focus on goal-consistent language, the set of rules.

#### 3. Fit the meaning and the word:

1) behavior	a) specific recollection of a past event or person
2) ability	b) closeness in space or time
3) belief	c) make others accept opinions or beliefs
4) memory	d) action or reaction of something under specified circumstances
5) proximity	e) study of language use in social contexts
6) pragmatics	f) strong opinion or conviction
7) impose	g) try to find something by searching
8) seek	h) mental power

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

a) cognitive, appear, attention, ability, consequences, expect, integrate, proximity, pattern, seek;

b) mental, results, model, search, capability, closeness, combine, anticipate, focus, emerge.

**5. Match the words with the opposite meaning from a) to b):**

- a) analysis, ability, belief, appear, integrate, memory, proximity, seek;  
 b) synthesis, avoid, disappear, incapacity, forgetfulness, distance, separate, doubt.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Social communication includes social interaction, social cognition, and language processing.
2. The rules of social interaction can vary greatly across cultures, communities, and physical environments.
3. Pragmatics is communication that focuses on goal-consistent language use in social contexts.
4. Pragmatics does not include both verbal and nonverbal communication.
5. Social cognition focuses on the role of cognitive processes in social interactions.
6. Language processing is a simple function that appears to be sensitive to different types of information.
7. Pragmatics is the study of how context affects meaning.
8. Social cognition involves not only the words we say but also how we say them, our body language, and our ability to interpret and respond to social cues.

**7. Fill in the gaps the following words from the box:**

function, cognition (2), cognitive (3), development, influence

The basic goal of social \_\_\_\_\_ is to understand how people make sense of themselves, others, and events in everyday life. Research from the perspective of adult \_\_\_\_\_ and aging has focused on broadening the understanding of \_\_\_\_\_ aging include how life experiences and changes in pragmatic knowledge, social expertise, and values \_\_\_\_\_ age-related differences in how people think. In order to address these issues, one must consider both the basic \_\_\_\_\_ architecture of the aging adult and the functional architecture of everyday \_\_\_\_\_ in a social context. Even if certain basic \_\_\_\_\_ mechanisms decline (such as memory recall or how fast information is processed), older adults may still possess the social knowledge and skills that allow them to \_\_\_\_\_ effectively.

**8. Write an appropriate answer for each question based on the text:**

1. How do social norms affect social communication? A. \_\_\_\_\_
2. What role does cultural diversity play in social communication? B. \_\_\_\_\_
3. What is the concept of social interaction? C. \_\_\_\_\_
4. What is social cognition? D. \_\_\_\_\_
5. What is the role of pragmatics in social communication? E. \_\_\_\_\_
6. How does language processing contribute to effective communication? F. \_\_\_\_\_
7. What are some examples of nonverbal communication mentioned in the text? G. \_\_\_\_\_
8. How does the concept of social cognition help in understanding the consequences of inappropriate behavior? H. \_\_\_\_\_
9. What way does pragmatics integrate both verbal and nonverbal communication? I. \_\_\_\_\_
10. How can attention and memory interact with language processing in the context of social communication? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Differences in social norms exist between and within cultures.
2. \_\_\_\_\_ B. The rules of social interaction can vary greatly across cultures, communities, and physical environments

3. \_\_\_\_\_ C. Social cognition is the understanding of the mental and emotional states of oneself and others, social patterns, and social knowledge
4. \_\_\_\_\_ D. Pragmatics includes both verbal and nonverbal communication
5. \_\_\_\_\_ E. Language processing is a complex cognitive function that appears to be sensitive to different types of information.

**10. Give a summary of your own about components of social communication, using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Social interaction;
- Social cognition;
- Pragmatics.

### Text 3. Social Communication Skills

Social communication skills refer to the ability to interact and exchange information effectively with others. These skills are essential for establishing and maintaining relationships, both personal and professional. These skills include active listening, empathy, interpretation assertiveness, and conflict resolution.



**Active listening** is the ability to actively listen to others, understand their perspective, and respond appropriately. To be an active listener, it is important to:

- Give the speaker your full attention,
- Avoid interrupting or jumping to conclusions,

- Ask clarifying questions,
- Reflect on what the speaker has said before responding.

**Empathy** is the ability to understand and share the feelings and experiences of others. This is an important social skill that can help you build strong relationships and deeper connections with others. For developing empathy it is important to:

- Put yourself in the other person's shoes,
- Listen actively and non-judgmentally,
- Ask open-ended questions,
- Show that you understand and care about their feelings.

**Interpretation** is the ability to interpret verbal and nonverbal signals to understand the underlying meaning of a message.

**Assertiveness** is the ability to respectfully express one's thoughts, needs, and desires. This is an important social skill that can help you communicate effectively and build healthy relationships. For developing assertiveness, it is important to:

- Be clear and direct in your communication,
- Use "I" statements to express your feelings,
- Consider the other person's perspective,
- Stand up for yourself and your rights.

**Conflict resolution** is the ability to resolve disagreements or conflicts constructively and respectfully. This is an important social skill that can help you navigate difficult situations and build stronger relationships. For developing conflict resolution skills, it is important to:

- Listen actively and empathetically,
- Identify the underlying issues and interests,
- Brainstorm solutions together,
- Agree on a mutually acceptable solution.

Social communication skills play a vital role in our daily lives, influencing our interactions, relationships, and personal growth. By developing active listening, empathy, assertiveness, and conflict resolution skills, you can build strong relationships, achieve success in your personal and professional lives, and improve your overall well-being.

(Adopted by [oratoryclub.com/social-communication-skills/](https://oratoryclub.com/social-communication-skills/))

## Active vocabulary

1. assertiveness (n.) — настойчивость;
2. achieve (v.) — достигать;
3. avoid (v.) — избегать;
4. clarify (v.) — прояснять;
5. conclusion (n.) — вывод;
6. consider (v.) — рассматривать;
7. desire (n.) — желание;
8. direct (v.) — направлять;
9. disagreement (n.) — разногласие;
10. establish (v.) — устанавливать;
11. growth (n.) — рост;
12. identify (v.) — определять;
13. improve (v.) — улучшать;
14. mutually (adv.) — взаимно;
15. navigate (v.) — направлять; (зд.) справляться;
16. perspective (n.) — перспектива;
17. reflect (v.) — отражать;
18. resolve (v.) — разрешать, решать;
19. respectfully (adv.) — уважительно, вежливо;
20. solution (n.) — решение;
21. statement (n.) — утверждение;
22. vital (adj.) — жизненный;
23. well-being (n.) — благополучие.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

для установления и поддержания отношений, более глубокие связи, способности интерпретировать вербальные и невербальные сигналы, уважительно выражать свои мысли, разрешать разногласия или конфликты, справляться с трудными ситуациями, играть важную роль, улучшать общее самочувствие.

**2. Give Russian equivalents of the following:**

for establishing and maintaining relationships, deeper connections, the ability to interpret verbal and nonverbal signals, respectfully express one's thoughts, resolve disagreements or conflicts, navigate difficult situations, play a vital role, improve your overall well-being.

**3. Fit the meaning and the word:**

1) avoid	a) in the same way, each to the other
2) clarify	b) essential for life or survival
3) growth	c) state of being comfortable, healthy, or happy
4) identify	d) keep away from or stop oneself from doing
5) mutually	e) increase in size, number, or importance
6) solution	f) make clear or easier to understand
7) well-being	g) establish the identity of someone or something
8) vital	h) answer to a problem or question

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) perspective, achieve, desire, clarify, growth, identify, vital, well-being;  
 b) viewpoint, explain, development, accomplish, essential, determine, health, wish.

**5. Match the words with the opposite meaning from a) to b):**

- a) respectfully, clarify, direct, disagreement, improve, vital, well-being, solution;  
 b) impolitely, indirect, ill-being, deteriorate, insignificant, agreement, confuse, problem.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Active listening is the ability to actively listen to others, understand their perspective, and respond appropriately.
2. Social communication skills are not essential for establishing and maintaining relationships.
3. Empathy is the ability to understand and share the feelings and experiences of others.
4. For developing empathy it is important to ask clarifying questions.
5. Assertiveness is the ability to respectfully express one's thoughts, needs, and desires.
6. For developing assertiveness, it is important to put yourself in the other person's shoes.
7. Conflict resolution is the ability to resolve disagreements or conflicts constructively and respectfully.
8. Social communication skills does not play a vital role in our daily lives.

**7. Fill in the gaps the following words from the box:**

communicate, develop, make, interact, behavior, traits (2), individuals

Social skills are the tools that enable people to\_\_\_\_, learn, ask for help, get needs met in appropriate ways, get along with others, \_\_\_\_\_ friends, \_\_\_\_\_ healthy relationships, protect themselves, and in general, be able to \_\_\_\_\_ with the society harmoniously. Social skills build essential character \_\_\_\_\_ like trustworthiness, respectfulness, responsibility, fairness, caring, and citizenship. These \_\_\_\_\_ help build an internal moral compass, allowing \_\_\_\_\_ to make good choices in thinking and \_\_\_\_\_, resulting in social competence.

**8. Write an appropriate answer for each question based on the text:**

1. What are social communication skills, A. \_\_\_\_\_  
and why are they important?
2. What are the key components of active B. \_\_\_\_\_  
listening ?
3. How does nonverbal communication C. \_\_\_\_\_  
contribute to effective social interactions?
4. What is empathy? D. \_\_\_\_\_

5. What steps can be taken to develop empathy? E. \_\_\_\_\_
6. How does assertiveness differ from aggression, and why is it important in communication? F. \_\_\_\_\_
7. What are the strategies suggested for developing assertiveness in communication? G. \_\_\_\_\_
8. What is conflict resolution, and what are the steps involved in resolving disagreements constructively? H. \_\_\_\_\_
9. How can social communication skills impact personal and professional relationships? I. \_\_\_\_\_
10. Why is it important to consider both verbal and nonverbal signals in social communication? J. \_\_\_\_\_

### 9. Write an appropriate question for each answer:

1. \_\_\_\_\_ A. Social communication skills refer to the ability to interact and exchange information effectively with others.
2. \_\_\_\_\_ B. Empathy is the ability to understand and share the feelings and experiences of others.
3. \_\_\_\_\_ C. Assertiveness is the ability to respectfully express one's thoughts, needs, and desires.
4. \_\_\_\_\_ D. Social communication skills play a vital role in our daily lives, influencing our interactions, relationships, and personal growth.
5. \_\_\_\_\_ E. By developing active listening you can build strong relationships.

**10. Write an essay “Social communication skills in my future profession” (120–150 words) using the linking expressions: (See the Appendices: 2. Writing an Essay).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Active listening;
- Empathy;
- Conflict resolution.

## **Text 4. Key Resources for Enhancing Social Communication Skills (for additional reading)**

Social communication involves both verbal and nonverbal communication, as well as the ability to interpret and respond to social cues. It includes skills such as active listening, empathy, turn-taking, and understanding nonverbal cues like body language and facial expressions. These skills are essential for building and maintaining relationships, resolving conflicts, and navigating social situations.

Research shows that strong social communication skills are linked to better overall well-being, higher self-esteem, and improved mental health. Individuals with strong social communication skills are more likely to have successful personal and professional relationships, as well as a greater sense of belonging and connection.

There are various resources available to help individuals enhance their social communication skills. Here are some key resources to consider:

**Books and Literature.** Books can be a valuable source of information and guidance when it comes to improving social communication skills.

**Online Courses and Webinars.** Online courses and webinars provide a convenient and flexible way to learn and improve social communication skills. Reputable websites such as Everyday Speech offer a wide range of courses specifically designed to enhance social communication. These courses cover topics such as active listening, conversation skills, and emotional regulation. Online learning has the advantage of allowing individuals to learn at their own pace and from the comfort of their own homes. It also provides opportunities

for interactive learning through quizzes, discussions, and feedback from instructors.

**Therapy and Intervention Programs.** Speech-language therapy is a specialized form of therapy that focuses on improving communication skills, including social communication. Working with a qualified speech-language pathologist can be highly beneficial for individuals looking to enhance their social communication skills.

**Social Skills Groups and Workshops** Practicing social communication skills in a group setting can be highly effective. Social skills groups and workshops provide opportunities for individuals to learn and practice social communication skills in a supportive and structured environment.

**Online platforms** such as Everyday-Speech offer virtual social skills groups, where individuals can interact with others and engage in activities designed to improve social communication. Local organizations and community centers may also offer in-person social skills groups and workshops.

**Apps, Technology. Mobile applications,** and online platforms can be valuable tools for enhancing social communication skills. Various apps available provide interactive exercises, social stories, and video modeling to help individuals practice and improve their social communication skills. Some notable apps for social communication include:

- **Everyday Speech** — This app offers a wide range of interactive activities and videos to help individuals improve their social communication skills.
- **Social Express** — An app that uses animated characters and scenarios to teach social skills and problem solving.
- **Conversation-Builder** — This app focuses on improving conversation skills through interactive role-playing exercises. Additionally, online platforms and websites such as Everyday-Speech provide interactive social communication tools and resources that can be accessed from any device with an internet connection.

### **Additional Supportive Resources**

In addition to the above resources, other supportive resources can further enhance social communication skills:

**Blogs and Websites.** Notable blogs and websites focusing on social communication include:

- The Social Communication Connection is a blog that provides tips, strategies, and resources for improving social communication skills.

- **Social Thinking:** a website that offers a wide range of resources and materials for teaching social thinking and social communication skills.
- **Everyday Speech Blog:** The blog associated with Everyday Speech provides articles and insights on social communication and related topics. Online communities and forums can also be valuable for sharing experiences, seeking advice, and connecting with others who are working on improving their social communication skills.

**Podcasts and Videos.** Podcasts and video channels provide audiovisual resources that can be both educational and inspiring. Some recommended podcasts and video channels for social communication include:

- **The Social Skills Podcast** is a podcast that covers various topics related to social skills and communication.
- **Social Communication Station** is a YouTube channel that offers videos on social communication strategies and tips.
- **Everyday Speech YouTube Channel:** The YouTube channel associated with Everyday Speech provides videos on social communication and related topics. Listening to podcasts and watching videos can provide additional insights, real-life examples, and practical tips for improving social communication skills.

**Research Articles and Journals.** Accessing scientific literature on social communication can provide a deeper understanding of the subject and help individuals stay updated with the latest research findings.

(Adopted by <https://everydayspeech.com>)

### **Discuss the following questions after reading:**

1. What are the key components of social communication?
2. How do strong social communication skills influence overall well-being?
3. What resources are recommended for improving social communication skills?
4. How do online courses and webinars benefit those looking to enhance their social communication skills?
5. What role do apps and technology play in enhancing social communication skills?

## Text 5. Benefits of Strong Social Communication Skills (for additional reading)



Social communication skills are essential for interacting effectively and building strong relationships. They enable individuals to express themselves confidently, understand others effectively, and navigate social situations with ease.

Developing and maintaining social communication skills can provide many benefits, including:

### **Improved personal relationships:**

Good social communication skills enable individuals to connect and bond with others on a deeper level, fostering meaningful relationships based on trust, mutual respect and understanding.

### **Build trust:**

If you communicate well, people will trust you and want to be close to you. It helps build strong relationships with colleagues, friends and family members.

### **Effective conflict resolution:**

Good social communication skills facilitate conflict resolution by promoting open and honest dialogue. Through effective communication, individuals can express their views, actively listen and find mutually beneficial solutions, thereby avoiding escalating conflicts.

### **Enhanced empathy and understanding:**

By being able to communicate effectively, individuals show empathy and understanding towards others. This allows them to better understand and relate to different perspectives, thereby strengthening their relationships and promoting a more inclusive environment.

### **Career success:**

Social communication skills contribute significantly to career success by facilitating collaboration, teamwork and effective leadership. People, who can

communicate clearly, listen attentively and express themselves convincingly often excel in the workplace.

**Strong teamwork and collaboration:**

Effective communication is essential to foster strong teamwork and collaboration. It enables individuals to share ideas, delegate tasks, and resolve conflicts effectively, ultimately leading to improved productivity and successful project outcomes.

**Effective leadership and management:**

Having good social communication skills is important for effective leadership and management. Leaders who can clearly articulate their vision, actively listen to their teams, and provide constructive feedback are better able to inspire and motivate people.

**Improve public speaking and presentation skills:**

Mastering social communication will improve one's public speaking and presentation skills. Effective communication helps individuals convey their messages clearly, confidently and with impact, engaging audiences and leaving a lasting impression.

**Emotional intelligence and self-awareness:**

Good social communication skills are closely linked to emotional intelligence and self-awareness. People who can understand their own emotions and accurately sense the emotions of others can manage social interactions more effectively.

**Understand and manage emotions:**

Effective communication allows individuals to express their emotions in a healthy and constructive way. By being able to understand and manage their own emotions, individuals can develop stronger interpersonal relationships and handle difficult situations with composure.

**Develop strong interpersonal skills:**

Social communication skills are paramount to developing strong interpersonal skills. These skills enable individuals to build relationships, connect with others, and create lasting personal and professional relationships.

**Build resilience and adaptability:**

Effective communication promotes resilience and adaptation by helping individuals deal effectively with challenges, change and setbacks. Strong social communication skills facilitate constructive problem solving, effective stress management, and the ability to adapt to new situations.

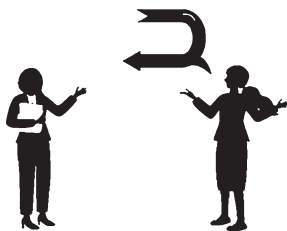
Cultivating and honing social communication skills can provide countless benefits in personal and professional contexts. By actively working to improve these skills, individuals are better equipped to build strong relationships, manage conflict, and succeed in different areas of life.

(Adopted by [oratoryclub.com/social-communication-skills/](http://oratoryclub.com/social-communication-skills/)).

▪ **Discuss the following questions after reading:**

1. How do strong social communication skills contribute to conflict resolution?
2. In what ways can social communication skills enhance career success?
3. How does improved empathy relate to effective communication?
4. What role do social communication skills play in leadership and management?
5. How are emotional intelligence and social communication skills connected?

## **Text 6. Social Communication Styles**



Social communication styles are the general methods by which people tend to communicate with each other.

It helps develop leadership traits by forming a positive environment in the workplace and community.

Different people have different ways of communicating due to diverse backgrounds, cultural differences, separate upbringings, and varied life experiences. The skill of dealing with varied conversations comes with effective communication techniques and good social skills.

Learning effective communication skills becomes necessary because effective communication style and success are directly proportional to each other.

Humans develop a number of behavioral and non-behavioral characteristics throughout life that are difficult to change.

People need to learn all styles to effectively connect with others and enhance their ability to think and communicate.

## THE 4 COMMUNICATION STYLES



Below is a description of the four types of communication styles that everyone needs to learn:

### Passive Communication Style

Passive communication style is a communication style where one faces difficulty and hesitation in expressing their thoughts, feelings, and opinions and fails to identify their needs and protect their rights.

The inability to communicate and convey thoughts and emotions leads to miscommunication and misunderstandings, thus creating anger and frustration.

Common characteristics that help identify passive communicators include difficulty making eye contact, poor posture, and an inability to assert themselves. However, these people are the safest to share secrets or personal problems with because they are compassionate and understanding.

These individuals often display facial expressions that do not correspond to what they are feeling or what they want to say.

### Aggressive Communication Style

Aggressive communication style is a manipulative communication style in which individuals express their feelings and thoughts in a dominant manner and protect their own interests at the expense of others.

Aggressive communicators are often rude, abusive, and insensitive. By dominating conversations, aggressive communicators are unable to listen to other people's problems.

Common characteristics that help identify aggressive communicators include frequent interruptions in conversation, angry looks and

loud language. However, individuals with this conversational nature have more chances of becoming great leaders in the future because they can inspire others to follow them.

### **Passive Aggressive Communication Style**

Passive-aggressive communicators are individuals who are passive in real life but have unspeakable resentments that they express indirectly toward others. People of this nature feel stuck, confused, and guilty for their mistakes.

Common characteristics that help identify a passive-aggressive communicator are difficulty expressing resentment, unusual mumbling, and excessive sarcasm.

These individuals often display facial expressions that do not correspond to what they are feeling or what they want to say.

### **Assertive Communication Style**

Assertive communication style is a type of communication style where individuals convey their feelings and thoughts to others and advocate for their rights without violating the rights of others.

Assertive communicators care about their time and emotional needs and respect the problems and rights of others.

Traits to recognize assertive communicators are stating and pronouncing the words clearly and firmly, having a relaxed body posture, maintaining good eye contact, controlling emotions, having a calm tone of voice, and standing up for their rights. People of this nature often use “I” statements to imply ownership and they can politely refuse others.

This involves being attentive to other people’s problems, having a compassionate nature by focusing on what is important for personal development and ignoring other things.

People also develop an assertive communication style to maintain an objective perspective and control the balance between emotions and work.

Social communication style plays a crucial role in an individual’s personal development. It helps us improve our communication skills, better integrate into society, build confidence, and show respect for other people’s feelings and problems.

In a workplace or community, diversity is essential. When there is only one dominant communication style, it limits discussions, prevents us from having different opinions, and makes the workplace or community monotonous.

Therefore, we should respect individuals with all communication styles and show compassion for their problems.

(Adopted by [marketing91.com/communication-styles/](http://marketing91.com/communication-styles/)).

### Active vocabulary

1. aggressive (adj.) — агрессивный;
2. assertive (adj.) — уверенный, настойчивый, assert (v.) — утверждать;
3. abusive (adj.) — оскорбительный, грубый;
4. advocate (v.) — защищать;
5. anger (n.) — гнев;
6. angry (adj.) — злой, сердитый;
7. balance (n.) — баланс;
8. compassionate (v.) — сочувствовать, compassion (n.) — сочувствие;
9. correspond (v.) — соотносить, соответствовать;
10. excessive (adj.) — чрезмерный;
11. facility (n.) — возможность, условие;
12. fail (v.) — терпеть неудачу, провалиться;
13. firmly (adj.) — твердо;
14. frequent (adj.) — частый;
15. frustration (n.) — разочарование;
16. guilty (n.) — вина;
17. hesitation (n.) — сомнение, нерешительность;
18. imply (v.) — предполагать, означать;
19. inspire (v.) — вдохновлять;
20. interruption (n.) — прерывание, прекращение;
21. insensitive (adj.) — бесчувственный;
22. manipulative (adj.) — манипулятивный;
23. ownership (n.) — собственность, принадлежность;
24. objective (adj.) — объективный;
25. politely (adj.) — вежливо, учтиво;
26. refuse (v.) — отказывать.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

развивать лидерские качества благодаря разнообразному опыту, повысить свою компетентность, неспособность заявлять о себе, делиться секретами, доминирующим образом, выражать недовольство, брать на себя ответственность, объективно смотреть на вещи, проявлять сострадание.

#### 2. Give Russian equivalents of the following:

develop leadership traits, due to diverse backgrounds, increase their facility, inability to assert themselves, to share secrets, dominant manner, unspeakable resentments, to imply ownership, objective perspective, show compassion.

#### 3. Fit the meaning and the word:

1) anger	a) equipment or infrastructure for a specific purpose
2) frustration	b) state or fact of being an owner
3) hesitation	c) deep awareness of another's suffering with a desire to help
4) ownership	d) feeling of upset from inability to achieve something
5) guilty	e) break in continuity or flow
6) interruption	f) strong feeling of annoyance, displeasure, or hostility
7) facility	g) doubt or uncertainty in decision or action
8) compassion	h) responsible for a specified wrongdoing

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

a) abusive, anger, refuse, angry, frequent balance, correspond, frustration, hesitation, inspire;

b) regular, motivate, harmful, rage, annoyance, uncertainty, match, furious, equilibrium, reject.

**5. Match the words with the opposite meaning from a) to b):**

- a) aggressive, refuse, assertive, abusive, balance, correspond, fail, frequent, guilty, objective;  
b) calm, succeed, subjective, submissive, instability, rare, differ, innocent, gentle, accept.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. The inability to communicate and convey thoughts and emotions leads to communication and understandings, thus creating anger and frustration.
2. Aggressive communicators are often rude, abusive, and insensitive.
3. Common characteristics that help identify passive communicators include difficulty making eye contact, poor posture, and an inability to assert themselves.
4. Assertive communicators do not care about their time and emotional needs and respect the problems and rights of others.
5. Traits to recognize assertive communicators are stating and pronouncing the words clearly and firmly.
6. Social communication style plays an important role in an individual's personal development.
7. Social communication styles are the general methods by which people tend to communicate with each other.
8. The skill of dealing with varied conversations comes with effective communication techniques and good social skills.

**7. Fill in the gaps the following words from the box:**

assertive (4), relationships, enhance, crucial, damage, confident, aggression, benefits
---

The communication style we employ significantly impacts our \_\_\_\_\_. Effective communication is \_\_\_\_\_ for building trust, understanding, and mutual respect among individuals. By choosing appropriate communication

styles, we can \_\_\_\_\_ healthier and more meaningful connections with others. Conversely, ineffective or aggressive communication styles can \_\_\_\_\_ relationships, threaten trust, and lead to misunderstandings or conflicts.

\_\_\_\_\_ communication is widely regarded as the most constructive and beneficial social communication style. \_\_\_\_\_ communication is a style characterized by clear and direct expression of one's thoughts, feelings, and needs. \_\_\_\_\_ individuals are \_\_\_\_\_ in their interpersonal interactions and express themselves without \_\_\_\_\_ or manipulation while considering the rights and feelings of others. \_\_\_\_\_ communication is a skill that can be developed with practice and offers several \_\_\_\_\_ for interpersonal relationships and personal well-being.

### **8. Write an appropriate answer for each question based on the text:**

- |   |          |
|---|----------|
| 1. What is the significance of social communication styles in a workplace or community environment? | A. _____ |
| 2. How do diverse backgrounds and life experiences influence an individual's communication style?   | B. _____ |
| 3. Why is learning effective communication skills considered necessary for success?                 | C. _____ |
| 4. What are the common characteristics of someone with a passive communication style?               | D. _____ |
| 5. How does aggressive communication affect conversation?   | E. _____ |
| 6. What distinguishes a passive-aggressive communicator from a solely passive communicator?         | F. _____ |
| 7. What are the key traits of an assertive communication style?                                     | G. _____ |

8. How does an assertive communication style benefit personal development and social interactions? H. \_\_\_\_\_

9. Why is it important for a workplace or community to embrace a diversity of communication styles? I. \_\_\_\_\_

10. What role does compassion play in interacting with individuals of different communication styles? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |   |
|----------|---|
| 1. _____ | A. The skill of dealing with varied conversations comes with effective communication techniques and good social skills.   |
| 2. _____ | B. Humans develop a number of behavioral and non-behavioral characteristics throughout life that are difficult to change. |
| 3. _____ | C. Aggressive communicators are often rude, abusive, and insensitive.   |
| 4. _____ | D. Assertive communicators care about their time and emotional needs and respect the problems and rights of others.       |
| 5. _____ | E. Social communication style plays an important role in an individual's personal development.                            |

**10. Write your essay “The style of communication I prefer” (120–150 words) using the linking expressions: (See the Appendices: 2. Writing an Essay).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Passive Communication Style;
- Aggressive Communication Style;
- Passive Aggressive Communication Style;
- Assertive Communication Style.

## **Text 7. Interpersonal Communication**



Communication between two people or between a person and a group is called interpersonal communication. In interpersonal communication, there is constant interaction and both parties speak or communicate. Interactions between friends, teacher and student, mother and child, and similar relationships are examples of interpersonal communication. Talking on the telephone to someone is yet another example of interpersonal communication at a distance.

Human communication is direct and not supported by media technology.

The primary goal of interpersonal communication is to establish meaningful connections, improve understanding, and create beneficial relationships. It involves the effective exchange of information, feelings and ideas to develop trust, respect and relationships with others.

The interpersonal communication process is flexible.

For instance, someone talking to another person or group is looking for a response from the audience in addition to sending a message. He changed his message based on the feedback he received from listeners. If the audience becomes bored or disinterested, the presenter may skip part of what he or she wants to say, change the subject, or stop speaking altogether.

We gain a lot of information about ourselves and other people through human interaction. The amount and value of information we receive will depend

on our willingness to communicate with others and to share information with them. Interpersonal communication involves choices. It calls for making decisions. We can communicate or choose to ignore people or groups we encounter.

For example, when we travel by train, we may find ourselves among strangers. We can travel long distances without any communication, or we can initiate a conversation and later build relationships through human communication. Many of our acquaintances and friends are the result of our efforts or our willingness to engage in human conversations.

Interpersonal communication finds relevance in numerous situations, and here are three examples:

**Informal conversation:** Chatting with a friend or colleague helps maintain relationships, exchange ideas and share experiences.

**Job Interview:** During a job interview, interpersonal communication is crucial to demonstrate your skills and qualifications and build rapport with the interviewer.

**Conflict Resolution:** Conflict resolution with a partner, friend, or colleague requires effective communication between people to express concerns, understand ideas, and find mutually acceptable solutions.

We can distinguish two ways of human communication — connection and cooperation.

By connection, we mean private talk between friends, family members, lovers etc. This kind of communication is more informal and does not require confirmation of public or social rules.

In cooperation, on the other hand, people relate to each other within the framework of certain established norms and rules of behavior. These include social etiquette, religious or social norms that govern conduct, speech etc. Most relationships begin with cooperation and move on to the level of connection.

Interpersonal communication requires skills to communicate effectively with others.

Interpersonal skills are crucial for effective communication and building strong relationships. The key interpersonal communication skills are:

**Active Listening:** actively engaging in the conversation by focusing on the speaker, understanding their message, and providing appropriate responses.

**Empathy:** showing understanding, compassion, and being able to put oneself in another person's shoes to better understand their feelings and experiences.

**Conflict Resolution:** Effectively managing conflicts by communicating assertively, finding common ground, and seeking mutually beneficial solutions.

**Flexibility:** being adaptable and open-minded, adjusting communication style and approach based on the needs and preferences of others.

**Knowledge** of social norms and etiquette, politeness, ability and willingness to listen, interest and respect, willingness to share yours, etc. are also important factors that make communication successful.

Interpersonal communication is essential to the basic principles of communication and the development of personal relationships and social systems.

(Adopted by [egyankosh.ac.in/bitstream/123456789/17387/1/Unit...](http://egyankosh.ac.in/bitstream/123456789/17387/1/Unit...)).

### Active vocabulary

1. approach (n.) — подход;
2. audience (n.) — публика, аудитория;
3. beneficial (adj.) — полезный, выгодный;
4. bored (adj.) — скучный, скучающий;
5. classify (v.) — относить, классифицировать;
6. confirmation (n.) — подтверждение;
7. correspondence (n.) — переписка, корреспонденция;
8. distinguish (v.) — отличать, различать;
9. encounter (n.) — встреча, столкновение, encounter (v.) — столкнуться;
10. etiquette (n.) — этикет;
11. engage (v.) — заниматься, участвовать;
12. flexibility (n.) — гибкость, flexible (adj.) — гибкий, податливый;
14. gain (v.) — получать;
15. govern (v.) — управлять;
16. intention (n.) — намерение;
17. interpersonal (adj.) — межличностный;
18. meaningful (adj.) — значимый;
19. open-minded (adj.) — открытый, широких взглядов;
20. politeness (n.) — вежливость;
21. require (v.) — требовать;
22. utilize (v.) — использовать;
23. willingness (n.) — готовность.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

постоянное взаимодействие, установление значимых связей, создание полезных отношений, получение большого количества информации, зависит от нашей готовности, поиск взаимоприемлемых решений, помощь в подтверждении понимания, выражении согласия или несогласия, использование языка тела, адаптивность и непредвзятость.

#### 2. Give Russian equivalents of the following:

constant interaction, to establish meaningful connections, create beneficial relationships, gain a lot of information, depend on our willingness, find mutually acceptable solutions, help in confirming understanding, expressing agreement or disagreement, utilizing body language, being adaptable and open-minded.

#### 3. Fit the meaning and the word:

1) distinguish	a) rule or manage a country or organization
2) engage	b) method or way of doing something
3) gain	c) group of people watching a performance
4) govern	d) recognize differences between two or more items
5) require	e) demand something as necessary or essential
6) utilize	f) participate or become involved in
7) approach	g) acquire possession of something
8) audience	h) use something effectively for a specific purpose

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

a) approach, classify, distinguish, confirmation, gain, govern, meaningful, require;

b) strategy, rule, demand, acquire, categorize, verification, important, differentiate.

**5. Match the words with the opposite meaning from a) to b):**

- a) approach, classify, flexibility, gain, interpersonal, meaningful, politeness, willingness;  
 b) hesitation, avoidance, meaningless, lose, mix up, impoliteness, individual, rigidity.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Communication between two people or between a person and a group is called interpersonal communication.
2. The interpersonal communication process isn't flexible.
3. Interpersonal communication requires skills to communicate effectively with others.
4. We gain a lot of information about ourselves and other people through environment.
5. Many of our acquaintances and friends are the result of our efforts or our willingness to engage in human conversations.
6. Nonverbal communication refers to the use of spoken or written words.
7. We can distinguish two ways of human communication — connection and cooperation.
8. Interpersonal skills are not crucial for effective communication and building strong relationships.

**7. Fill in the gaps the following words from the box:**

senders (3), receivers (2), messages (3), interaction
---

Interpersonal communication involves the exchange of \_\_\_\_\_ between two or more people. It contains both verbal and nonverbal forms of \_\_\_\_\_, including spoken language, body language, facial expressions, and gestures.

When we engage in interpersonal communication, we become both \_\_\_\_\_ and \_\_\_\_\_ of \_\_\_\_\_. As \_\_\_\_\_, we encode our thoughts or ideas into a message that we want to convey to others. This encoding process involves selecting the appropriate words, tone, and nonverbal cues to effectively communicate our intended meaning. On the other hand, as \_\_\_\_\_, we decode the \_\_\_\_\_ we receive, interpreting the meaning behind the words and nonverbal cues used by the \_\_\_\_\_.

**8. Write an appropriate answer for each question based on the text:**

1. What is the primary goal of interpersonal communication according to the text? A. \_\_\_\_\_
2. How does feedback influence the interpersonal communication process? B. \_\_\_\_\_
3. Can you explain the difference between verbal and nonverbal communication? C. \_\_\_\_\_
4. Why is listening considered an essential aspect of interpersonal communication? D. \_\_\_\_\_
5. How can interpersonal communication be relevant in a job interview setting? E. \_\_\_\_\_
6. What role does empathy play in effective interpersonal communication? F. \_\_\_\_\_
7. How do the concepts of connection and cooperation differ in terms of interpersonal communication? G. \_\_\_\_\_
8. What are some examples of interpersonal situations where nonverbal communication is particularly important? H. \_\_\_\_\_

9. How do interpersonal relationships typically transition from cooperation to connection? I. \_\_\_\_\_

10. What are the five key interpersonal skills outlined in the text, and why are they important? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. Human communication is direct and not supported by media technology.  |
| 2. _____ | B. We gain a lot of information about ourselves and other people through human interaction.  |
| 3. _____ | C. By connection, we mean private talk between friends, family members, lovers etc.  |
| 4. _____ | D. Interpersonal communication requires skills to communicate effectively with others.   |
| 5. _____ | E. Interpersonal communication is essential to the basic principles of communication and the development of personal relationships and social systems. |

**10. Give a summary of your own about interpersonal communication using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Connection and cooperation in interpersonal communication;
- Skills of interpersonal communication.

## Text 8. Group Communication



Group communication can be defined as a process of action that takes place face-to-face or through mediation between three or more people who interact with each other. Participants actively engage in communication to achieve goals, build social connections, or find solutions to group problems. The family, office departments and a classroom are examples of group communication systems.

People need to have self-confidence when working in a group. According to research on group communication, people need to create positive and pleasant expressions and relationships with others when working in groups.

Groups have a group leader who is given the authority and responsibility to ensure that other members of the group do their job the way they want. Team leaders need to evaluate the performance of their team members.

They need to communicate with team members in the form of feedback while applying methods to evaluate their performance. Members are satisfied when feedback is constructive.

Therefore, when group members begin to achieve group productivity, they can understand the importance of group communication.

In group communication, individuals communicate with each other through verbal and nonverbal messages.

### **Types of Group Communication**

**Verbal communication** takes the lead as one of the most crucial types. Verbal communication allows individuals to express their thoughts, ideas, and emotions directly through spoken words. It enables us to engage in real-time conversations, exchange information, and foster stronger connections with others. One of the key advantages of verbal communication is its ability to convey not only words but also tone of voice, pitch, and volume.

**Nonverbal communication** includes various forms, such as facial expressions, body language, gestures, and even silence. Understanding different types of nonverbal cues can improve team communication and help people express their thoughts and feelings more effectively.

Nonverbal cues can help develop mutual understanding and consistency in working groups and team collaboration. Applause, smiles, or nods, for instance, might show support and regard for other participants' viewpoints.

**Electronic communication** has become essential in today's technologically driven environment. People communicate through platforms such as online seminars, customer support channels, social networking sites, and forums. Larger groups can now collaborate to achieve the same goal because of technological improvements.

Email is one of the most common forms of effective electronic group communication. Whether it's external email notifications, project updates, or general discussions, email remains a powerful tool for team communication. Participants can exchange information, ask questions, share notes, and give each other feedback.

Group communication can also be divided based on location:

**Direct Communication:** This is a variant of spoken communication where individuals are physically in the same location and communicate without using any technology.

**Virtual Communication:** This is a modern form of group communication where people can connect through applications and collaborate through audio and video as if they were together.

**Video Conferencing and Messengers:** Online video conferencing and group chats allow groups of people to communicate in real time using video and audio, exchanging messages, files, and links in real time.

(Adopted by [getuplearn.com](https://getuplearn.com) › Group Communication: Meaning, Importance, Advantages,)

## Active vocabulary

1. advantage (n.) — преимущество;
2. applause (n.) — аплодисменты;
3. application (n.) — применение;

4. authority (n.) — полномочие, власть;
5. collaboration (n.) — сотрудничество, collaborate (v.) — сотрудничать;
6. consistency (n.) — последовательность;
7. define (v.) — определять;
8. ensure (v.) — обеспечивать;
9. evaluate (v.) — оценивать;
10. foster (v.) — способствовать;
11. mediation (n.) — посредничество;
12. network (n.) — сеть;
13. notification (n.) — уведомление;
14. participant (n.) — участник;
15. pleasant (adj.) — приятный;
16. powerful (adj.) — мощный;
17. productivity (n.) — продуктивность;
18. remain (v.) — оставаться;
19. responsibility (n.) — ответственность;
20. satisfy (v.) — удовлетворять;
21. self-confidence (n.) — самоуверенность, самооценка;
22. update (n.) — обновление;
23. viewpoint (n.) — точка зрения;
24. volume (adj.) — объем, количество.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

для принятия коллективного решения, решение общей проблемы, достижение ряда целей, полномочия и ответственность, оценки эффективности, одно из ключевых преимуществ, взаимопонимание и согласованность, точки зрения участников, внешние уведомления по электронной почте, в одном и том же месте.

#### 2. Give Russian equivalents of the following:

to take a collective decision, a matter of common concern, to achieve a set of goals, the authority and responsibility, to evaluate the performance, one

of the key advantages, mutual understanding and consistency, participants' viewpoints, external email notifications, in the same location.

### 3. Fit the meaning and the word:

1) advantage	a) process of resolving disputes through a neutral third party
2) application	b) promote the development of something
3) collaboration	c) make certain something happens or is the case
4) mediation	d) stay in the same place or condition
5) foster	e) provide the latest information to someone
6) ensure	f) act of working together to achieve a goal
7) update	g) benefit or gain
8) remain	h) the use of a rule or knowledge in a situation

### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

### 4. Match the words with the similar meaning from a) to b):

- a) authority, collaboration, productivity, foster, evaluate, network, participant, remain, responsibility, self-confidence;  
 b) member, power, self-esteem, duty, cooperation, stay, assess, web, promote, efficiency.

### 5. Match the words with the opposite meaning from a) to b):

- a) advantage, remain, notification, powerful, satisfy, pleasant, consistency, productivity;  
 b) disadvantage, inefficiency, unpleasant, disregard, weak, leave, variability, frustrate.

### 6. Say whether the following sentences are true or false:

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Group communication is used to take an individual decision on a problem, an issue, or a matter of common concern.
2. People need to have self-confidence when working in a group.
3. Team leaders need to evaluate the performance of their team members.
4. In group communication, individuals communicate with each other through verbal and nonverbal messages.
5. According to research on group communication, people need to create negative expressions and relationships with others when working in groups.
6. Understanding different types of nonverbal cues can't improve team communication.
7. Email is one of the most common forms of effective electronic group communication.
8. People communicate through platforms such as online seminars, customer support channels, social networking sites, and forums.

**7. Fill in the gaps the following words from the box:**

considers, exchange, verbal, nonverbal, collaboration, include, influence, interaction
--

Group communication refers to the \_\_\_\_\_ between three or more individuals aimed at achieving a common goal. This form of communication is critical as it fosters mutual \_\_\_\_\_ among team members and enhances \_\_\_\_\_. It can \_\_\_\_\_ various channels such as face-to-face meetings, emails, and video conferencing.

Group communication involves the \_\_\_\_\_ of information, ideas, and feedback among team members with a shared goal. This can be \_\_\_\_\_, such as in discussions, or \_\_\_\_\_ through body language and facial expressions. Effective group communication \_\_\_\_\_ norms, roles, and relationships within the team, significantly influencing how messages are interpreted and acted upon.

**8. Write an appropriate answer for each question based on the text:**

1. What is the definition of group communication, and how does it typically occur?

A. \_\_\_\_\_

2. What are the primary goals participants aim to achieve through group communication? B. \_\_\_\_\_
3. Why is self-confidence important in-group communication, according to the text? C. \_\_\_\_\_
4. What role does a group leader play in maintaining effective group communication? D. \_\_\_\_\_
5. How is feedback used in-group communication, and why is it important for member satisfaction? E. \_\_\_\_\_
6. How do verbal and nonverbal communication differ in the context of group communication? F. \_\_\_\_\_
7. Can you explain how nonverbal cues contribute to team collaboration and understanding? G. \_\_\_\_\_
8. How has electronic communication influenced group communication, and what are some common platforms used? H. \_\_\_\_\_
9. What are some advantages of using video conferencing and messengers for group communication? I. \_\_\_\_\_
10. How do direct and virtual communication differ according to the location of the participants? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Group communication is used to take a collective decision on a problem, an issue, or a matter of common concern.
2. \_\_\_\_\_ B. The participants involved in-group communication take an active part in communication to achieve a set of goals.

3. \_\_\_\_\_ C. In group communication, individuals communicate with each other through verbal and nonverbal messages.
4. \_\_\_\_\_ D. Nonverbal cues can help develop mutual understanding and consistency in working groups and team collaboration.
5. \_\_\_\_\_ E. Email is one of the most common forms of effective electronic group communication.

**10. Give a summary of your own about Group Communication using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Types of Group Communication;
- Team leaders in Group Communication.

## **Text 9. Mass communication**

Mass communication is the process of producing, sending, receiving, and evaluating messages to a large number of people through written or oral media. It is a broad field that examines not only how and why messages are created but also why and how they are transmitted. Print media, digital media, social media, radio, television, and the internet are examples of mass communication.



## Features of Mass Communication

- Large audience
- Fairly undifferentiated audience composition
- Some form of message reproduction
- Rapid distribution and delivery
- Low cost for users

## System of Mass Communication

Mass communication is a component system made up of senders ( the authors, reporters, producers, or agencies) who transmit messages (the book content, the news reports, texts, visuals, images, sounds, or advertisements) through mass media channels (books, newspapers, films, magazines, radio, television, or the Internet) to a large group of receivers (readers, viewers, citizens, or consumers) after the filtering of gatekeepers (editors, producers, or media managers) with some chance for feedback (letters to editors, phone calls to news reporters, web-site postings, or as audience members of talk shows or television discussions). The effects of this process may include the formation of public opinion, acceptance of a particular cultural value, the establishment of the family system, and the like.

Mass communication has an indirect feedback. A source that has communicated a message regarding family planning through radio, television, or print has to depend on indirect means like surveys of audience reactions, letters, or telephone calls from audience members. Direct feedback, which is possible in interpersonal and, to a limited extent, in-group communication, is almost absent in mass communication.



## Functions of Mass Communication

**To inform the audience:** One of the major tasks of mass communication is to inform the audience about different types of information. It explains to the audience various events in the world, including crimes, politics, current affairs,

and many more things happening around the globe. It keeps people updated on everything.

**To socialize the audience:** Mass communication plays an important role in socialization and the transmission of values in society, especially in modeling appropriate behavior and attitudes. This in turn helps to create a stable society with shared social values. Television and movies have the greatest social potential because they seem to be the most realistic. They can especially affect young people; television and movies can present images or role models of social behavior, as well as fashion, grooming styles, and other aspects of social interaction.

**To educate the audience;** It provides education to the people through various educational programs that come from radio, television, and digital media. All this information gives us some kind of education. Therefore, it helps to directly reach the information very quickly. The Internet plays a central role in the educational process. Most students get the information they need from various online applications and websites.

**To entertain the audience:** Mass media is a great source of entertainment programs. There are various entertainment programs like music shows, dance shows, cartoons, web series, movies, serials, etc.

**To persuade the audience:** Mass media is used to shape public opinion in a certain way. People are easily influenced by the mass media. There are various advertisements about smoking, sex, dowry, etc. that try to change public opinion.

**To transmit different cultures:** through mass communication, people are connected to different people from different cities, states, and countries. They learn about various customs practiced by different people in different states, cities, and countries. Mass communication plays a vital role in cultural transmission.

The study of mass communication is chiefly concerned with how the content of mass communication persuades or otherwise affects the behavior, attitude, opinion, or emotion of the person or people receiving the information.

(Adopted by [langfaculty-aden.com/books/4/mass1.pdf/](http://langfaculty-aden.com/books/4/mass1.pdf/) )

## Active vocabulary

1. advertisement (n.) — реклама;
2. affair(s) (n.) — дело, отношения;
3. cartoon (n.) — мультфильм;
4. crime (n.) — преступление;
5. delivery (n.) — предоставление;
6. dowry (n.) — выкуп;
7. entertain (v.) — развлекать, развлекаться, entertainment(n.) — развлечение;
8. explain (v.) — объяснять;
9. feature (n.) — особенность, черта;
10. gatekeeper (n.) — посредник, сторож;
11. magazine (n.) — журнал;
12. mass (adj.) — массовый, групповой;
13. media (n.) — медиа, средства массовой информации;
14. observe (v.) — наблюдать;
15. otherwise (adv.) — иначе;
16. persuade (v.) — убеждать;
17. producer (n.) — продюсер;
18. reporter (n.) — репортер;
19. socialize (v.) — социализировать, socialization (n.) — социализация;
20. stable (adj.) — устойчивый, стабильный;
21. survey (n.) — опрос;
22. web-site (n.) — вебсайт.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

с возможностью обратной связи, формирование общественного мнения, косвенная обратная связь, реакции аудитории, соответствующего поведения и отношения, социальный потенциал, различные образовательные программы, онлайн-приложения и веб-сайты, большое количество

развлекательных программ, жизненно важная роль в передаче культурных ценностей.

## 2. Give Russian equivalents of the following:

with some chance for feedback, formation of public opinion, indirect feedback, audience reactions, appropriate behavior and attitudes, social potential, various educational programs, online applications and websites, great source of entertainment programs, vital role in cultural transmission.

## 3. Fit the meaning and the word:

1) advertisement	a) detailed study using a questionnaire to collect data
2) entertain	b) periodical publication with articles, stories, and photos
3) persuade	c) amuse or engage someone's attention agreeably
4) socialize	d) public notice promoting a product or service
5) survey	e) induce someone to do something through reasoning
6) magazine	f) make someone behave in a way that is acceptable to society
7) web-site	g) means of mass communication
8) media	h) collection of web pages on the Internet

## Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

## 4. Match the words with the similar meaning from a) to b):

a) entertain, feature, magazine, reporter, observe, gatekeeper, persuade, producer, stable, survey;

b) watch, poll, correspondent, firm, creator, convince, amuse, characteristic, guardian, journal.

## 5. Match the words with the opposite meaning from a) to b):

a) mass, socialize, crime, entertainment, otherwise, persuade, stable, delivery;

b) punishment, boredom, likewise, retention, discourage unstable, individual, isolate.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Mass communication is the process of producing, sending, receiving, and evaluating messages to a small number of people through written or oral media.
2. Print media, digital media, social media, radio, television, and the internet are examples of mass communication.
3. One of the major tasks of mass communication is to inform the audience about different types of information.
4. Television and movies have no social potential because they seem to be the most realistic.
5. People are easily influenced by the mass media.
6. The Internet doesn't play a central role in the educational process.
7. Mass media is used to shape public opinion in a certain way.
8. Mass communication plays a vital role in cultural transmission.

**7. Fill in the gaps the following words from the box:**

message (2), express, messages (2), inform, fulfill, functions

Mass communication is about sending one \_\_\_\_\_ to reach more than one person whether travelers on the road encountering a land boundary or watching television. Civilization is a history of broadcasting \_\_\_\_\_ within and outside the peer group to \_\_\_\_\_ cultural identity and convey unity, military might, glory, and other social \_\_\_\_\_.

If the main objective of mass communication is to \_\_\_\_\_ as many people as possible about something originating from a single source, then in theory, that \_\_\_\_\_ may appear in any form. It may be difficult initially to see the building of substantial public works like the Great Pyramids of Giza and the Parthenon in Athens. Rome's Pantheon and the Great Wall of China are forms of mass communication, but they can have enormous reach and \_\_\_\_\_ the same function as billboards today. Technically, ancient monument buildings are "outdoor and transit media," as listed in the last section, even if they primarily had cultural, religious, or practical \_\_\_\_\_ (like defense).

**8. Write an appropriate answer for each question based on the text:**

1. What are some examples of mass communication mentioned in the text? A. \_\_\_\_\_
2. What are the features of mass communication? B. \_\_\_\_\_
3. Who are the typical senders in the mass communication system? C. \_\_\_\_\_
4. How do gatekeepers influence the mass communication process? D. \_\_\_\_\_
5. Why is direct feedback almost absent in mass communication according to the text? E. \_\_\_\_\_
6. What are some primary functions of mass communication ? F. \_\_\_\_\_
7. How does mass communication play a role in the socialization of the audience ? G. \_\_\_\_\_
8. How does the internet contribute to the educational function of mass communication? H. \_\_\_\_\_
9. In what ways can mass media shape and influence public opinion? I. \_\_\_\_\_
10. What is the role of mass communication in cultural transmission? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. Print media, digital media, social media, radio, television, and the internet are examples of mass communication. |
| 2. _____ | B. One of the major tasks of mass communication is to inform the audience about different types of information.      |
| 3. _____ | C. Mass communication plays an important role in socialization and the transmission of values in society.            |
| 4. _____ | D. Mass media is a great source of entertainment programs.   |
| 5. _____ | E. Mass media is used to shape public opinion in a certain way.  |

**10. Give a summary of your own about Mass Communication using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. \* Work in pairs. Student A is an interviewer. Student B is the man who reads newspapers and magazines. Act out dialogue about the peculiarities of Mass Communication. (See the Appendices: 4. Making a dialogue).**

**12. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- System of Mass Communication;
- Functions of Mass Communication.

## Text 10. Types of mass communication media (for additional reading)



There are five types of mass communication media used to disseminate information around the globe:



### Print Media

- Newspapers
- Magazines
- Books & Novels
- Comics
- Journals & Publications



### Broadcast Media

- Films
- Television
- Radio

### BILLBOARD



### Outdoor & Transit VMedia

- Billboards
- Boardings
- Posters
- Banners



### Digital Media/New Media

- Social Media
- Video Platforms
- Websites
- Mobile Apps
- E-Books

- Print media
- Broadcast media
- Outdoor media
- Transit media
- Digital media
- Print Media

Print media is the oldest and first means of mass media used for the dissemination of information to a large audience. It includes newspapers, magazines, books, journals, weekly newspapers, comics, quarter newspapers, etc.

Print media along with being a source of news stories and other information, is a great source of entertainment as well. Newspapers have game corners possessing games like Sudoku, riddles, and puzzles.

Newspapers, magazines, journals, etc. are now published digitally, and readers can now easily access them from their mobile phones, computers, and other devices. Thus, in today's era, digital media and other media are widely used, but print media also has its own basis and importance.

#### ▪ **Broadcast Media**

The invention of the radio and television changed the world of mass communication. It includes radio, television, recorded music, and movies.

Musical scores were created in the 1870s and are considered the first non-print mass media source.

Radio is one of the oldest mass media that has successfully maintained its foundation. However, since most things are digital now, radios are also available online and can be used without having to carry the radio with you.

Film and television are the most consumed sources of entertainment and information for approximately 90% of the world's population. It is one of the most important forms of communication that is made more attractive, both visually and audibly. In addition, television and cinema play an important role in terms of employment and economic development.

#### ▪ **Outdoor Media**

Outdoor media advertising is mainly used by organizations and brands to reach customers in a particular area. This includes billboards, brochures, restaurant ads and more. There are several types of outdoor advertising, including mobile, digital, billboards, lamp posts and more.

#### ▪ **Transit Media**

Transit media is widely used in search marketing. It is also considered one of the best ways to advertise. This includes posters, banners, advertisements, and other means of transportation such as buses, cars, trains, and more.

As a result, a wide audience will read and watch this advertisement. Transit media is used to advertise products, ideas and services, disseminate social information/issues and inform the public.

### ▪ Digital Media

Digital media has completely changed the face of mass communication. This is a new and widely used method of sending information to large groups of people at the same time. It is considered a very powerful media tool.

Digital media also has one of the most used and powerful tools: social media. Social media is a great platform for disseminating information to a wide audience.

Social media helps reach target groups. E-books, e-magazines and e-newspapers are among the digital media that offer people a lot of entertainment and information.

(Adopted by [leverageedu.com](http://leverageedu.com) › Blog › Types of Mass Media)

#### 1. Fill in the table on the basis of the text. Get ready to speak about Mass media.

THE PRESS	THE RADIO	THE TV	OUTDOOR MEDIA

#### 2. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).

- Print Media;
- Broadcast Media;
- Digital Media.

## UNIT 3. Social work

### Pre-reading activity

- **Work in pairs. Before reading the text, discuss the following questions:**
  1. What is social work? Is it easy to answer this question?
  2. Why have you chosen “social work” as your future profession?
  3. What do you expect from it? What are your professional ambitions?
  4. Do social workers play an important role in a socio-political-economic context nowadays?

### Text 1. Social Work as a profession

Social work is a profession that assists individuals, families, groups, and communities in enhancing their individual and collective well-being. Its goal is to help people develop skills and the ability to use their own resources and those of the community to resolve problems.



### Purpose of social work

The main purpose of social work includes:

- **Assessment:** evaluating the needs and conditions of individuals or communities
- **Intervention:** Implementing methods that provide assistance, such as advocacy, counseling, or connecting clients with resources.
- **Advocacy** involves working to ensure that individuals have the opportunity to have their voices heard on issues that are important to them, promoting their rights and interests in various forums and decision-making processes.

- Policy development. Designing and advocating for policies that improve public welfare and advance social justice.
- Research: Studying social issues helps create evidence-based practices and inform policy recommendations.

#### Three Levels of Social Work

Generally, there are three levels of social work practice: micro, mezzo and macro social work. At each level, social work professionals provide slightly different services to target populations.

**Micro social work:** At the micro level, social workers provide one-on-one, family and small-group services addressing a wide range of social issues. These may include housing support, substance abuse counseling and mental health therapy.

**Mezzo social work:** Social workers who operate at the mezzo level work with groups of people, such as in a school, prison, hospital or neighborhood. They may help people struggling academically, address substance abuse recovery with prison inmates or help coordinate care for patients who are admitted to hospitals for long-term care.

**Macro social work:** Macro-level social work contains policy-making, research and community-based initiatives. Social workers at this level of practice are more likely to focus on and help address larger societal issues like homelessness, substance abuse, healthcare and more.

#### Areas of social work

There are many areas of social work, including:

- Child, family, and school social work. Helping children and families overcome challenges, such as domestic violence, poverty, and abuse.
- Medical and health social work involves assisting clients in managing their illnesses and navigating the healthcare system.
- Mental health and substance abuse social worker provide services for individuals with mental health problems such as addiction, depression, anxiety disorders, and schizophrenia
- Community social work. Encouraging neighborhood initiatives to develop new resources that improve social settings.

#### Values and principles

Social work is based on a set of core values:

- Service. Commitment to helping others.

- Social justice. Pursuing changes to end discrimination, oppression, poverty, and other forms of social injustice.
- Dignity. Respecting the worth of every individual.
- Importance of human relationships. Recognizing the importance of relationships in promoting well-being.
- Integrity. Maintaining moral principles and trustworthiness.
- Competence. Never stop learning and improving professional knowledge and skills.

(Adopted by <https://marketbusinessnews.com/>)

### Active vocabulary

1. addiction (n.) — зависимость;
2. admit (v.) — признавать;
3. anxiety (n.) — беспокойство;
4. assistance (n.) — помощь, assist (v.) — помогать;
5. care (v.) — заботиться;
6. commitment (n.) — обязательство;
7. core (adj.) — основной;
8. demand (v.) — требовать;
9. dignity (n.) — достоинство;
10. disorder (n.) — беспорядок;
11. homelessness (n.) — безнадзорность;
12. implement (n.) — инструмент, implement (v.) — осуществлять;
13. injustice (n.) — несправедливость;
14. integrity (n.) — целостность;
15. intervention (n.) — вмешательство;
16. neighborhood (n.) — соседство;
17. oppression (n.) — угнетение;
18. overcome (v.) — преодолеть;
19. procedure (n.) — метод, методика;
20. poverty (n.) — бедность;
21. recovery (n.) — восстановление;
22. welfare (n.) — благополучие;
23. worth (n.) — ценность.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

использовать собственные ресурсы, оказывать помощь, участвовать в процессах принятия решений, повышать уровень жизни населения, формировать политические рекомендации, проводить психотерапию, преодолевать трудности, улучшать социальную среду, укреплять основные ценности, способствовать благополучию.

#### 2. Give Russian equivalents of the following:

to use their own resources, provide assistance, decision-making processes, improve public welfare, inform policy recommendations, mental health therapy, overcome challenges, improve social settings, core values, in promoting well-being.

#### 3. Fit the meaning and the word:

1) admit	a) condition of being addicted to a substance or activity
2) overcome	b) feeling of nervousness or worry about future events
3) implement	c) help someone or something
4) demand	d) acknowledge something as true or valid
5) care	e) succeed in dealing with a problem or difficulty
6) addiction	f) required as necessary
7) anxiety	g) piece of equipment used to achieve a purpose
8) assist	h) feel concern or interest about something

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) addiction, welfare, anxiety, care, implement, intervention, assistance, recovery, worth;
- b) dependence, value, improvement, involvement, worry, help, look after, tool, well-being.

**5. Match the words with the opposite meaning from a) to b):**

- a) admit, disorder, neighborhood, injustice, poverty, oppression, recovery, worth;
- b) reject, insignificance, deterioration, wealth, order, justice, distance, freedom.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

- 1. Social work is a profession that assists individuals, families, groups, and communities in enhancing their individual and collective well-being.
- 2. Generally, there are two levels of social work practice: micro and macro social work.
- 3. Studying social issues, helps create evidence-based practices and inform policy recommendations.
- 4. Social workers who operate at the micro level work with groups of people, such as in a school, prison, hospital or neighborhood.
- 5. Medical and health social work involves assisting clients in managing their illnesses and navigating the healthcare system.
- 6. Macro-level social work contains policy-making, research and community-based initiatives.
- 7. At the macro level, social workers provide one-on-one, family and small-group services addressing a wide range of social issues.
- 8. Medical and health social work involves assisting clients in managing their illnesses and navigating the healthcare system.

**7. Fill in the gaps the following words from the box:**

complex (2), profession (3), lacks, well-being, knowledge

Social work is a \_\_\_\_\_ and multifaceted \_\_\_\_\_ that has been the subject of debates on professionalization for many years. While some argue that social work \_\_\_\_\_ the necessary characteristics of a \_\_\_\_\_, others contend that social work is a unique \_\_\_\_\_ that requires specialized \_\_\_\_\_ and skills to address \_\_\_\_\_ social issues. Regardless of these debates, it is clear that social work plays a critical role in improving the \_\_\_\_\_ of individuals, families, and communities.

**8. Write an appropriate answer for each question based on the text:**

1. What is the primary goal of social work as a profession? A. \_\_\_\_\_
2. What does the assessment process in social work involve? B. \_\_\_\_\_
3. How do social workers engage in advocacy for their clients? C. \_\_\_\_\_
4. What are the three levels of social work practice, and what distinguishes them from each other? D. \_\_\_\_\_
5. Can you provide examples of services provided at the micro level of social work? E. \_\_\_\_\_
6. What types of institutions does a mezzo-level social worker operate with? F. \_\_\_\_\_
7. What are some societal issues that macro-level social workers focus on? G. \_\_\_\_\_
8. What are the main areas of specialization within the field of social work? H. \_\_\_\_\_
9. What values and principles serve as the foundation for social work practice? I. \_\_\_\_\_
10. What are the typical educational requirements for becoming a social worker? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. Studying social issues helps create evidence-based practices and inform policy recommendations.               |
| 2. _____ | B. Generally, there are three levels of social work practice: micro, mezzo and macro social work.                |
| 3. _____ | C. At each level, social work professionals provide slightly different services to target populations.           |
| 4. _____ | D. Macro-level social work contains policy-making, research and community-based initiatives.                     |
| 5. _____ | E. Mental health and substance abuse social worker provide services for individuals with mental health problems. |

**10. Give a summary of your own about the importance of social work in modern world, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Three Levels of Social Work;
- Areas of social work.

**Text 2. What Is a Social Worker?**

Social workers are professionals whose goal is to improve general well-being and meet the basic and complex needs of communities and individuals. Social workers are essential members of the social services sector, offering support, guidance, and advocacy for those in needs. Social workers are involved in the work of various groups and demographics, with

a specific focus on vulnerable individuals who experience oppression and poverty.

The role of a social worker in legislative proceedings, which often leads to the formulation of policy documents, is determined by their area of specialization, job position, and place of residence. Their roles are based on the values and principles of social work, along with academic research.

Social workers often refine their practice by focusing on the level of intervention and the type of community they wish to serve. For example, a clinical social worker focuses on diagnosing, treating, and preventing mental, emotional, and behavioral problems. Another social worker may focus on the research and development of small or large-scale programs, such as Medicaid, to help communities.

The work of a social worker can be both rewarding and emotionally taxing. Success in this field may be influenced by having good interpersonal skills, practicing empathy, and being a good communicator, listener, and critical thinker.



### **What Does a Social Worker Do?**

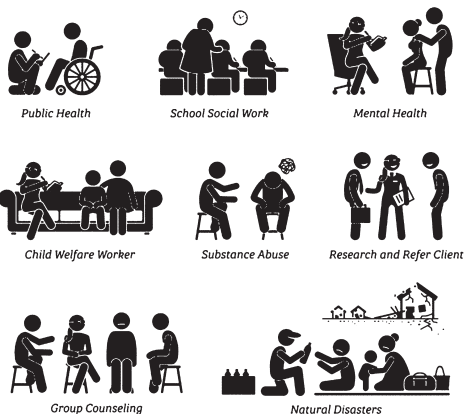
A social worker's job involves many different areas of expertise. Common duties among social workers classified into various specialization areas include:

**Child, family, and school social workers** help children, school staff, and family members solve problems. They work together with students and teachers to combat bullying, learning disabilities, and other barriers.

**Medical and public health social workers** assist individuals with chronic illnesses and those in critical condition in obtaining appropriate medical care,

gaining access to public programs like Medicare, and locating services like nursing care.

**Mental health and addictions: social workers** support people with mental health or substance abuse problems. Therapy is an intervention often used by social workers to help clients deal with these issues. Social workers that specialize in mental health and substance abuse can try to stop issues before they get worse by taking part in awareness and prevention campaigns.



(Adopted by [marketbusinessnews.com/financial-glossary/what-is...](http://marketbusinessnews.com/financial-glossary/what-is...))

## Active vocabulary

1. academic (adj.) — академический, учебный, научный;
2. advocacy (n.) — защита;
3. awareness (n.) — осведомлённость, осознание;
4. barrier (n.) — препятствие;
5. bullying (n.) — травля;
6. campaign (n.) — кампания, campaign (v.) — агитировать. выступать;
7. combat (v.) — бороться;
8. deal (v.) — иметь дело;
9. determine (v.) — определять;
10. expertise (n.) — экспертиза, компетенция;
11. guidance (n.) — руководство;
12. legislative (adj.) — законодательный;

13. Medicare (n.) — медицинское страхование;
14. refine (v.) — совершенствовать;
15. residence (n.) — место жительства;
16. reward (v.) — вознаграждать; reward (n.) — вознаграждение;
17. service (n.) — услуга;
18. specialize (v.) — специализироваться, specialization (n.) — специализация;
19. staff (n.) — персонал;
20. substance (n.) — вещество;
21. support (v.) — поддерживать;
22. treat (v.) — лечить, рассматривать;
23. vulnerable (adj.) — уязвимый, незащищенный;
24. wish (v.) — желать wish (n.) — пожелание.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

улучшение общего благосостояния, сектор социальных услуг, особое внимание к уязвимым группам населения, переживать угнетение и бедность, уровень вмешательства, хорошие навыки межличностного общения, различные специализации, проблемы со здоровьем или злоупотреблением псих активных веществ, иметь дело с этими проблемами, кампании по повышению осведомлённости и профилактике.

#### 2. Give Russian equivalents of the following:

improve general well-being, social services sector, specific focus on vulnerable individuals, experience oppression and poverty, level of intervention, good interpersonal skills, various specialization areas, health or substance abuse problems, deal with these issues, awareness and prevention campaigns.

#### 3. Fit the meaning and the word:

1) advocacy	a) persistent actions to make life unpleasant for someone
2) awareness	b) something given for a good deed or service
3) bullying	c) employees working for a business or organization

4) combat	d) active support or argument for a cause or idea
5) reward	e) state of being conscious of something
6) staff	f) struggle or conflict between opposing forces or ideas
7) treat	g) improve something by making small changes
8) refine	h) act of providing medical care

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) academic, combat, advocacy, awareness, guidance, reward, staff, support, vulnerable, wish;
- b) scholarly, prize, assist, personnel, direction, promotion, consciousness, fight, desire, susceptible.

**5. Match the words with the opposite meaning from a) to b):**

- a) advocacy, awareness, campaign, deal, expertise, legislative, refine, reward;
- b) damage, punish, opposition, executive, ignore, incompetence, unawareness, inactivity.

**6. Say whether the following sentences are true or false:**

**In your arguments use:** *I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Social workers often refine their practice by focusing on the level of intervention and the type of community they wish to serve.
2. The work of a social worker can be both rewarding and emotionally taxing.
3. Social workers are not involved in the work of various groups and demographics.
4. A social worker's job involves few different areas of expertise.
5. A clinical social worker focuses on diagnosing, treating, and preventing mental, emotional, and behavioral problems.

6. Therapy is an intervention often used by social workers to help clients deal with chronic illnesses.
7. Common duties among social workers classified into two specialization areas.
8. Medical and public health social workers assist individuals with chronic illnesses.

### 7. Fill in the gaps the following words from the box:

professional, manage, include (2), develop, identify, assessment

Social work is a helping field. A social worker is a \_\_\_\_\_ who works with people and helps them \_\_\_\_\_ their daily lives, understand and adapt to illness, disability, death, and obtain social services. These can \_\_\_\_\_ health care, government assistance and legal aid. Social workers may \_\_\_\_\_, implement and assess programs to address social issues such as domestic violence, poverty, child abuse, and homelessness.

The primary role of social workers is to \_\_\_\_\_ the needs of individuals, families, and communities, and determine the most effective means of addressing those needs. They devise a plan of action based on their \_\_\_\_\_, which may \_\_\_\_\_ connecting individuals with resources, providing counseling services, or advocating for policy changes.

### 8.\* Write an appropriate answer for each question based on the text:

1. What primary goals do social workers try to achieve in their professional roles? A. \_\_\_\_\_
2. How do social workers contribute to legislative proceedings and policy formulation? B. \_\_\_\_\_
3. What are some of the specific focus areas or specializations within the social work profession? C. \_\_\_\_\_
4. What skills and attributes are important for social workers to be successful in their roles? D. \_\_\_\_\_

5. What are the responsibilities of child, family, and school social workers? E. \_\_\_\_\_

6. How do medical and public health social workers assist individuals with chronic illnesses? F. \_\_\_\_\_

7. What role do social workers play in addressing mental health and addiction issues? G. \_\_\_\_\_

8. What is the role of a community social worker, and how does it differ from working with individual clients? H. \_\_\_\_\_

9. What support do military social workers provide to service members and their families? I. \_\_\_\_\_

10. Where can social workers find employment opportunities, and what types of organizations commonly employ them? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_

A. Social workers are essential members of the social services sector, offering support, guidance, and advocacy for those in needs.

2. \_\_\_\_\_

B. Social workers often refine their practice by focusing on the level of intervention and the type of community they wish to serve.

3. \_\_\_\_\_

C. The work of a social worker can be both rewarding and emotionally taxing.

4. \_\_\_\_\_

D. A social worker's job involves many different areas of expertise.

5. \_\_\_\_\_

E. Child, family, and school social workers help children, school staff, and family members solve problems.

**10. Write an essay: “I am a social worker” (120–150 words), using the linking expressions: (See the Appendices: 2. Writing an Essay).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Community social worker;
- Military social worker;
- School social worker;
- Mental health social worker.

### **Text 3. Possible Careers in Social Work (for additional reading)**

There are many options for social work careers at the micro, mezo, and macro levels. Some opportunities include:

- **Military social worker.** Through guidance and support, military social workers educate and work with members of the armed forces as well as veterans and their families to help them address the unique challenges they face.
- **Community social worker.** Instead of working with individual clients, community social workers assess the entire group and implement measures and changes for the benefit of everyone. Community social workers prepare and manage new programs or assignments to allocate resources to the community.
- **Mental health social worker.** People with mental health disorders often need the support and attention that a social worker can provide. Mental health social workers spend time assessing and treating people with behavioral and emotional problems, providing feedback and support to improve their mental health.
- **School social worker.** Most elementary and middle schools have social workers who advocate for students. School social workers interact directly with teachers, parents, administrators, and staff to ensure students can thrive in and out of school. These social workers develop relationships with families, refer to community resources, and extend support for mental health and crisis management services.

## Where Do Social Workers Work?

Social workers can pursue a career in many fields:

Government-employed social workers typically work at the Department of Health and Human Services. Branches include the Child Welfare Branch, Public Health and Safety, and the Unemployment Administration.

Private, non-profit and charitable organizations are the second largest employers of social workers. Social workers are useful in many situations and can therefore work in many places and settings.

(Adopted by [marketbusinessnews.com/financial-glossary/what-is...](http://marketbusinessnews.com/financial-glossary/what-is...)).

### ■ Discuss the following questions after reading:

1. What are the three levels of social work careers mentioned?
2. What specific role do military social workers play?
3. How do community social workers differ from those working with individual clients?
4. What is the primary focus of a mental health social worker?
5. In what kinds of organizations or settings do social workers typically find employment?

## Text 4. Social Worker's Responsibilities (for additional reading)

Social workers act as advocates for their clients, ensuring that their voices are heard and their rights protected. They conduct assessments, interviews, and counseling sessions to understand the specific needs and challenges of their clients and then develop personalized intervention plans to address those needs effectively.

**Child social workers** focus on the wellbeing and safety of children and young people. They may work with children who are in foster care, facing abuse or neglect, or dealing with challenging family situations. Their role involves conducting home visits, coordinating with schools, and advocating for the best interests of the child.

A child social worker's duties include a variety of crucial activities, such as looking into allegations of child abuse, neglect, or maltreatment and taking the appropriate precautions to keep the child safe. Child social workers intervene

to set up temporary or permanent placements, such as foster care or with relatives, when a child is taken from their family for safety reasons, making sure the child's basic needs are satisfied.

Additionally, they provide essential counseling and support to children and families, helping them cope with trauma, build resilience, and foster healthy relationships. Acting as advocates, child social workers prioritize the child's best interests, ensuring their rights are protected and their voices heard in legal proceedings or decision-making processes.

**Adult social workers** assist vulnerable adults, such as the aged, the disabled, and those dealing with mental health concerns. They guarantee that people get the support and services they need for a dignified life, whether they live independently or in care facilities.

An adult social worker's responsibilities include a wide range of crucial tasks. They start by carrying out in-depth evaluations to comprehend the distinct requirements and capacities of their clients, which enables them to ascertain the most suitable degree of assistance and services needed. Adult social workers use the results of this assessment to create individualized care plans for each client, which include the resources and assistance required to promote independent living or assist with care in specialized settings.

Furthermore, they are essential in helping their clients access other community resources that are necessary to improve their quality of life, such as support groups, financial aid, and home care services.

Adult social workers are mental health advocates who give vital emotional support and counseling to people dealing with mental health issues. They also make sure these people have access to the right mental health services and create a supportive environment.

**Medical social workers** work in healthcare environments in conjunction with other medical specialists to address the psychological and social aspects that affect patients' well-being. They support patients and their families in managing their health, finding resources, and selecting the best course of action.

**School social workers** assist students, families, and school staff in addressing social and emotional challenges that may affect a child's academic success. They provide counseling, advocate for students' needs, and support families in improving home-school connections.

**Mental health social workers** are those who choose to specialize in mental health focus on helping individuals with a variety of mental health issues, such as depression, anxiety, schizophrenia, or addiction. They offer therapy, create treatment plans, and collaborate with mental health professionals to ensure comprehensive care.

(Adopted by reed.com <https://www.reed.com> › wh...)

**Discuss the following questions after reading:**

1. What are the primary responsibilities of child social workers in ensuring child safety?
2. How do adult social workers assist vulnerable adults in maintaining their independence?
3. In what ways do school social workers support students' academic success?
4. How do medical social workers collaborate with healthcare professionals to aid patients?
5. What strategies do mental health social workers employ to support individuals with mental health issues?

**Text 5. Methods in Social Work**



The field of social work assists people with enhancing their social and emotional health on an individual, group, and community level. Social work methods are organized, and planned ways of helping people. Social work methods are such methods that social workers use to help people of all ages and from various sections of society enhance their social functioning and cope more effectively with their problems.

The techniques used in social work are:

**Primary methods** (direct helping method)

- 1) Social casework
- 2) Social work in groups.
- 3) Community organization.

**Secondary methods** (Auxiliary methods)

- 4) Social work research.
- 5) Social welfare administration.
- 6) Social Action (Volunteering).

**Social casework** deals with individual problems in the environment. An individual is involved in the problem as he is unable to deal with it on his own. His anxiety sometimes temporarily makes him incapable of solving the problem for a short while. Either way, his social functioning is off. With the help of a professional relationship and information about the client's entire environment, the caseworker creates a treatment plan and works to alter the client's attitudes and perceptions.

**Social group work** is a service in which a professionally qualified social worker assists clients in moving toward better interpersonal and social functioning through adaptable programs that place a premium on each member's unique personality development. The group serves as the medium through which people are assisted in making the necessary modifications and adjustments.

**Community organization** is another method of social work. A community is made up of groups, which means that it is an organized system of relationships.

Community organization involves identifying issues, locating resources for resolving issues, fostering social bonds, and creating the programs required to achieve the community's goals.

**Social Welfare Administration.** The process of organizing and managing social work services, both public and private, is known as social welfare administration. Among a social worker's administrative responsibilities are program development, resource mobilization, personnel selection and recruitment, appropriate organization and coordination, skillful and compassionate leadership, staff guidance and supervision, program financing and budgeting, and evaluation.

**Social work research** is a systematic investigation for finding out new facts, testing old hypotheses, verifying existing theories, and discovering causal relationships of the problems in which the social worker is interested. In order to scientifically initiate any kind of social work program, a systematic study of the given situation is necessary through social work research and surveys.

**Social action.** The goal of social action is to ensure social progress by enacting desired changes. Among the things that social workers do with the help of the social action method are raising awareness of social issues, organizing resources, empowering various groups to speak out against harmful behaviors, and applying pressure to pass laws. It aims to strike a healthy balance between community needs and available solutions, mostly through self-help activities and individual and group initiatives.

(Adopted by [socialworkin.com](http://socialworkin.com))

### Active vocabulary

1. achieve (v.) — достигать;
2. adjustment (n.) — установка, поправка, регулировка;
3. alter (v.) — изменять, меняться;
4. auxiliary (adj.) — дополнительный, вспомогательный;
5. available (adj.) — доступный;
6. bond (v.) — связывать, bond (n.) — связь;
7. caseworker (n.) — соцработник, casework (n.) — адресная помощь;
8. causal (adj.) — повседневный, случайный;
9. compassionate (adj.) — участливый;
10. cope (v.) — справляться;
11. empower (v.) — позволять, уполномочивать;
12. entire (adj.) — целый, весь;
13. exist (v.) — существовать;
14. harmful (adj.) — вредный;
15. hypothesis (n.) — гипотеза;
16. identify (v.) — выявлять, определять;
17. perception (n.) — восприятие;
18. pressure (n.) — давление;
19. recruitment (n.) — набор персонала;

20. responsibility (n.) — ответственность;  
 21. scientifically (adv.) — научно;  
 22. self-sufficient (adj.) — самодостаточный;  
 23. skillful (adj.) — опытный;  
 24. supervision (n.) — руководство;  
 25. treatment (n.) — лечение.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

решать индивидуальные проблемы, изменить отношение и восприятие клиента. помогать клиентам, развивать уникальную личность, вносить необходимые изменения и корректировки, учиться быть самодостаточными и сотрудничать, проявлять сострадание, руководить персоналом и контролировать его, бороться с вредным поведением. доступные решения.

#### 2. Give Russian equivalents of the following:

deal with individual problems, alter the client's attitudes and perceptions, assist clients, unique personality development, necessary modifications and adjustments, learn to be self-sufficient and cooperative, compassionate leadership, staff guidance and supervision, against harmful behaviors, available solutions.

#### 3. Fit the meaning and the word:

1) achieve	a) make changes to something
2) alter	b) showing sympathy and concern for others
3) available	c) able to live happily without others
4) bond	d) succeed in reaching a goal or task
5) compassionate	e) authority or control over an activity or operation
6) empower	f) ready for use or service
7) self-sufficient	g) form a strong relationship with someone
8) supervision	h) give permission or authority to someone

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) achieve, available, adjustment, auxiliary, bond, cope, entire, empower, self-sufficient, treatment;
- b) whole, independent, accomplish, enable, modification, manage, supplementary, attach, accessible, care.

**5. Match the words with the opposite meaning from a) to b):**

- a) achieve, alter, compassionate, entire, exist, harmful, self-sufficient, skillful;
- b) lose, indifferent, partial, extinct, beneficial, dependent, inept, maintain.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Social work methods are organized, and planned ways of helping people.
2. Social casework deals with individual problems in the environment.
3. An individual is involved in the problem as he is able to deal with it on his own.
4. The group doesn't serve as the medium through which people are assisted in making the necessary modifications and adjustments.
5. Community organization is another method of social work.
6. The process of organizing and managing social work services, both public and private, is known as social welfare administration.
7. The goal of social action is to reject social progress by enacting desired changes.
8. In order to scientifically initiate any kind of social work program, a systematic study of the given situation is necessary through social work research and surveys.

**7. Fill in the gaps the following words from the box:**

solutions, assistance, approach (2), interventions, disorders

This method focuses on providing \_\_\_\_\_ at the individual level and has its roots in European charitable practices. It was first systematized by Mary Richmond, whose work, “What is Social Case Work,” pioneered the individual-centered \_\_\_\_\_ within the context of the person’s daily life.

Initially influenced by sociology, the case method later shifted towards a psychological\_\_\_\_\_, heavily influenced by Freudian theories in the 1920s. This led to a focus on psychological and emotional\_\_\_\_\_, making the social worker’s role more therapeutic.

Casework typically involves \_\_\_\_\_ in situations of marginality, considering the individual as both the subject and object of the intervention. It aims to understand the individual’s situation and provide \_\_\_\_\_ to their problems.

**8. Write an appropriate answer for each question based on the text:**

1. What are the three levels at which social work operates to enhance social and emotional health? A. \_\_\_\_\_
2. How are primary methods in social work different from secondary methods? B. \_\_\_\_\_
3. What is the primary focus of social casework in addressing an individual’s problems? C. \_\_\_\_\_
4. How does the group help clients improve their interpersonal and social functioning? D. \_\_\_\_\_
5. What are some of the key components involved in community organization as a method of social work? E. \_\_\_\_\_
6. What are some administrative responsibilities of social welfare administration in the field of social work? F. \_\_\_\_\_

7. How does social work research contribute to the development and implementation of social work programs? G. \_\_\_\_\_

8. What is the main goal of social action within the context of social work? H. \_\_\_\_\_

9. How can social workers use social action to address harmful social behaviors in a community? I. \_\_\_\_\_

10. What ways do social work methods help individuals, groups, and communities become more self-sufficient and cooperative? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_

A. The field of social work assists people with enhancing their social and emotional health on an individual, group, and community level.

2. \_\_\_\_\_

B. Social work methods are organized, and planned ways of helping people.

3. \_\_\_\_\_

C. The group serves as the medium through which people are assisted in making the necessary modifications and adjustments.

4. \_\_\_\_\_

D. Social group work is a service in which a professionally qualified social worker assists clients in moving toward better interpersonal and social functioning.

5. \_\_\_\_\_

E. The goal of social action is to ensure social progress by enacting desired changes.

**10. Give a summary of your own about methods in social work, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Primary methods in social work;
- Secondary methods in social work.

**Text 6. Principles of Social Work  
(for additional reading)**

In social work, principles are guidelines that explain what should and should not be done to achieve the best results. They serve as a point of reference for professionals who conduct fieldwork.

Principles are the translation of ideals into understandable terms for practicing a profession. Principles are fundamental truths that are universally accepted. They are general rules or laws that help us move from one situation to another.

In social work, the main principles are acceptance, individualization, self-determination, a non-judgmental attitude, confidentiality, purposeful expression of feelings, and control over emotional involvement. These principles guide social workers in their interactions with clients, helping them provide effective and ethical services.

**Acceptance Principle**

To achieve the best results, both the client and the social work practitioner must accept each other. The client should feel comfortable with the worker because the worker is there to help them overcome their difficulties.

On the other hand, the worker must respect the client as a person with a problem who has come to them for help.

This mutual acceptance is the first step towards building a strong professional relationship. The goal of this relationship is to help the client solve their social problems.

**Principle of Individualization**

Each individual has their own way of organizing and using their own strengths, which is different from anyone else's.

The social worker sees each client's problem as unique. They work with the client to find the most effective way for them to deal with their personal challenges.

## **Principle of Communication**

Communication between the social worker and the client is essential in social work. This communication can be verbal, meaning it can be spoken or written, or nonverbal, which involves using gestures, signs, or actions to convey a message. Most human relations problems arise due to poor communication.

True communication occurs when both the sender and the recipient share the same understanding of the phrases and other symbols they use.

The social worker must be able to understand both verbal and non-verbal cues from the client.

The main task of a social worker is to create a space where the client feels comfortable expressing their feelings. This atmosphere is enhanced by the client's trust and confidence in the worker, as well as the worker's acceptance of the client.

## **Principle of Confidentiality**

The proper implementation of social work interventions is firmly based on this principle. It helps to establish a strong working relationship between the client and the worker. In social work, it is essential for the practitioner to receive information from the client. This information can range from straightforward facts to highly personal details.

It is impossible to assist a client in social work without their full cooperation and participation. For this to happen, the client must have complete trust in the social worker, believing that the information they share will remain confidential and be used solely for the intended purposes.

## **Principle of Self-determination**

This idea highlights the client's right to self-determination. Every individual has the right to decide what is best for them and to choose the methods they want to use to achieve it. By encouraging and helping the client develop a clear understanding of their social environment, the social worker can support them in making well-informed and appropriate decisions.

## **Principle of Non-judgmental Attitude**

The non-judgmental attitude principle states that social workers should approach their professional interaction impartially. This means they must avoid judging their clients, whether their experiences are positive or negative.

By adopting this approach, social workers can build strong professional relationships with their clients. Both the worker and the client are free to express their understanding of each other's perspectives, which allows for a deeper level of communication and cooperation.

### **Principle of Controlled Emotional Involvement**

By becoming involved in the client's life, the social workers might develop too much empathy for them. This could affect the client's right to independence and self-determination. Therefore, the social workers should maintain a healthy emotional distance from the client. Even when expressing sympathy, they should show understanding of the client's circumstances without seeming selfish or unfair.

(Adopted by [socialworkin.com/2020/09/Work-with-disabled.html](http://socialworkin.com/2020/09/Work-with-disabled.html))

### **Answer the questions after reading:**

1. What role do principles play in the field of social work, according to the text?
2. How are ideals transformed into principles within the context of social work?
3. What are some of the main principles mentioned in the text that guide social workers in their practice?
4. How does the Acceptance Principle help in building a professional relationship between a social worker and a client?
5. In what way does the Principle of Individualization affect the approach a social worker takes with clients?
6. Why is communication crucial in social work and what types of communication are mentioned in the text?
7. How does the Principle of Confidentiality contribute to the effectiveness of social work interventions?
8. Explain the significance of the Principle of Self-determination in the decision-making process of a client.
9. What is meant by a nonjudgmental attitude, and why is it important for a social worker to maintain this attitude?
10. How does the Principle of Controlled Emotional Involvement balance empathy and professional boundaries in social work?

## **Text 7. Six important theories in social work**

Social work theories attempt to describe, explain, and predict social events based on scientific evidence. Social work perspectives draw from psychology, philosophy, and economics to attempt a better understanding of what drives people at various stages in life. Social work theories help social workers analyze cases, understand clients, and create interventions to predict intervention results. A crucial aim of learning social work theories is to train and encourage social workers not only in their personal assumptions but also in their beliefs when engaging with the practice. Social workers should use evidence-based theories to investigate issues and drive their decision-making.

The following list of social work theories includes some of the most widely referenced theories used in social work.

### **1. Social learning theory**

Psychologist Albert Bandura developed social learning theory, which is also known as social cognitive theory. This theory posits that learning occurs by watching others and modeling their behavior. The individual pays close attention to the action and keeps that activity in memory. Then, the individual must experience a situation where the behavior can be repeated and must have been motivated to repeat it.

Social workers can use this theory to better understand how role models affect the behaviors and emotions of their clients. Social learning theory can also help social workers form intervention strategies that use positive modeling and reinforcement to encourage their clients' engagement in new, healthy behaviors.

### **2. Systems theory**

Systems theory proposes that people are products of complex systems rather than individuals who act in isolation. According to this theory, behavior is influenced by a variety of factors that work together as one system. These factors include family, friends, and social settings.

Systems theory can treat issues like eating disorders, depression, bipolar disorder, anxiety, school trauma, and risky behavior.

Social workers using systems theory will work to understand how their clients are influenced by the systems they are a part of. Social workers then identify where systemic breakdowns are affecting behavior.

### 3. Psychosocial development theory

The German psychoanalyst Erik Erikson, who believed that personality develops in dozens of stages, introduced psychosocial development theory. Erikson developed an eight-stage psychosocial development theory. According to this theory, the eight stages of development that people pass through in life are:

1. Trust versus mistrust
2. Autonomy versus shame and doubt
3. Initiative versus guilt
4. Industry versus inferiority
5. Identity versus confusion
6. Intimacy vs. isolation
7. Generativity versus stagnation
8. Integrity versus despair: A study of the impact on depression

Psychosocial development theory shows that humans pass through these stages as they age. By identifying the stages of development their clients are experiencing, social workers can better understand their clients' challenges.

### 4. Psychodynamic theory

Psychodynamic theory was introduced by the founder of psychoanalysis, Sigmund Freud. This theory is based on the idea that humans are biologically driven to seek gratification. The theory states that people do this based on processes that have developed outside of conscious awareness, with origins in childhood experiences. This drive influences everyday behavior, leading to actions like aggression and sex.

In social work, psychodynamic theory can help explain the internal processes individuals use to guide their behavior, some of which may be unconsciously motivated. Social workers may also examine how early childhood experiences have played a role in influencing their clients' current behavior.

### 5. Social exchange theory

Social exchange theory suggests that relationships are based on cost-benefit analysis. Each person seeks to maximize their benefits and is expected to reciprocate for the benefits they have received. When risks outweigh potential rewards, relationships may be abandoned. When one person in a

relationship has “greater resources” than another, that other person is predicted to have greater power as well. Social workers can use social exchange theory to understand their clients’ relationships, including why they continue to maintain certain relationships or abandon them. Social exchange theory can also be applied to the techniques social workers use in connecting with their clients. This theory can influence how social workers position the worker-client relationship as one that benefits their clients.

## **6. Rational choice theory**

Rational choice theory helps explain why people make the choices they do by weighing risks, costs, and benefits. This theory suggests that all choices are rational because people calculate the costs and benefits before making a decision. Even when a choice seems irresponsible, there is reasoning behind it. This theory can help social workers understand the decision-making processes and motivations of their clients.

(Adopted by [onlinemswprograms.com/social-work/theories/](http://onlinemswprograms.com/social-work/theories/)).

## **Active vocabulary**

1. abandon (v.) — отказаться, abandon (n.) — отказ;
2. assumption (n.) — предположение;
3. attempt (v.) — пытаться, attempt (n.) — попытка;
4. confusion (n.) — путаница;
5. conscious (adj.) — сознательный;
6. despair (v.) — отчаиваться, despair (n.) — отчаяние;
7. encourage (v.) — поощрять;
8. gratification (n.) — удовлетворение;
9. inferiority (n.) — неполноценность;
10. intervention (n.) — вмешательство;
11. introduce (v.) — представить;
12. integrity (n.) — целостность;
13. intimacy (n.) — близость, intimacy (adj.) — близкий;
14. investigate (v.) — исследовать;
15. isolation (n.) — изоляция;
16. outweigh (v.) — перевешивать;

17. propose (v.) — предлагать;
18. predict (v.) — предсказать;
19. psychodynamic (adj.) — психодинамический;
20. reciprocate (v.) — обмениваться, отвечать взаимностью;
21. reinforcement (n.) — . подкрепление;
22. reward (v.) — вознаграждать, reward (n.) — награда;
23. shame (v.) — стыдиться, shame (n.) — стыд;
24. stagnation (n.) — застой;
25. suggest (v.) — предлагать.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

вмешиваться, чтобы прогнозировать результаты, личные предположения, уделять пристальное внимание системные сбои, вне сознательного восприятия, детский опыт, анализ затрат и выгод, взаимные выгоды, потенциальные вознаграждения, процесс принятия решений.

#### 2. Give Russian equivalents of the following:

create interventions to predict results, personal assumptions, pay close attention, systemic breakdowns, outside of conscious awareness, childhood experiences, cost-benefit analysis, reciprocate for the benefits, outweigh potential rewards, decision-making processes.

#### 3. Fit the meaning and the word:

1) abandon	a) additional support or material added to strengthen
2) encourage	b) state of being lower in status or quality
3) reciprocate	c) state of being whole or undivided
4) reinforcement	d) say that an event will happen in the future
5) inferiority	e) lack of activity or growth in a situation
6) integrity	f) give something in response to a received action
7) stagnation	g) stimulate the development of an activity or state
8) predict	h) stop doing an activity before it is finished

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) abandon, attempt, conscious, encourage, gratification, inferiority, intimacy, investigate, predict, propose;
- b) examine, suggest, closeness, leave, motivate, satisfaction, inadequacy, try, aware, anticipate.

**5. Match the words with the opposite meaning from a) to b):**

- a) abandon, attempt, inferiority, confusion, conscious, despair, encourage, intimacy;
- b) maintain, hope, distance, avoidance, discourage, unconscious, clarity, superiority.

**6. Say whether the following sentences are true or false:**

***In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.***

1. Social work perspectives draw from literature to attempt a better understanding of what drives people at various stages in life.
2. Social work theories help social workers analyze cases, understand clients, and create interventions to predict intervention results.
3. Systems theory proposes that people are products of complex systems rather than individuals who act in isolation.
4. Psychologist Albert Bandura introduced psychodynamic theory.
5. Social exchange theory suggests that relationships are based on cost-benefit analysis.
6. Rational choice theory helps explain why people make the choices they do by weighing risks, costs, and benefits.
7. Erikson developed a two-stage psychosocial development theory.
8. Social workers using systems theory will work to understand how their clients are influenced by the systems.

**7. Fill in the gaps the following words from the box:**

knowledge, refers, provide, overcome, contributions, observation, perspectives

Social work theory \_\_\_\_\_ to various systems created to help understand and explain human behavior. They were developed over time, incorporating \_\_\_\_\_ from professionals within a variety of disciplines including psychology and sociology. Additional \_\_\_\_\_ to social work theories and models come from other fields such as psychoanalysis, economics and philosophy.

Social work theories \_\_\_\_\_ social workers with unified methods for understanding and describing the motivations, impulses, personalities and forces that affect how a person behaves. The theories are based on research and \_\_\_\_\_ are supported by scientific evidence. By applying social work theories and \_\_\_\_\_ to their work, social work professionals may help clients \_\_\_\_\_ challenges and improve the quality of their lives.

**8. Write an appropriate answer for each question based on the text:**

1. What are social work theories and what purpose do they serve in the practice of social work? A. \_\_\_\_\_
2. How does social learning theory explain the process of learning, and how can social workers apply this theory with their clients? B. \_\_\_\_\_
3. What is systems theory and how does it propose individuals are influenced by their surroundings? C. \_\_\_\_\_
4. Can you describe Erik Erikson's psychosocial development theory and its significance in social work practice? D. \_\_\_\_\_
5. How does psychodynamic theory explain human behavior, and what is its historical background? E. \_\_\_\_\_

6. What is the main proposition of social exchange theory and how can it explain relationship dynamics among clients? F. \_\_\_\_\_
7. What factors does rational choice theory suggest can influence decision-making in individuals? G. \_\_\_\_\_
8. How can evidence-based theories improve decision-making for social workers? H. \_\_\_\_\_
9. What role do social settings play in influencing individual behavior? I. \_\_\_\_\_
10. How can social workers use the understanding of psychosocial stages to address their clients' challenges? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Social work theories attempt to describe, explain, and predict social events based on scientific evidence.
2. \_\_\_\_\_ B. Social work theories help social workers analyze cases, understand clients, and create interventions to predict intervention results.
3. \_\_\_\_\_ C. Systems theory can treat issues like eating disorders, depression, bipolar disorder, anxiety, school trauma, and risky behavior.
4. \_\_\_\_\_ D. Erikson developed an eight-stage psychosocial development theory.
5. \_\_\_\_\_ E. Social exchange theory suggests that relationships are based on cost-benefit analysis.

**10. Give a summary of your own about different theories in social work, using linking expressions: (See the Appendices: 1.Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Social learning theory;
- Psychosocial development theory;
- Psychodynamic theory.

## **Text 8. Six practice models in social work**

Social work practice models enable social workers to implement theories in their day-to-day work. A social worker may use various theories to guide their interventions and different practice models depending on the problems his clients encounter.

### **1. Cognitive behavioral therapy**

Cognitive-behavioral therapy focuses on how thoughts and feelings influence behaviors, which can sometimes lead to psychological problems. Social workers using cognitive-behavioral therapy methods help clients identify self-destructive thoughts that influence negative emotions and behaviors. Cognitive behavioral therapy is often used for individuals who are experiencing mental health issues, mental illness, or depression resulting from crisis and trauma. Social workers using cognitive-behavioral therapy help their clients eliminate negative thoughts to prevent destructive behaviors and adverse outcomes.

### **2. Crisis intervention model**

The crisis intervention model is used for clients who are experiencing crises and trauma, such as victims of domestic violence. Similarly, to this, it also applies in cases where the client requires interventions that prevent physical harm or suicide. Albert R. Roberts, PhD, and Allen J. Ottenson developed a seven-stage crisis intervention model.

1. Take a psychosocial and lethality assessment.
2. Rapidly establish a rapport.
3. Identify the major crisis cause(s).

4. Enable the client to express his feelings and emotions.
5. Generate and explore safe alternatives for coping.
6. Create an action plan.
7. Follow-up after the intervention.

This social work model can be used for clients who are experiencing thoughts of suicide or self-harm, and have undergone an acute crisis like rape or violence.

### **3. Narrative therapy**

Narrative therapy is the process of helping an individual recognize that they have the power to change their life story, also known as narrative. Narrative therapy helps individuals realize that they are separate from their problems and can fix them when viewed from an outside perspective.

Using narrative therapy, the social worker can help an individual create a new narrative with different positive actions. The social worker enables the individual to understand how the wider context is contributing to their narrative so that they can be aware of potential pitfalls to avoid and may utilize various strategies in solving these problems.

### **4. Problem-solving model**

The problem-solving model was created by Helen Harris Perlman, a social worker and the author of “Social Casework: A Problem-solving Process.” Using the problem-solving model, an individual helps someone identify and solve problems. They create action plans to resolve them; they implement the solution. Together, the social worker and individual discuss a problem-solving strategy and adjust it as necessary. The problem-solving model enables the social worker and individual to focus on one concrete issue at a time.

### **5. Solution-focused therapy**

Solution-focused therapy involves the social worker and client identifying a problem and creating a solution based on the individual’s strengths. It is a short-term practice model that focuses on helping clients cope with challenges using specific behaviors. Instead of focusing on changing whom a client is, solution-focused therapy attempts to change a client’s actions in certain situations to achieve outcomes that are more favorable. Collaborating to create solutions gives the client a role in playing an active part in developing necessary actions and creating positive change.

## 6. Task-centered practice

Using task-centered practice, the social worker breaks down a problem into manageable tasks. The individual has deadlines to complete the tasks and agreed that he would meet them. Task-centered practice is a goal setting form of social work that helps individuals make consistent steps toward improving their lives.

Instead of focusing on the past, this type of practice encourages clients to live in the present and think about how the completion of certain tasks will positively affect their future.

(Adopted by [onlinemswprograms.com/social-work/theories/](http://onlinemswprograms.com/social-work/theories/))

### Active vocabulary

1. acute (adj.) — острый;
2. adjust (v.) — регулировать, приспособливаться;
3. adverse (adj.) — неблагоприятный;
4. avoid (v.) — избегать;
5. aware (adj.) — сознательный;
6. complete (v.) — завершать;
7. consistent (adj.) — последовательный;
8. deadline (n.) — крайний срок;
9. eliminate (v.) — устранять;
10. favorable (adj.) — благоприятный;
11. guide (v.) — направлять;
12. major (adj.) — основной;
13. narrative (adj.) — повествовательный;
14. pitfall (n.) — ловушка;
15. resolve (v.) — решать;
16. short-term (adj.) — краткосрочный;
17. self-destructive (adj.) — само разрушительный;
18. self-harm (n.) — наносить вред самому себе;
19. similarly (adv.) — аналогично;
20. strength (n.) — сила;
21. trauma (n.) — травма;
22. victim (n.) — жертва;
23. violence (n.) — насилие.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

применять теории в своей повседневной работе, избавляться от негативных мыслей, предотвратить физический вред или самоубийство, острые кризисы, смотреть на ситуацию со стороны, избегать потенциальных ловушек, использовать различные стратегии, справляться с трудностями, предпринимать последовательные шаги, добиваться результатов, решать одну конкретную проблему за раз.

#### 2. Give Russian equivalents of the following:

implement theories in their day-to-day work, eliminate negative thoughts, prevent physical harm or suicide, acute crisis, outside perspective, potential pitfalls, utilize various strategies, cope with challenges, make consistent steps, achieve outcomes, concrete issue at a time.

#### 3. Fit the meaning and the word:

1) adjust	a) hidden danger or difficulty
2) avoid	b) showing approval or support
3) eliminate	c) greater in importance or significance
4) pitfall	d) completely remove or get rid of something
5) favorable	e) get used to new conditions or situations
6) consistent	f) keep away from or stop oneself from doing
7) major	g) extreme physical force causing harm or damage
8) violence	h) always acting or behaving in the same way

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) acute, adjust, adverse, avoid, complete, eliminate, guide, major, short-term, similarly, strength, self-destructive;
- b) sharp, harmful, temporary, lead, significant, remove, finish, modify, escape, unfavorable, power, likewise.

**5. Match the words with the opposite meaning from a) to b):**

- a) adverse, avoid, aware, guide, complete, major, short-term, similarly;
- b) differently, favorable, unaware, minor, confront, long-term, start, mislead.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Social work practice models enable social workers to implement theories in their day-to-day work.
2. The crisis intervention model is used for clients who are experiencing crises and trauma, such as victims of domestic violence.
3. Using narrative therapy, the social worker cannot help an individual create a new narrative with different positive actions.
4. The problem-solving model enables the social worker and individual to focus on many issues at a time.
5. Solution-focused therapy involves the social worker and client identifying a problem and creating a solution based on the individual's strengths.
6. The individual does not have deadlines to complete the tasks and agreed that he would meet them.
7. Together, the social worker and individual discuss a problem-solving strategy and adjust it as necessary.
8. Collaborating to create solutions gives the client a role in playing an active part in developing necessary actions and creating positive change.

**7. Fill in the gaps the following words from the box:**

solve, implement, deal, reduce, challenge, assistance
---

Social practice models show how they can \_\_\_\_\_ the theories into practice. How theories can help in dealing with individual problems. Various methods and techniques are used to \_\_\_\_\_ the behavior issues of the client.

Every individual client faces a different \_\_\_\_\_ in their life and techniques used for dealing with them will be different. Therefore, to \_\_\_\_\_ with the challenges of the clients, social workers must provide effective \_\_\_\_\_ to them.

Social work practice models are used by social workers to effectively \_\_\_\_\_ the concerns of individuals by playing the role of a manager or a therapist.

### **8. Write an appropriate answer for each question based on the text:**

1. What is the primary purpose of social work practice models according to the text? A. \_\_\_\_\_
2. How does cognitive-behavioral therapy help clients, and what specific issues is it often used to address? B. \_\_\_\_\_
3. Can you describe the seven-stage crisis intervention model developed by Albert R. Roberts and Allen J. Ottenson? C. \_\_\_\_\_
4. What way does narrative therapy empower clients to change their lives? D. \_\_\_\_\_
5. How does the problem-solving model, created by Helen Harris Perlman, structure its approach to client issues? E. \_\_\_\_\_
6. What distinguishes solution-focused therapy from other models mentioned in the text? F. \_\_\_\_\_
7. What is the significance of task-centered practice in social work? G. \_\_\_\_\_
8. How does the task-centered practice model encourage clients to focus on their futures? H. \_\_\_\_\_

9. What model does social worker choose in I. \_\_\_\_\_ specific situations?

10. What is the role of collaboration in J. \_\_\_\_\_ solution-focused therapy and how it benefits clients?

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_

A. Social work practice models enable social workers to implement theories in their day-to-day work.

2. \_\_\_\_\_

B. A social worker may use various theories to guide their interventions and different practice models.

3. \_\_\_\_\_

C. Cognitive-behavioral therapy focuses on how thoughts and feelings influence behaviors, which can sometimes lead to psychological problems.

4. \_\_\_\_\_

D. The crisis intervention model is used for clients who are experiencing crises and trauma, such as victims of domestic violence.

5. \_\_\_\_\_

E. Solution-focused therapy involves the social worker and client identifying a problem and creating a solution based on the individual's strengths.

**10. Give a summary of your own about six practice models in social work using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Cognitive behavioral therapy;
- Crisis intervention model;
- Problem-solving model;
- Solution-focused therapy.

## Text 9. The History of Social Work (for additional reading)



Social work is a profession loved by many because of its involvement in helping people in society. It involves diversity, intervention and evaluation of individuals' well-being and development.

Social work practice has been around for many years. The earliest origins date back to the middle Ages, with church-based ministering to the poor. This would later evolve into the start of the social justice movements in the 19th century.

In the mid-19th century, there was a push for reform in regards to the growing number of social injustices. With the growth of industrialization and urbanization, it was more important than ever to help those in need. With the growing number of homeless, poor and those with mental illness, social work was greater than ever.

When did the profession start?

Social work originated in England in the 19th century, and the problems wrought by the industrial revolution had their origins in social and economic disturbance, in particular, the difficulties society has to deal with in terms of the number of people living in poverty in urban areas and the problems associated with it. Poverty and the concept of charity work were closely related because poverty was the primary focus of early social work. It all began with the English Poor Law, which was codified between 1587 and 1598 and evolved from the Tudor and medieval periods. Social work was promoted even more when the government took responsibility for the poor by providing them with assistance.

What led to the formation of social work?

The history of social work's knowledge plays a vital role in identifying how social work was developed.

Mendes (2005) states that when social work first emerged in England in the 1840s, its primary focus was poverty. Wilson et al. (2008) state that philanthropists founded and operated the first Charity Organization Society

(COS) in a private capacity. Their initial attitudes and foundations regarding social theory were not favorable.

Their analysis of the causes of poverty was constrained and incomplete. They ignored the external variables that influenced and created poverty and people's way of life. This organization employs a large number of volunteers who work to reduce and resolve social issues in their communities. Through the humanitarian efforts that started in England, those in America and Australia followed as well.

The training of social workers began in the twentieth century. Mary Stewart was the first appointed social worker at the Royal Free Hospital in London in the year 1895.

The American social work profession was established in the late 19th century to ensure that immigrants and other vulnerable people gained tools and skills to escape economic and social poverty.

The first social work class was offered at Columbia University in 1898. Since then, social workers have worked to bring societal issues to the public's attention. As time progressed, social work became more and more important to our everyday lives. The profession has grown immensely and in 1955, the National Association of Social Workers (NASW) was founded.

It was not until 1929 that the first workers were employed at a public hospital in Australia. The trained social work profession started in the city of Melbourne, Australia. Three main events happened in England and the US that greatly influenced the adoption of social work in Australia. These events are a change in the political system, the introduction of the Poor Law, and an increase in population.

In conclusion, changes in the world over the past few years—caused by both internal and external forces—have modified the scope of the social work profession. Numerous people's lives have been considerably impacted by social work, and as a result, the profession has experienced significant growth due to the high demand for its services. Now, social work has evolved into a practice that is widely used, practiced and appreciated by so many.

(Adopted by [essaytyping.com/history-of-social-work/](http://essaytyping.com/history-of-social-work/)).

- **Write an annotation to this text, using typical phrases:**  
(See the Appendices: 3. Writing an Annotation ).

## Text 10. People Making Contributions (for additional reading)

### Elizabeth Gurney Fry (1780–1845)

When we look at the history of social work, we find that the first person to make a significant contribution to changing things was Elizabeth Gurney Fry (1780–1845). Also known as “the angel of the prisons,” she worked to reform the British prison system.

Betsy Gurney was a Quaker from a well-off family. Quakers have strong beliefs in equality and peace.

Betsy started her philanthropic work early in life. When she was 17, she opened a primary school for poor children in her own home. She also cared for lonely and sick neighbors.

In 1813, after witnessing the hard conditions in which women and children were imprisoned, she began campaigning for prisoners’ rights. Many of the reforms advocated by Elizabeth Fry were incorporated into English law in 1823.

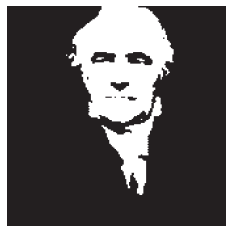
Elizabeth Fry has been honored in various ways, including having a building named after her at Stanford University’s School of Social Sciences.



### Thomas Chalmers (1780–1847)

Another important figure in the history of social work was Thomas Chalmers, a Presbyterian minister and assistant professor at St Andrews, Scotland’s first university. In 1803, he was appointed vicar of Kilmany parish and moved to Glasgow. There, in 1815, he became the pastor of the Torn Church.

Chalmers believed in helping the poor to improve their lives. He strongly discouraged the poor in his church from relying on public assistance. Chalmers found that such assistance prevented people from finding work and becoming independent. Instead, he supported local cooperation and mutual aid in neighborhoods.



He believed that with support and a sense of belonging in the community, the poor could work, maintain a modest lifestyle, and take on more responsibility for themselves. He also organized decent primary education for children and established weekend schools where they could receive additional secular and religious education.

Many people adopted his ideas, including Charles Loch, who established the English Charity Organization Society, and Joseph Tuckermann, who founded the Boston Society for the Prevention of Pauperism in 1835. Thomas Chalmers' concepts are still very relevant to social work today.

### **Octavia Hill (1838–1912)**

The next person to make a significant contribution to the history of social security was the teacher and artist Octavia Hill.

She began her work in 1864 in the poorer parts of London. Hill focused on the importance of the home. She believed that no matter how small the house was, if it was well kept, light and airy, and had neighbors who cared for it, it would make a big difference in people's lives.

Hill was one of the founders of the Charity Organization Society, which was established in 1869. In 1875, she launched a campaign to protect the environment in London and its suburbs. Later, in 1894, she helped establish the National Institute, which is still active today.



### **Joseph Rowntree (1836–1925)**

Joseph Rowntree is another name that should be remembered in the history of social work. He was a Quaker who was deeply concerned with the social issues of his time. Rowntree became an active philanthropist and worked for social reform.

His original goal was to eliminate poverty and other social problems. In 1904, he transferred his assets to three charities that still operate independently to achieve their aims.



**Mary Ellen Richmond (1861–1928)**

Mary Ellen Richmond is a renowned figure in the history of social work, known as the “Founder of Social Work.” In 1917, she published a groundbreaking book titled “Social Diagnosis,” which laid the groundwork for the development of a scientific approach to social improvement.



From the age of 18, Mary Ellen devoted her life to social reform and the cause of the poor. She began her career as a social worker at the Charities Association in Baltimore, an American branch of Octavia Hill’s Organization, the charitable arm of the Russell Sage Foundation in New York. From 1909 until her death, Mary Ellen served as a major fundraiser for research in the social sciences.

**Jane Addams (1860–1935)**

Jane Addams is a significant figure in the history of social work, particularly for her pioneering work in North America in 1889. As a Quaker, Addams was inspired by her visit to Toynbee Hall to create a similar program in Chicago.



Together with her friend Ellen Starr, she founded Hull House on the Near West Side of Chicago, a neighborhood where many European immigrants lived. The house quickly became a hub for adult education, a nursery, and a cultural and educational center.

In addition to her social work, Addams was also known for her political activism. She was actively involved in creating new laws to protect the poor.

**Alice Salomon (1872–1948)**

Throughout social history, there have been other influential figures like Alice Salomon, who played a pivotal role in the advancement of social welfare in Europe during the first half of the 20th century.



### **Ida Maude Cannon (1877–1960)**

In the early days of modern social work, Dr. Richard Cabot, a physician at Mass General Hospital, played a pivotal role. In 1905, he hired the first social worker to provide social services in a hospital. This initiative led to the establishment of the nation's first hospital based on social order, led by Ida Maude Cannon.



Mrs. Cannon was appointed as the director of the Social Welfare Department, the hospital's first social department, in 1914. During her tenure, the welfare program was developed.

These individuals, along with many others who followed, were involved in what we now know as social movements. They brought their own insights and research to the table, drawing on their experiences and building upon the work of previous generations.

Various organizations, from churches to charities, from missionaries to volunteers, to government agencies and councils, have all played a role in the history of social work. Many of these organizations continue to do so today.

### **Arnold Toynbee (1889–1975)**

Arnold Toynbee is a prominent figure in social history known for his “university extension” program. This program allowed students from disadvantaged backgrounds to apply for university and increase their resources through voluntary work.



This model was supported by the universities of Cambridge and Oxford and gained international recognition. Samuel Barnett, an Anglican priest and an ideological partner of Toynbee, called this socialism. He continued to promote the idea after Toynbee's death and established universities based on it.

(Adopted by [healthcarecareersguide.com>history-of-social-work/](https://healthcarecareersguide.com/history-of-social-work/)).

**Task 1. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Elizabeth Gurney Fry;
- Thomas Chalmers;
- Octavia Hill;
- Arnold Toynbee;
- Jane Addams.

### **Text 11. Social Work in Russia (for additional reading)**

Traditions of communal help were deeply rooted in Russian history, peasant life, and religion. By the end of the 18th century, special institutions such as hospitals, shelters, and correctional facilities had emerged in Russia.

In the 19th century, several charitable organizations were established, the largest of which was the Emperor Philanthropic Society.

At the beginning of the 20th century, a shift from charity to professionalism in social assistance was made through the creation of educational institutions for women.

At the same time, volunteer organizations such as the “Red Cross” and various church groups were steadily growing. The development of social services in Russia up until 1917 followed a similar path to that of England and the United States.

During the Soviet era, social work as a profession was largely overlooked, as it was subsumed into the work of four different ministries: education, health care, social promotion, and internal affairs.

This situation began to change in the second half of the 1980s, coinciding with the period of perestroika, a political and economic transformation of the Soviet Union. The ongoing processes of democratization and glasnost, which involved the openness of the media, brought various social issues to the forefront and drew the attention of a wider public.

In the early 1990s, four professional associations were established: the Association of Social Pedagogues and Social Workers, the Association of Social Workers, the Association of Social Services Employees, and the Association of Schools of Social Work. Additionally, special periodicals were launched:

“Rossiski zhurnal sozial’noi raboty” (Russian Journal of Social Work);

“Sozial’noe obespechenie” (Social Promotion);

“Sozial’naya zaschita” (Social Protection);

“Robotnic sozialnoy slushby” (Worker of Social Service).

In 1991, social work was introduced in Russia as a profession and an area of study. It appeared in the academic and professional fields at a time of significant political reforms, at a time of a long-term economic crisis, and in the context of increasing social differentiation.

The system of social protection is changing. One can see a rapid growth in the number of new types of institutions and social service centers. By 1995, there were 600 social service centers, approximately 1,000 emergency social assistance services, and 10,000 departments providing social help for the elderly and children.

Currently, social workers receive their professional training at 81 higher education institutions in Russia, including 62 universities. The quality of education in this field has been enhanced through extensive national and international exchanges.

In modern society, social work is recognized as a scientific discipline, a practical activity, and a field of professional education. It serves as the foundation for state social policy, with the primary goal of creating a comfortable living environment for individuals, promoting social integrity, and fostering solidarity within society.

(Adopted by [infopedia.su/13x25df.html](http://infopedia.su/13x25df.html)).

■ **Discuss the following questions after reading:**

1. What major societal shifts in Russia led to the professionalization of social work in the early 20th century?
2. How did the Soviet era influence the development and recognition of social work as a profession in Russia?
3. In what ways did perestroika influence the evolution of social work in the Soviet Union?
4. What role do higher education institutions in Russia play in the training of social workers today?
5. How has the establishment of various professional associations in the 1990s contributed to the development of social work in Russia?

## UNIT 4. Social Work Practice and Communication

### Pre-reading activity

- **Swap your ideas on the following statements:**

1. Effective communication can help build trust, enhance understanding, and promote positive outcomes in social work practice.
2. Communication is at the heart of social work practice, serving as the primary tool through which social workers engage with clients, communities, and other professionals
3. Interpersonal communication skills are foundational to effective social work practice.
4. The communication process in social work practice is a dynamic exchange of information between the client and the social worker within a specific context. It is the essential part of the helping process in social work practice.

### Text 1. Social Work Practice as a Problem Solving Process

The term social work practice generally refers to the practice of helping people use their social environment to meet their needs and solve their problems.

The social environment consists of family, friends, groups, organizations, agencies, the government, etc. In the helping process, two parties are involved: (1) a social worker: a person who is trained in social work knowledge, values, and skills and works for an agency or is involved in a private practice; and (2) a client: a person, a group (family), or a community that is the focus of social work's helping activity.

There are two distinct types of social work practices that are used according to the type of setting.

**Direct practice** takes place when a social worker works directly with an individual, family, or group of people. The first direct meeting can occur in a variety of ways, such as crisis or voluntary. The first meeting is a critical point in setting up and maintaining good-hearted relationships.

**Indirect practice** is generally when the social worker has been involved in activities that consist of facilitating change through programs and policies. This type of practice is more behind the scenes and aimed at helping prevent problems from developing. Social work practice is part of the problem-solving process. **Problem solving** is the process by which the social worker examines the concern and need and identifies the blocks that need fulfillment. This leads to problem identification, formulation, and seeking solutions for problems.

### **Steps in the Problem-Solving Process**

**Engagement and Rapport Building:** Social workers establish a trusting relationship with the client, ensuring they feel comfortable sharing their concerns.

**Assessment:** A thorough assessment is conducted to understand the client's challenges, strengths, resources, and the broader context in which they exist.

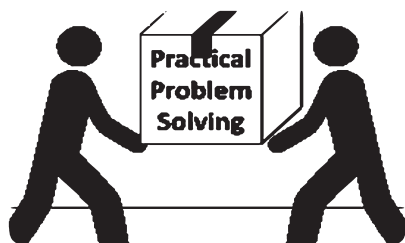
**Goal Setting:** Both the social worker and the client collaboratively identify and prioritize the goals they aim to achieve.

**Intervention Planning:** Social workers design an intervention plan that outlines strategies, activities, and resources required to achieve the established goals.

Implementation of the intervention plan is put into action, with a social worker providing guidance and support as needed.

**Monitoring and Evaluation:** Progress is consistently evaluated, and any necessary adjustments are made to the intervention plan.

**Termination and Follow-Up:** Once the goals are met, the intervention is gradually concluded. Social workers may provide follow-up support to ensure the client's continued success.



The social work practice, or helping process in social work, is carried out through an interaction with a client and their supervisor. The interaction may be person-to-person or may involve systems of individuals. Thus, it is important for the social worker not only to have skills to use the social work process but also to be able to interact or communicate with the client. The outstanding characteristic of the problem-solving process in social work practice is the inclusion of the client as much as possible in the work at each step of the helping process. The client expresses the need or concern that is a source of this problem.

The purpose of communication in social work interaction includes:

- Gathering information needed for the helping endeavor,
- Exploring ideas, feelings, and possible ways to meet and solve problems,
- Expressing feelings of thought,
- Structuring the work of the action system,
- Informing, advising, encouraging, and giving necessary directions.

Therefore, communication is an essential feature in all phases of a problem-solving process.

(Adopted by <https://www.arcjournals.org › pdfs › ijrsta › 5.pdf>).

### **Active vocabulary**

1. agency (n.) — агентство;
2. conduct (v.) — проводить;
3. distinct (adj.) — явный, определенный;
4. endeavor (v.) — пытаться, стремиться (n.) — попытка;
5. facilitate (v.) — содействовать;
6. follow-up (adj.) — последующий, (n.) — последующая деятельность;
7. fulfillment (n.) — выполнение;
8. goal-setting (n.) — целеполагание;
9. good-hearted (adj.) — добросердечный;
10. government (adj.) — государственный, (n.) правительство;
11. monitoring (n.) — мониторинг, наблюдение;
12. outstanding (adj.) — выдающийся;
13. prevent (v.) — предотвращать;
14. prioritize (v.) — расставлять приоритеты;
15. private (adj.) — частный;

16. refer (v.) — ссылаться, относиться;  
 17. scene (n.) — сцена;  
 18. supervisor (n.) — контроль, сопровождение;  
 19. termination (n.) — прекращение (действия);  
 20. train (v.) — готовить, обучать;  
 21. voluntary (adj.) — добровольный.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

критический момент, доброжелательные отношения, программы и стратегии, выявление проблем, установление доверительных отношений, расставить приоритеты в достижении целей, разработать план действий, предоставление рекомендаций и поддержки, внесение необходимых изменений, обеспечить дальнейший успех клиента.

#### 2. Give Russian equivalents of the following:

critical point, good-hearted relationships, through programs and policies, problem identification, establish a trusting relationship, prioritize the goals, design an intervention plan, providing guidance and support, necessary adjustments, ensure the client's continued success.

#### 3. Fit the meaning and the word:

1) conduct	a) prominent or noticeable, standing out from others
2) endeavor	b) different from others; separate or unique
3) facilitate	c) arrange things in order of importance
4) outstanding	d) make a process easier or more likely
5) distinct	e) organize and carry out an activity
6) prioritize	f) person who oversees and directs the work of others
7) supervisor	g) done by free choice without force
8) voluntary	h) try hard to achieve something

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)

**4. Match the words with the similar meaning from a) to b):**

- a) conduct, distinct, good-hearted, government, monitoring, outstanding, prioritize, termination, voluntary, train;
- b) educate, perform, supervision, , emphasize, remarkable, authority, end, clear, kind, optional.

**5. Match the words with the opposite meaning from a) to b):**

- a) distinct, goal-setting, good-hearted, outstanding, prevent, private, termination, voluntary;
- b) vague, ordinary, public, aimlessness, allow, compulsory, cruel, initiation.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. The social environment consists of family, friends, groups, organizations, agencies, the government, etc.
  2. Direct practice is when a social worker works indirectly with an individual, family, or group of people.
  3. Problem solving is the process by which the social worker examines the concern and need and identifies the blocks that need fulfillment.
  4. Both the social worker and the client separately identify and prioritize the goals they aim to achieve.
  5. Social workers may provide follow-up support to ensure the client's continued success.
  6. The social work practice, or helping process in social work, is carried out through an interaction with a client and their supervisor.
  7. The client expresses the need or concern that is a source of this problem.
- Communication is not an essential feature in all phases of a problem-solving process.

**7. Fill in the gaps the following words from the box:**

define, issue, data (2), gain, impact, approach

The problem-solving process is a systematic \_\_\_\_\_ used to identify, analyze, and resolve issues or challenges. It typically involves several steps.

The first step is to clearly \_\_\_\_\_ and identify the problem or \_\_\_\_\_ that needs to be addressed. This involves understanding the symptoms and reasons caused of the problem, as well as their \_\_\_\_\_ on individuals, groups, or the community.

Once the problem is identified, relevant information and \_\_\_\_\_ are gathered to \_\_\_\_\_ a deeper understanding of the issue. This may involve conducting research, collecting \_\_\_\_\_, or consulting with stakeholders who are affected by or have expertise in the problem.

**8. Write an appropriate answer for each question based on the text:**

1. What are the two main parties involved in the social work helping process, and what roles do they play? A. \_\_\_\_\_
2. How does the social environment contribute to the effectiveness of social work practice? B. \_\_\_\_\_
3. What is the difference between direct and indirect social work practice, and in what settings are they typically used? C. \_\_\_\_\_
4. What is the significance of the first meeting in direct social work practice, and how can it affect the client-social worker relationship? D. \_\_\_\_\_
5. How does problem identification and formulation play a role in the social work problem-solving process? E. \_\_\_\_\_
6. What are the key steps in the problem-solving process within social work practice? F. \_\_\_\_\_

7. Why is the inclusion of the client important in each step of the helping process in social work practice? G. \_\_\_\_\_

8. How does communication facilitate the problem-solving process in social work, and what are its main purposes? H. \_\_\_\_\_

9. What is the role of monitoring and evaluation in the intervention process, and how do they ensure the success of the client's goals? I. \_\_\_\_\_

10. What ways does the termination and follow-up stage contribute to the client's long-term success in social work practice? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_

A. There are two distinct types of social work practices that are used according to the type of setting.

2. \_\_\_\_\_

B. The first direct meeting can occur in a variety of ways, such as crisis or voluntary.

3. \_\_\_\_\_

C. Social workers establish a trusting relationship with the client, ensuring they feel comfortable sharing their concerns.

4. \_\_\_\_\_

D. The social work practice, or helping process in social work, is carried out through an interaction with a client and their supervisor.

5. \_\_\_\_\_

E. The client expresses the need or concern that is a source of this problem.

**10. Give a summary of your own about a social work practice as a process of solving problems, using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Direct social work practice;
- Indirect social work practice.

## **Text 2 Interprofessional Collaboration (for additional reading)**



Social work is a multifaceted profession that requires a comprehensive and integrated approach to meet the complex needs of individuals, families, and communities. Interprofessional collaboration (IPC), which involves working together with professionals from different fields, has become a crucial strategy for providing more effective and efficient services in social work.

Interprofessional collaboration is a process where professionals from different fields work together to use their expertise to achieve common goals. In social work, this collaboration can involve professionals such as psychologists, counselors, medical practitioners, educators, legal experts, and more. By sharing knowledge, skills, and perspectives, they can create a well-coordinated approach to meet the needs of individuals and communities in various ways.



There are many reasons why IPC is important in social work.

**Improved outcomes for clients:** When professionals from different fields collaborate, they can share their expertise and resources to create more comprehensive and effective interventions for clients.

**Increased efficiency:** IPC can help streamline services and reduce duplication of effort, leading to better outcomes for clients and a more efficient use of resources.

**Reduced costs:** By avoiding unnecessary duplication of services, IPC can help reduce the overall cost of care.

**Enhanced learning and professional development:** IPC provides opportunities for professionals to learn from each other and develop new skills and knowledge.

**Increased job satisfaction:** Social workers can experience greater job satisfaction when working with a team of professionals who share their commitment to helping others.

Interprofessional collaboration in social work offers numerous advantages. For instance:

- Enhance communication and coordination of care, leading to better and more effective care for clients.
- Provide a deeper understanding of the client's needs, facilitating more comprehensive and personalized care plans.
- Identify and address barriers to service delivery, enabling better outcomes for clients.
- Expand access to resources, facilitating more efficient use of available resources.
- Boost client satisfaction, leading to improved outcomes for both the client and the professionals involved.

To achieve interprofessional collaboration effectively, social workers can follow these key strategies:

- Develop a shared understanding of the client's unique needs.
- Establish clear communication channels to ensure efficient and effective communication.
- Respect the expertise of other professionals involved in the care process.
- Be willing to compromise to find solutions that benefit both parties.
- Build trust and rapport to foster a sense of collaboration and mutual respect.
- Create a culture of collaboration that promotes openness, honesty, and teamwork.

These strategies can help social workers effectively collaborate with other professionals, resulting in better outcomes for clients and a stronger and more cohesive social work practice.

**Strategies for Successful Interprofessional Collaboration** can:

- **Clear Roles and Responsibilities:** Defining the roles and responsibilities of each team member ensures a clear understanding of everyone's contribution and expectations.
- **Open Communication:** Creating an environment of open and respectful communication is crucial. Regular meetings and updates help keep everyone informed and on the same page.
- **Training and Education:** Ongoing training in interprofessional collaboration skills can enhance professionals' ability to work effectively in interdisciplinary teams.
- **Shared Decision-Making:** Inclusive decision-making processes that consider input from all team members foster a sense of ownership and commitment, leading to better outcomes for everyone involved.

(Adopted by [socialworkin.com/2023/08/interprofessional-...](https://socialworkin.com/2023/08/interprofessional-...))

- **Write an essay “Social work is a multifaceted profession” (120–150 words) using the linking expressions:**  
(See the Appendices: 2. Writing an Essay).

### Text 3. Implication of Communication in Social Work Practice



Communication plays the following roles in social work practice:

- **Creating an Effective Relationship**

A positive relationship between a social worker and a client is necessary, without a positive relationship, change is not likely to occur. The nature of a professional relationship is shaped by the reason why the social worker and client are meeting, the client's presenting concern or request, the agency's program and procedures, and the practice framework of the social worker. To create a helping relationship, effective communication is crucial.

- **Better Understanding of the Verbal and Non-verbal Behavior of the Client**

Communication involves both a message sender and a message receiver. An essential feature of communication is the sharing and structuring of experience using verbal and nonverbal behavior. The sender has a responsibility to convey his or her message in a way that is easily received and understood. The receiver has a responsibility to make sure that he or she has accurately received the sender's intended message.

Social workers make frequent use of two broad categories of verbal communication skills in social work practice: (1) those intended to facilitate interpersonal helping and (2) those intended to facilitate the exchange of information within an agency, between agencies, and among professionals.

The major types of communication occur during face-to-face interviews with clients in the social work practice. The helping process is nonverbal. The messages or information is conveyed mostly by gestures, facial expressions, eye movement, touch, arm and hand movement, and tone of voice.

These nonverbal messages of information play a very essential role in the assessment of the client's problems in the social work process.

- **Displaying Empathy, Genuineness and Warmth**

The quality of empathy is the social worker's ability to perceive the client's inner experiences of thought and feeling. Empathy is conveyed by giving the client "undivided" attention and "by" applying the technique of active listening to demonstrate that the worker understands the client's feelings and perceptions. The quality of genuineness refers to a professional who is real and speaks from the heart; what they say matches everything that we do. A social worker must be sensitive to the needs and emotional state of a client. The relationship characteristic of personal warmth exists when the social worker responds to a client in such a way that helps him feel safe and accepted.

- **Maintaining Progress toward Change**

Effective helping involves encouraging and assisting the client to make decisions, take action, or move ahead. From time to time, the worker must make realistic, gentle, and supportive demands that the client face his/her problem and take the steps necessary to make the needed change.

- **Enhancing Client Motivation**

If a person is to make changes in his or her functioning and situation, the desire or motivation to change is an indispensable ingredient. A motivational interview may offer a strategy and helpful guidelines. Motivational interviewing avoids argumentation and debate, but it creates a safe and supportive environment in which the client can lower his or her defense levels to examine their thoughts.

- **Understanding Emotions and Feelings**

The words emotion and feeling are often used interchangeably. An emotion is a particular physiological and psychological response or reaction, and a feeling is one's subjective awareness of that response. Emotion means, "to move." Our emotions move us or motivate us to take action. Emotion is a type of communication that signals the state of mind and intentions to others. The facial expressions that reflect emotions such as joy, sadness, fear, and anger are recognizable around the world, regardless of culture. The

emotion of anticipation moves a social worker to persist in their efforts to reach the goal.

- **Identifying Client Strengths**

A client's strength can be defined as something positive and important that the client is doing, can do, or wants to do. "Something important" may be a behavior, a situation, or even an attitude. The social worker can identify strengths by carefully observing individual and family behavior.

**Important individual strengths include the following:**

- Assuming responsibility for one's actions
- Exercising self-control and making thoughtful decisions and plans;
- Making constructive use of abilities and aptitudes,
- Taking reasonable risks in order to make needed changes,
- Willingness to keep trying despite hardship, setbacks, etc.

**Important Family strengths include the following:**

- Members trust, respect, and enjoy each other,
- The family has clear and reasonable rules that govern behavior and interaction.
- Members listen to and respect each other's opinions, even when they disagree.
- Each member's ideas, preferences, and needs are considered before making decisions that would affect the whole family, etc.

To be successful in social work practice, an intervention must be built on and around client strengths. The more adept a social worker becomes at identifying client strengths, the easier it becomes to build a helping relationship, formulate an individualized intervention plan, and select services that will be used by and useful to the client. Discovering the strengths of client communication is the ideal way.

- **Collection of Data to make an Assessment**

The social worker has to communicate with the client, the family members, and key people in the client's environment, perhaps with the referring agency, to collect authentic or realistic data so that an accurate assessment can be made, which leads the worker to understand the client's situation and formulate a plan of action in the problem-solving process.

### ■ Developing Two-Way Communication

Reliability and understanding with compassion are the key words of effective communication in social work practice. The more effectively the social worker and client communicate with each other, the more the subject opens up for discussion, and the helping process or solution to the client's problem will be successful.

(Adopted by <https://www.arcjournals.org> › pdfs › ijrsta › 5.pdf)

### Active vocabulary

1. accurate (adj.) — точный;
2. adept (n.) — знаток, adept (adj.) — опытный, умелый;
3. aptitude (n.) — способность, склонность;
4. assume (v.) — предполагать;
5. authentic (adj.) — подлинный;
6. compassion (n.) — сострадание;
7. data (n.) — данные;
8. defense (n.) — защита;
9. fear (n.) — страх;
10. genuineness (n.) — искренность;
11. guideline (n.) — руководство;
12. hardship (n.) — трудность;
13. indispensable (adj.) — необходимый;
14. intend (v.) — намереваться;
15. offer (v.) — предлагать, offer (n.) — предложение;
16. perceive (v.) — воспринимать;
17. persist (v.) — упорствовать, настаивать;
18. preference (n.) — предпочтение;
19. regardless (adv.) — несмотря на;
20. reasonable (adj.) — разумный;
21. response (n.) — реакция;
22. setback (n.) — неудача;
23. thoughtful (adj.) — внимательный, заботливый.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

предполагаемое сообщение отправителя, частое использование, чувства и восприятие клиента, искренность, ощущение безопасности и принятия, поддержка, желание или мотивация к изменениям, полезные рекомендации, составить индивидуальный план вмешательства, собрать достоверные или реалистичные данные.

#### 2. Give Russian equivalents of the following:

sender's intended message, make frequent use, client's feelings and perceptions, quality of genuineness, feel safe and accepted, supportive demands, desire or motivation to change, helpful guidelines, formulate an individualized intervention plan, collect authentic or realistic data.

#### 3. Fit the meaning and the word:

1) assume	a) information organized for analysis or decision making
2) genuineness	b) become aware through the senses
3) hardship	c) continue firmly in an action despite difficulty
4) data	d) fair and sensible in judgment or action
5) perceive	e) failure, delay or reversal in progress
6) persist	f) conditions of life difficult to endure
7) reasonable	g) state of being honest and sincere
8) setback	h) believe something is true without proof

#### Put your answers in this table. Model:

1)	2)	3)	4)	5)	6)	7)	8)

#### 4. Match the words with the similar meaning from a) to b):

- a) adept, accurate, authentic, assume, compassion, data, genuineness, guideline, preference, hardship;

- b) precise, instruction, information, difficulty, sincerity, expert, real, empathy, suppose, priority.

**5. Match the words with the opposite meaning from a) to b):**

- a) aptitude, assume, authentic, compassion, defense, fear, offer, reasonable;  
b) inability, false, apathy, doubt, courage, refuse, irrational, attack.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. An essential feature of communication is the sharing and structuring of experience using verbal and nonverbal behavior.
2. Social workers make frequent use of five broad categories of verbal communication skills in social work practice.
3. The quality of empathy is the social worker's ability to perceive the client's inner experiences of thought and feeling.
4. A social worker must be sensitive to the needs and emotional state of a client.
5. The emotion of anticipation moves a social worker to deny any efforts to reach the goal.
6. The social worker can identify strengths by carefully observing individual and family behavior.
7. Discovering the strengths of client communication is a wrong way.
8. The social worker has to communicate with the client, the family members, and key people in the client's environment.

**7. Fill in the gaps the following words from the box:**

harmful, crucial, listen, decisions, trust, successful, interest
--

Effective communication skills are one of the most \_\_\_\_\_ components of a social worker's job. Every day, social workers must communicate with clients to gain information, convey critical information and make important \_\_\_\_\_. Without effective communication skills, a social worker may not be able to obtain or convey that information, thereby causing \_\_\_\_\_ effects to clients.

Social workers must often build someone's \_\_\_\_\_ in order to effectively communicate. Communication with a client will not be \_\_\_\_\_ if the client feels the social worker does not have her best \_\_\_\_\_ in mind or if the social worker does not genuinely \_\_\_\_\_ to the client.

**8. Write an appropriate answer for each question based on the text:**

1. Why is creating an effective relationship between a social worker and a client essential for change to occur? A. \_\_\_\_\_
2. What ways does verbal behavior play a role in social work practice? B. \_\_\_\_\_
3. What responsibilities do the sender and receiver have in the communication process between a social worker and a client? C. \_\_\_\_\_
4. What are the two broad categories of verbal communication skills used by social workers, and how do they differ? D. \_\_\_\_\_
5. How do non-verbal messages contribute to understanding client problems in social work? E. \_\_\_\_\_
6. How can social workers display empathy, genuineness, and warmth to their clients? F. \_\_\_\_\_
7. What strategies can a social worker implement to maintain progress toward change for their client? G. \_\_\_\_\_
8. How does motivational interviewing help enhance a client's motivation to change? H. \_\_\_\_\_
9. How are emotions and feelings defined differently, and why is this distinction significant in social work communication? I. \_\_\_\_\_
10. What are some examples of client and family strengths that social workers should identify and encourage? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. An essential feature of communication is the sharing and structuring of experience using verbal and nonverbal behavior. |
| 2. _____ | B. The major types of communication occur during face-to-face interviews with clients in the social work practice.         |
| 3. _____ | C. A social worker must be sensitive to the needs and emotional state of a client.   |
| 4. _____ | D. The emotion of anticipation moves a social worker to persist in their efforts to reach the goal.                        |
| 5. _____ | E. The social worker can identify strengths by carefully observing individual and family behavior.                         |

**10. Give a summary of your own on the topic “Communication is the basis of social work practice”, using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Work in pairs. Make up a dialogue between two students who are discussing the importance of communication in social work practice using the expressions: (See the Appendices: 4. Making up a dialogue).**

**12. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

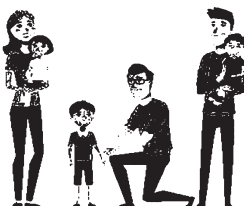
- The role of communication in social work practice;
- Developing Two-Way Communication.

## Pre-reading activity

### ▪ Before reading the text, discuss the following questions:

1. What do you know about the social welfare system in Russia?
2. What are the primary sources of funding available for the Russian social welfare system?
3. Which forms of social welfare support can you think of?
4. In your opinion, which groups of people should social welfare be available to?
5. Do you know anyone who received or receives social welfare in any form?
6. What challenges can the welfare system face in any country?
7. How do you think who is responsible for administering a social welfare system?

## Text 4. Social Work Practice with children or Child welfare social work



Child welfare refers to policies and services that protect children and promote their well-being. It involves preventing and addressing child abuse, neglect, and exploitation. Child welfare ensures safe living situations, supports needy families, and facilitates access to healthcare and education. The goal is to create nurturing environments for children to succeed.

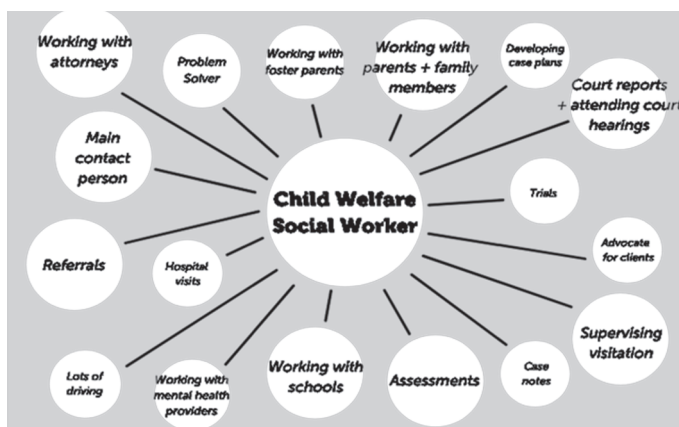
Child welfare social work requires mental and emotional strength, but it is a career path that can make a significant impact on society.

Children can be directly worked with in a variety of ways and environments, including schools, communities, residential care facilities, shelter homes, contact centers or drop-in centers, hospitals, education initiatives, vocational training facilities, and child guidance clinics. The juvenile justice system

is responsible for a sizable number of youngsters who lack family or family support. Two categories of youngsters can be worked with in the juvenile justice system: those in need of care and protection and those who are in legal trouble.

Direct work with children can be in the following areas:

- Adoption;
- Foster Care;
- Sponsorship;
- School social work;
- Community-based programs (education, child labor, child marriage, health, nutrition);
- Outreach work at railway stations;
- Hospitals;
- Child guidance centers or clinics;
- Skill building with adolescents or youth;
- Direct work with specific groups of children (girl child, children with disability, child in addiction, child sexual abuse, etc.);
- Institutions or homes within the juvenile justice system or homes managed by other registered organizations as per state rules and procedures;
- Specialized work such as trauma counseling;
- Rehabilitation work with children rescued from trafficking or children within the juvenile justice system;
- Aftercare for children who are completing eighteen years of age but may continue to require support and guidance.



A child welfare social worker is a professional who plays a crucial role in ensuring the well-being and safety of children through various social services and interventions. Here are social services examples these professionals do.

- **Conducting assessments:** They assess the needs and risks within families to determine appropriate interventions and support services.
- **Investigating reports:** They investigate allegations of child abuse, neglect, or maltreatment, ensuring the safety of children and taking appropriate actions as necessary.
- **Developing treatment plans:** They create personalized plans that outline the necessary steps to address issues and improve family dynamics, including referrals to necessary resources and services.
- **Providing counseling and support:** They offer guidance and counseling to families and children, helping them navigate challenging situations and develop coping mechanisms.
- **Case management:** They monitor families' progress, provide ongoing support, and ensure compliance with court orders or treatment plans.
- **Facilitating placements:** They assist in placing children in safe and appropriate settings, such as foster care or adoption, when necessary.
- **Collaborating with professionals:** They work closely with other professionals, such as therapists, educators, and healthcare providers, to coordinate comprehensive support for children and families.

(Adopted by [online.arbor.edu/blog/child-welfare-social-worker...](https://online.arbor.edu/blog/child-welfare-social-worker...))

### Active vocabulary

1. adoption (n.) — усыновление;
2. adolescent (n.) — подросток;
3. allegation (n.) — обвинение;
4. compliance (n.) — согласие, соблюдение, выполнение;
5. court (n.) — суд;
6. justice (n.) — правосудие;
7. juvenile (adj.) — несовершеннолетний;
8. legal (adj.) — законный;
9. maltreatment (n.) — жестокое обращение;
10. marriage (n.) — брак;

11. neglect (v.) — пренебрегать, (n.) — пренебрежение;
12. nutrition (n.) — питание;
13. placement (n.) — размещение;
14. procedure (n.) — процедура;
15. protect (v.) — защищать protection (n.) — защита;
16. referral (adj.) — справочный. referral (n.) — направление, передача;
17. rehabilitation (n.) — реабилитация;
18. rescue (v.) — спасать, rescue (n.) — спасение;
19. rule (v.) — управлять, руководить, rule (n.) — правило;
20. shelter (n.) — приют;
21. sizable (adj.) — значительный;
22. society (n.) — общество;
23. sponsorship (n.) — спонсорство;
24. therapist (n.) — психотерапевт;
25. vocational (adj.) — профессиональный;
26. welfare (n.) — благосостояние, социальное обеспечение.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

социальная работа в сфере защиты детей, профессиональное обучение, консультации для детей, определить подходящие меры, расследовать заявления о жестоком обращении с детьми, составить индивидуальные планы, рекомендации и консультации, наблюдение за прогрессом семей, патронатное воспитание или усыновление, координировать комплексную поддержку.

#### 2. Give Russian equivalents of the following:

child welfare social work, vocational training facilities, child guidance clinics, determine appropriate interventions, investigate allegations of child abuse, create personalized plans, offer guidance and counseling, monitor families' progress, foster care or adoption, coordinate comprehensive support.

**3. Fit the meaning and the word:**

1) adoption	a) save from danger or harm
2) adolescent	b) temporary housing for homeless or displaced people
3) justice	c) health, happiness, and prosperity of people or groups
4) juvenile	d) legal process of taking a child as one's own
5) neglect	e) person in the teenage years
6) rescue	f) fail to care for something properly
7) shelter	g) relating to young people
8) vocational	h) legal system dealing with lawbreakers
9) welfare	i) focused on training for a profession

**Put your answers in this table. Model:**

1)	2)	3)	4)	5)	6)	7)	8)	9)

**4. Match the words with the similar meaning from a) to b):**

- a) adolescent, juvenile, sponsorship, nutrition, procedure, rehabilitation, rule, society, rescue, vocational;
- b) teenager, occupational, youthful, method, recovery, govern, nourishment, community, patronage, save.

**5. Match the words with the opposite meaning from a) to b):**

- a) adoption, allegation, justice, compliance, legal, marriage, rehabilitation, placement;
- b) abandonment, displacement, deterioration, divorce, illegal, denial, defiance, injustice.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

1. Child welfare refers to policies and services that protect adults and promote their well-being.
2. Child welfare involves preventing and addressing child abuse, neglect, and exploitation.
3. Child welfare social work doesn't require mental and emotional strength.
4. Child welfare ensures safe living situations, supports needy families, and facilitates access to healthcare and education.
5. The juvenile justice system is responsible for a sizable number of youngsters who lack family or family support.
6. A child welfare social worker is a professional who plays a crucial role in ensuring the well-being and safety of adults through various social services and interventions.
7. Two categories of youngsters can be worked with in the juvenile justice system: those in need of care and protection and those who are in legal trouble.
8. Professionals assist in placing children in safe and appropriate settings, such as foster care or adoption, when necessary.

**7. Fill in the gaps the following words from the box:**

protection, variety, youngsters (2), communities, lack, facilities, trouble
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Children can be directly worked with in a \_\_\_\_\_ of ways and environments, including schools, \_\_\_\_\_, residential care facilities, shelter homes, contact centers or drop-in centers, hospitals, education initiatives, vocational training \_\_\_\_\_, and child guidance clinics. The juvenile justice system is responsible for a sizable number of \_\_\_\_\_ who \_\_\_\_\_ family or family support. Two categories of \_\_\_\_\_ can be worked with in the juvenile justice system: those in need of care and \_\_\_\_\_ and those who are in legal \_\_\_\_\_. The observation home, children's home, special home, and place of safety are just a few of the juvenile justice system's required residential care institutions.

**8. Write an appropriate answer for each question based on the text:**

1. What are the primary goals of child welfare A. \_\_\_\_\_ policies and services?

2. How do child welfare social workers contribute to creating nurturing environments for children? B. \_\_\_\_\_
3. What types of settings can direct work with children occur according to the text? C. \_\_\_\_\_
4. What distinguishes children in need of care and protection from those in legal trouble within the juvenile justice system? D. \_\_\_\_\_
5. Which areas of direct work are specifically mentioned for social workers dealing with children? E. \_\_\_\_\_
6. What role do child welfare social workers play in assessing the needs and risks within families? F. \_\_\_\_\_
7. How do child welfare social workers facilitate placements for children when necessary? G. \_\_\_\_\_
8. Can you describe the responsibilities of a Child and Social Worker based on the text? H. \_\_\_\_\_
9. What do child welfare social workers offer to families and children? I. \_\_\_\_\_
10. Whom do child welfare social workers work closely? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

1. \_\_\_\_\_ A. Child welfare refers to policies and services that protect children and promote their well-being.
2. \_\_\_\_\_ B. Child welfare social work requires mental and emotional strength.

3. \_\_\_\_\_

C. The juvenile justice system is responsible for a sizable number of youngsters who lack family or family support.

4. \_\_\_\_\_

D. Two categories of youngsters can be worked with in the juvenile justice system: those in need of care and protection and those who are in legal trouble.

5. \_\_\_\_\_

E. A child welfare social worker is a professional who plays a crucial role in ensuring the well-being and safety of children through various social services and interventions.

**10. Make a summary about Child welfare social work using linking expressions: (See the Appendices: 1. Making a Summary).**

**11. Prepare a report in the form of a presentation on one of the following topics: (See the Appendices: 5. Making a Presentation).**

- Responsibilities of Child Welfare Social Workers;
- Types of Child Welfare Social Workers;
- Skills of Child Welfare Social Workers.

### **Text 5. Types of Child Welfare Social Workers (for additional reading)**

Child welfare social workers serve a critical role in protecting and promoting the well-being of children, and they specialize in various areas, each with a unique focus and set of responsibilities. Some of these are:



**Child and Family Social Worker:** A child and family social worker provides support and intervention services to families in need, assessing their needs, developing treatment plans, and connecting them with resources.

**Child Protective Services (CPS) Social Worker:** Investigates allegations of child abuse or neglect, ensuring the safety and well-being of children and taking appropriate actions.

**Foster Care Social Worker:** Works with children in the foster care system, assessing their needs, coordinating placements, and providing ongoing support and monitoring.

**Adoption Social Worker:** facilitates the adoption process by assessing prospective adoptive families, providing counseling and support, and ensuring the child's best interests/

**School social worker:** supports students and families by addressing social, emotional, and behavioral challenges, collaborating with educators, and connecting them with community resources.

**Juvenile Justice Social Worker:** assists young individuals involved in the juvenile justice system by providing counseling, advocacy, and helping with reintegration into the community.

**Hospital social worker:** supports children and families in healthcare settings, providing emotional support, connecting them with resources, and assisting in care coordination.

**Residential Treatment Social Worker:** works with children in residential treatment facilities, providing therapeutic support, coordinating services, and facilitating transitions.

**Child Advocacy Social worker:** advocates for the rights and well-being of children, working to ensure their safety, access to services, and representation in legal proceedings.

**Early Intervention Social Worker:** supports infants and toddlers with developmental delays or disabilities, coordinating early intervention services, and working with families.

Child welfare social work requires a diverse range of knowledge, qualities, and skills. Individuals aspiring to pursue this career path should have the following skills:

**Organization:** To manage high caseloads and maintain files and records;

**Time management:** To set appointments to interview people and conduct timely follow-ups with clients;

**Compassion:** To demonstrate empathy, get a deep understanding of how their situations impact clients, and forge trust-based relationships;

**Critical thinking:** To assess clients' situations and develop programs and services that meet their needs;

**Communication:** To listen effectively and speak with people of various ages and from different backgrounds, from children and parents to medical professionals and lawyers;

**Ability to work independently:** To stay on top of paperwork and field work for assigned cases;

**Resilience:** To effectively handle emotionally challenging situations and high levels of stress;

**Decision-making:** To respond to crises in a timely fashion and determine whether children should be separated from their families and placed into a foster home.

Child welfare social workers should also enjoy working with children and have a personable and approachable personality. These skills and attributes can help them become successful in the field, and it is essential that they hone them throughout their careers.

(Adopted by [online.arbor.edu/blog/child-welfare-social-worker...](https://online.arbor.edu/blog/child-welfare-social-worker...))

■ **Discuss the following questions after reading:**

1. What are the primary responsibilities of a Child welfare Social Worker?
2. How do child welfare social workers utilize critical thinking in their roles?

3. In what ways does an Adoption Social Worker ensure a child's best interests?
4. What skills are essential for managing high caseloads in child welfare social work?
5. How does a School Social Worker support students facing behavioral challenges?

### **Text 6. What skills do social workers need to communicate effectively with children? (for additional reading)**



Communication skills are crucial for children to feel comfortable expressing their thoughts, feelings, and opinions. They also help children participate in decision-making processes.

Communication skills can be divided into micro and macro levels. **Micro level communication skills** are essential for interviewing children or interacting with them in a positive and respectful manner.

To effectively communicate with children, it is important to have a clear understanding of their rights and protection.

When communicating with children, social workers must be aware of their cultural context. They should use positive, non-discriminatory, and empowering language that the child can understand.

Communication comprises four main components: words and language (verbal), non-verbal expressions, thinking, and listening. Our thoughts, perspectives, attitudes, and approaches determine our words and nonverbal gestures, whether we are aware of it or not.

Some of the communication skills that a social worker can incorporate into their work include:

- Active listening;
- Empathizing with the child's point of view;
- Building trusting relationships;
- Understanding non-verbal communication;
- Developing rapport;
- Explaining, summarizing, and providing information;
- Giving feedback in a clear and understandable way;
- Understanding and explaining the boundaries of confidentiality;
- Having knowledge and understanding of how the social work role affects communication and how experiences affect communication and child development.

Practitioners should develop ways to support and encourage children to express their views. Methods such as play, games, activity-based work, and the use of creative arts can help children feel more comfortable and express and process their feelings. Activity-based work, playing games, and having fun together can also enhance the relationship between the child and social worker.

At the **macro level**, communication involves presenting information in a clear and concise manner. This can be done by using research data and field experience to support the information. Social workers also need to be able to negotiate and advocate for change.

Communication skills are not just about interacting with children. They also include the ability to work in a team, lead change processes, be flexible, adaptable, share ideas, and provide support.

(Adopted by <https://fosteringandadoption.rip.org.uk> › topics › comm...).

▪ **Discuss the following questions after reading:**

1. What are the key components of communication according to the text?
2. How can social workers support children in expressing their views through activities?
3. What is the significance of understanding cultural context in communicating with children?
4. Why is active listening important when interacting with children?
5. What macro-level skills are vital for social workers beyond direct communication with children?

## **Text 7. Recognizing the Signs of Child Abuse (for additional reading)**

Recognizing signs that a child is being abused is crucial to interrupting the pattern of abuse.

The Child:

- Sudden changes of behavior or school performance
- Hasn't received medical attention for health problems brought to the parent's attention
- Learning and concentration problems
- Always wary
- Lacks adult supervision
- Withdrawn, overly passive, or compliant
- Comes to school and activities early and does not want to go home.

The Parent:

- Denies the child has problems at school.
- Alternatively, blames the child for problems at school or home.
- Tells teachers or other daycare workers to punish the child if he or she misbehaves
- Perceives the child as entirely bad, worthless, or burdensome
- Demands an unreasonable level of physical or academic performance
- Looks primarily to the child for care, attention, and satisfaction of emotional needs.

The Parent and Child:

- Rarely touch or look at each other.
- Consider their relationship entirely negative.
- State that they do not like each other.

If necessary, the child social worker confers with the administration to open a case, following up with interviews and family assessments. Understanding the child's environment is vital to understanding his or her problems. Families might be unemployed and unable to properly care for their children, or children could be living in abusive situations.

For each case, social workers devise service or care plans, specifying resources that are necessary for the safety and growth of the children, such as reliable daycare, health care, therapy, and food stamps.

These plans must accurately respond to the home and school environments, as well as the children's emotional and psychological capabilities. This requires that child social workers become acutely sensitive to many issues, such as anger and violence within financially stressed households, the presence of drugs, neglect, or signs of abuse.

The care plan outlines goals for providing children the help they need. The goals result from a series of assessments that help child social workers gauge children's emotional, cognitive, and developmental conditions. These periodic evaluations often lead to revisions of the care plan to accommodate children's growth and changing life situations.

Relationships within children's immediate families have a profound impact on their state of being, so it is important that the family work in partnership with the child social worker to ensure adherence to the care plan. Often, the plan includes therapeutic interventions for parents such as therapy, parenting classes, or substance abuse treatment.

Sometimes parents are not cooperative. Consequences for inaction must also be clear. In these situations, the social worker must assess the level of risk to the children in the house. Interventions must be well documented and all legal actions thoroughly considered. All activities must be in accordance with state and federal laws.

(Adopted by [allpsychologycareers.com/career-in-social-work/...](http://allpsychologycareers.com/career-in-social-work/...)).

▪ **Discuss the following questions after reading:**

1. What are some signs that may indicate a child is experiencing abuse?
2. How do social workers develop and implement care plans for abused children?
3. What roles do family relationships play in a child's well-being according to the text?
4. What challenges might social workers face when working with uncooperative parents?
5. How do social workers assess the risk level to children in potentially abusive households?

## **Text 8. Social Work practice with Older Adults or Geriatric Social Work**



Geriatric social work is a specialized field of social work that focuses on providing help and support to elderly people and their families. These workers offer a variety of services, including healthcare and social services, housing assistance, financial guidance, and support during end-of-life care.

Geriatric social workers perform a wide range of roles and functions in various areas. Some of the most common specializations within this field include:

- **Healthcare**

Healthcare social services for the elderly is a specialized field within geriatric social work that focuses on meeting the healthcare needs of older adults. Healthcare geriatric social workers work closely with healthcare professionals, older adults, and their families to provide comprehensive and well-coordinated care for the elderly.

- **Housing**

This is another area where geriatric social workers specialize in. They focus on helping older adults with housing needs and challenges. Housing is important for the overall well-being and quality of life of older adults. Therefore, housing geriatric social workers provide support, guidance, and advocacy to help older adults find and maintain suitable housing options.

- **Financial assistance**

Social workers who specialize in financial assistance for the elderly often provide support, guidance, and advocacy to help older adults access the necessary financial resources and benefits to meet their needs. These geriatric

social workers assist older adults in navigating the application process, understand the eligibility criteria, and make the most of the benefits available to them.

- **End-of-life care**

Geriatric social work in end-of-life care is all about supporting older adults and their families during the last stages of life. Geriatric social workers in this field provide emotional support, information, and assistance to ensure that the wishes and needs of older adults are met with compassion and dignity.

Geriatric social work is adapting to meet the changing needs of an aging population. These trends demonstrate a shift towards a more comprehensive approach to social work with older people. Here are some emerging trends that are shaping the field:

**Assistive technologies:** Combining wearable devices, smart home systems, and tools powered by artificial intelligence can make living more secure, independent, and enable early detection of health issues.

**Fighting loneliness.** Overcoming social isolation among older adults:

One of the major concerns for older adults is loneliness and social isolation. To address this, social workers are implementing various strategies such as virtual support groups, online communities, and intergenerational programs. These initiatives aim to foster social connections and reduce feelings of loneliness among older adults.

**Mental health awareness:** Mental health conditions such as depression and anxiety are common among older adults. Geriatric social workers are integrating mental health screening into their practice, providing access to therapy resources, and promoting overall mental well-being.

**Focus on preventative care:** The focus is now on taking proactive measures to maintain good health and prevent health complications. Social workers play a crucial role in educating older adults about the importance of leading a healthy lifestyle, encouraging physical activity, and ensuring that they have access to preventive healthcare services.

**Community-based interventions:** Social workers play a vital role in developing and implementing community-based programs that address the social factors that influence health. These programs focus on improving access to nutritious food, providing safe housing, and facilitating transportation for the community.

**Specialization:** Geriatric social workers are obtaining specialized training and certifications to enhance their skills in areas such as dementia care, mental health, and elder abuse prevention.

**Data-driven practice:** By using data analytics, social workers can identify trends, target interventions more effectively, and measure the impact of their services on client outcomes.

(Adopted by [research.com/careers/geriatric-social-work](https://research.com/careers/geriatric-social-work)).

### Active vocabulary

1. advocacy (n.) — защита, поддержка;
2. address (v.) — обращаться, рассмотреть;
3. aging (n.) — старение;
4. analytics (adj.) — аналитический;
5. application (n.) — обращение, ходатайство;
6. assistive (adj.) — вспомогательный;
7. data-driven (adj.) — основанный на данных;
8. dementia (n.) — деменция;
9. detection (n.) — выявление;
10. dignity (n.) — достоинство;
11. eligibility (n.) — соответствие требованиям;
12. geriatric — престарелый, старческий;
12. housing (n.) — жилье;
13. intergenerational (adj.) — межпоколенческий;
14. loneliness — одиночество;
15. navigate (v.) — направлять;
16. overall (adj.) — общий;
17. preventative (adj.) — профилактический;
18. secure (v.) — обеспечивать, (adj.) — безопасный;
19. specialize (v.) — специализироваться;
20. suitable (adj.) — подходящий;
21. target (n.) — цель, (adj.) — адресный, целевой;
22. wearable (adj.) — пригодный для носки, носимый.

## Reading comprehension

### Exercises

#### 1. Give English equivalents of the following:

специализированная область социальной работы, помогать и поддерживать пожилых людей, обеспечивать всестороннюю и хорошо скоординированную помощь, специализироваться на финансовой поддержке, критерии отбора, с состраданием и достоинством, стареющее население, одиночество и социальная изоляция, доступ к терапевтическим ресурсам, предотвращение осложнений со здоровьем.

#### 2. Give Russian equivalents of the following:

a specialized field of social work, help and support to elderly people, to provide comprehensive and well-coordinated care, specialize in financial assistance, eligibility criteria, with compassion and dignity, an aging population, loneliness and social isolation, access to therapy resources, prevent health complications.

#### 3. Fit the meaning and the word:

1) address	a) state of being worthy of respect or esteem
2) assistive	b) appropriate or fitting for a particular occasion
3) dignity	c) status of being allowed to participate
4) eligibility	d) focus on a specific area of study or work
5) geriatric	e) deal with a problem or task
6) specialize	f) providing help to people with disabilities
7) preventative	g) relating to old people
8) suitable	h) serving to stop something from happening

#### 4. Match the words with the similar meaning from a) to b):

- a) geriatric, dementia, dignity, application, address, detection, overall, specialize, data-driven, suitable;
- b) discovery, elderly, usage, deal with, memory loss, appropriate, focus, general, respect, evidence-based.

**5. Match the words with the opposite meaning from a) to b):**

- a) geriatric, assistive, loneliness, dignity, dementia, overall, specialize, suitable;
- b) young, companionship, dishonor, partial, unhelpful, inappropriate, generalize, cognitive health.

**6. Say whether the following sentences are true or false:**

*In your arguments use: I quite agree with...; I don't think so...; I can't agree with...; on the contrary; quite so; exactly; from my point of view, as for me.*

- 1. Geriatric social work is a specialized field of social work that focuses on providing help and support to elderly people and their families.
- 2. Geriatric social workers perform a wide range of roles and functions in one area.
- 3. Housing is not important for the overall well-being and quality of life of older adults.
- 4. Geriatric social work in end-of-life care is all about supporting older adults and their families during the last stages of life.
- 5. Geriatric social work is adapting to meet the changing needs of young population.
- 6. One of the major concerns for older adults is loneliness and social isolation.
- 7. Mental health conditions such as depression and anxiety are common among older adults.
- 8. Social workers play a crucial role in educating older adults about the importance of leading a healthy lifestyle.

**7. Fill in the gaps the following words from the box:**

contribute, aging, addresses, dignity, resources, impact
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Social work with older persons is a vital field that \_\_\_\_\_ the unique needs and challenges faced by \_\_\_\_\_ individuals. By providing support, advocacy, and intervention, social workers \_\_\_\_\_ to the well-being and empowerment of older persons. It is essential to recognize the importance of this field and allocate \_\_\_\_\_ and support to further enhance the \_\_\_\_\_ of social work with older persons. Together, we can create a society that values and supports the

\_\_\_\_\_ and rights of older individuals, ensuring that their later years are filled with meaning, connection, and fulfillment.

**8. Write an appropriate answer for each question based on the text:**

1. What are the primary services provided by geriatric social workers to elderly people and their families? A. \_\_\_\_\_
2. How do healthcare geriatric social workers coordinate care for older adults? B. \_\_\_\_\_
3. Why is housing assistance an important aspect of geriatric social work? C. \_\_\_\_\_
4. What ways do geriatric social workers assist older adults with financial challenges? D. \_\_\_\_\_
5. How do geriatric social workers support older adults and their families during end-of-life care? E. \_\_\_\_\_
6. What role does assistive technology play in geriatric social work according to the text? F. \_\_\_\_\_
7. What strategies are being employed to address loneliness and social isolation among older adults? G. \_\_\_\_\_
8. How is the awareness of mental health being incorporated into the practices of geriatric social workers? H. \_\_\_\_\_
9. What preventative care measures are recommended by geriatric social workers to enhance the health of older adults? I. \_\_\_\_\_
10. How do community-based initiatives contribute to the overall well-being of older individuals? J. \_\_\_\_\_

**9. Write an appropriate question for each answer:**

- |          |  |
|----------|--|
| 1. _____ | A. Geriatric social workers perform a wide range of roles and functions in various areas.  |
| 2. _____ | B. Housing is important for the overall well-being and quality of life of older adults.  |
| 3. _____ | C. Geriatric social work is adapting to meet the changing needs of an aging population.  |
| 4. _____ | D. One of the major concerns for older adults is loneliness and social isolation.  |
| 5. _____ | E. Social workers play a vital role in developing and implementing community-based programs that address the social factors that influence health. |

**10. Give a summary of your own about geriatric social worker using following questions:**

1. What are the typical duties and responsibilities of a geriatric social worker?
2. How do geriatric social workers assist families in caring for elderly loved ones?
3. What are the emerging trends in geriatric social work practice?

**Text 9. Social work with the disabled  
(for additional reading)**



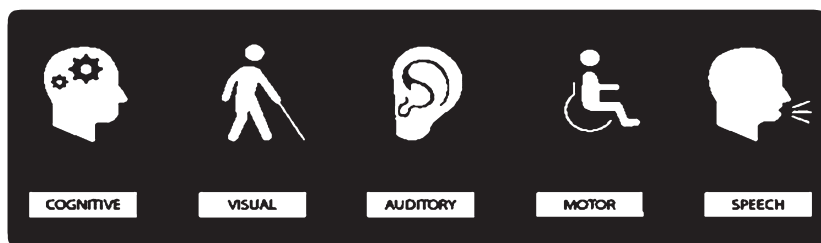
Every day, social workers provide services to different groups of people. One of these groups is the disabled. Disability is a significant issue in today's society. It affects the well-being of individuals, the health of communities, access to care, and the overall quality of life.

People with different types of disabilities may face various barriers and challenges. These can include difficulties with self-care, mobility, hearing, vision, and exclusion from social life.

A disability social worker is a healthcare professional who helps people with physical and mental disabilities navigate the challenges they face in their daily lives.

The primary goal of a disability social worker is to identify the needs and issues of their clients. They provide emotional and social support, helping disabled individuals and their families improve their quality of life. Additionally, they work to ensure social inclusion, community living, employment, quality education, and proper rehabilitation for their clients.

The specific challenges faced by individuals with disabilities depend on the type and severity of their disability. Disabilities can manifest in various forms, such as physical impairments, cognitive impairments, or mental illnesses.



## Physical Disabilities

A physical disability is a condition that limits a person's physical functioning, mobility, dexterity, or endurance.

Social workers must be prepared to address not only the physical challenges that a physical disability can pose, but also the emotional impact it may have on a client. Working with individuals with physical disabilities can be a unique and rewarding experience. Each client requires a tailored approach, as not everyone with a physical disability deals with it in the same way.

**Cognitive disorders**, also known as intellectual disabilities, are a type of disability that social workers often encounter in their work. There are various types of cognitive disorders that have different effects on a person's mental abilities and functioning.

Mental Illness is a broad range of mental health conditions that affect mood, thinking, and behavior.

Although many people may not think of mental illness as a disability, there are certain mental illnesses that can significantly affect an individual's life and be classified as a disability. These illnesses include schizophrenia, borderline personality disorder, and bipolar disorder, which can be so severe that they affect an individual's daily life. When a mental illness impairs an individual's ability to function, it can be considered a disability.

Some common types of **cognitive disorders** include:

- Autism;
- Down Syndrome;
- Traumatic Brain Injury (TBI);
- Dementia;
- Dyslexia;
- ADHD;
- Learning Disabilities;
- Cognitive disabilities.

### **Visual disabilities**

People with visual impairments, also known as low vision, have reduced vision, even when wearing glasses or contact lenses. Those who are completely blind have no ability to see or have very limited vision that is not useful for daily activities.

Visual impairments can be congenital, meaning they are present from birth, or acquired, meaning they occur due to a disease or injury. People with blindness or visual impairments may use various strategies to navigate their surroundings, such as relying on a guide dog or a walking stick.

### **Auditory disabilities**

Hearing loss is a condition that affects how well an individual can hear sounds. It is a spectrum, ranging from mild to severe. Those who are deaf have

almost no functional hearing at all, while those who are hard of hearing have some degree of hearing loss and reduced ability to hear.

### **Speech disabilities**

Speech disabilities affect an individual's ability to produce the sounds needed for communication with others. Many speech disabilities are physical in nature, which means that the individual may have normal cognitive abilities.

**The duties and responsibilities of a social worker** who provides disability services can vary greatly from one day to the next and from one client to the next. However, a social worker typically performs some common tasks:

- Assist clients with personal care needs such as bathing, feeding, grooming, and medication reminders.
- Provide companionship and emotional support to clients
- Create and maintain an inclusive environment that promotes client autonomy and independence. Facilitate community involvement by accompanying clients to social events and services.
- Maintain records and reports on client activities and overall health. Make sure the client's home is organized according to their needs.
- Help clients with physical therapy exercises and the use of mobility aids.
- Work closely with healthcare professionals.
- Comply with all relevant health and safety regulations.
- Evaluate and monitor clients' progress.
- Collaborate with other professionals in clients' lives, such as health care providers, counselors, employers, and teachers. Support clients by helping them build a community of social support and access spaces that are inclusive and affirming.

To effectively assist and support clients with disabilities, a disability support worker should possess a variety of skills and qualifications.

These include:

**Communication:** A disability social worker must have strong communication skills to effectively explain a diagnosis to clients and help them understand how their disability will affect their daily life. These skills are also crucial for conveying to doctors how a client's disability affects their well-being and for advocating on behalf of their clients to secure the necessary services.

**Problem-Solving Skills:** Disability social workers use their problem-solving abilities to assist individuals with disabilities in overcoming the challenges they face in their daily lives by making adjustments.

**Research Skills:** Social workers employ their research skills to explore community resources and select the most suitable programs for their clients.

**Listening Skills:** By actively listening to their clients, disability social workers gain a deeper understanding of the challenges they face. This, in turn, allows them to provide the necessary support for their disabled clients in their daily lives.

**Interpersonal Skills:** Social workers should have empathy for their clients and their challenges. They use their interpersonal skills to collaborate with colleagues for the benefit of their clients.

**Time Management Skills:** Social workers must effectively manage their care schedules to ensure all necessary tasks are completed on time. This is especially important when working with individuals with disabilities.

### **Competencies for the social worker with individuals with disabilities:**

The foundation of a social worker's work with people with disabilities lies in their fundamental belief that all individuals are equal. The social worker must be willing to fight against any attitudes that discriminate against people with disabilities and to promote social inclusion.

This competency includes the social worker's ability to advocate for access to necessary resources and support the client's ability to make decisions independently.

The social worker demonstrates respect for people with disabilities by using respectful language, participating in advocacy efforts, and challenging the idea that people must "overcome" their disabilities.

Practice competencies would include the following:

- a) The social worker's practice is person-centered and involves the person in decisions that affect their life.
- b) The social worker practices from a strengths-based perspective, focusing on the person's existing strengths and resources.
- c) The social worker pays attention to any challenging situations or conditions.

(Adopted by [uta.pressbooks.pub>introtosocialwork/chapter/...](http://uta.pressbooks.pub/introtosocialwork/chapter/...))

- **Write an annotation to this text, using typical phrases:**  
(See the Appendices: 3. Writing an Annotation).

# Appendices

## 1. Making a Summary

### *Linking expressions:*

- *The question is ...*
- *I've chosen ...*

- *I want to start with ...*
- *I would like to tell you about...*
- *I want to draw your attention to ...*
- *The problem of ... is*

- *To finish up ...*
- *In the end ...*
- *To sum up ...*
- *To sum everything up*
- *In conclusion ...*
- *So, in short ...*
- *So, ...*
- *All in all ...*

- *I am interested ...*
- *I'm keen on ...*
- *The topic is very interesting ...*
- *I know a lot about...*
- *I want to ...*
- *I like ...*

- *As you know ...*
- *When speaking about ...*
- *In connection with what has been said, I'd ...*
- *Some more facts, ideas about ...*
- *What I mean is ...*
- *I'd like to give you some more details about ...*

## 2. Writing an Essay

### *List of useful expressions to write an essay*

#### **Introduction**

- To begin with...
- Firstly, secondly... — finally...

#### **Enumerating arguments**

- In addition to/additionally...
- Besides/moreover/furthermore...

#### **Weighing up arguments**

- on the one hand...
- To consider the advantages and disadvantages...
- In fact/actually/as a matter of fact...

#### **Restrictions**

- However/though...
- Nevertheless...
- Although /though/even though...
- In spite of/despite...

#### **Comparisons**

- compared to/in...
- Comparison with...
- as well as...

#### **Referring to**

- with reference to...
- according to...

#### **Emphasizing**

- I would like to point out that...
- Giving examples...
- For example/for instance...

#### **Giving examples**

- For example/for instance...

**Generalizing**

- *in general/generally speaking...*
- *as a rule...*
- *in most/many cases...*

**Consequences**

- *therefore...*
- *consequently/as a result...*

**Agreeing**

- *I absolutely agree with...*
- *I would like to support this view...*

**Making exceptions**

- *except...*

**Drawing conclusions**

- *In conclusion/to conclude...*

**Giving reasons**

- *because...*
- *as/since...*
- *the reason for this...*

**Personal point of view**

- *I think that...*
- *in my opinion/to my mind...*

**Disagreeing**

- *I partly disagree with...*
- *I do not entirely agree with...*

**Summarizing**

- *To summarize we can say...*

### 3. Writing an Annotation

#### *List of typical phrases (clichés) for writing annotations*

— *The article introduces/presents/gives/ describes/reveals/contains/ ...*  
— *The article points out that ...*  
— *The publication deals with ...*  
— *The study/paper presents/discusses ...*  
— *The paper shows/presents/regards/ examines ...*

— *The author considers/outlines/ concludes/ points out ...*  
— *The author concentrates on ...*  
— *The author views/reviews/ presents ...*  
— *The author analyses how .../ examines why ...*  
— *The author mentions/ stresses...*  
— *The author believes ...*

— *Data shows/covers ...*  
— *It is believed ...*  
— *It is considered ...*  
— *It is expected ...*  
— *It is known*  
— *It is to be noted...*

## 4. Making a dialogue

### *Useful phrases*

#### **Asking someone's opinion:**

- What's your idea?
- What are your thoughts on all of this?
- How do you feel about that?
- Do you have anything to say about this?
- What do you think?
- Do you agree?
- Wouldn't you say?

#### **Expressing an opinion:**

- The way I see it...
- In my opinion...
- If you want my honest opinion ...
- According to Lisa...
- As far as I'm concerned ...
- If you ask me ...

#### **Expressing agreement:**

- I agree with you 100 percent.
- I couldn't agree with you more.
- That's so true.
- That's for sure.
- You're absolutely right.
- That's exactly how I feel.
- I have to side with you on this one.
- No doubt about it.
- I suppose so/I guess so.
- You have a point there.
- I was just going to say that.

**Expressing disagreement:**

- *I don't think so.*
- *(strong) No way.*
- *I'm afraid I disagree.*
- *(strong) I totally disagree.*
- *I beg to differ.*
- *I'd say the exact opposite.*
- *Not necessarily.*
- *That's not always true.*
- *That's not always the case.*
- *No, I'm not so sure about that.*
- *I can't accept it*
- *I don't think I agree with you.*

## 5. Making a Presentation

### *Key phrases*

**Introduction**

- *My name's ...and I work for ... My talk is called ...*

**Outline** *what you are going to talk about...*

- *There are three main skills areas I want to talk about ...*

- *If you have any questions, I'll be very happy to answer them during the talk/ at the end of the session...*

**Main part**

- *OK. To begin, let us look at....*

- *Let's move on to the second...*

- *As you can see on this transparency/ flipchart/screen/board — There are (two) key areas in relation to....*

- *I think that covers everything on ...*

Closing and dealing with questions

- *Let me sum up.*

*Firstly ... secondly ... and last...*

- *In my view, ...*

- *That brings me to the end of my presentation. Are there any questions?*

- *I think that is a good place to stop.*

- *Thank you for listening.*

**Answering the questions**

- *That is a fair point...*

- *However, I think....*

- *That is not really my field. But I can put you in touch with someone who ...*

- *Well, I think that goes beyond the scope of today's presentation. Today — I wanted to concentrate on ..., not going into ...*

- *I am afraid we have run out of time...*

- *Sorry, I did not catch the question (the end of the question) — could you repeat your question...*

## Electronic resources

Communication: Definitions, Functions, Importance, Principles (getuplearn.com))

pumble.com›blog/history-of-communication/

transtle.com›language-and-communication/...

https://helpfulprofessor.com/types-of-communication/)

spechy.com›2023/08/28/factors-affecting-...

thoughtco.com›early-history-of-communication...

examples.com›english/communication/social-...

asha.org›practice-portal/clinical-topics/social-...

oratoryclub.com›social-communication-skills/

marketing91.com›communication-styles/

getuplearn.com›Group Communication: Meaning, Importance, Advantages,

langfaculty-aden.com›books/4/mass1.pdf/

Учебное издание

Savitskaya N.V., Krukovskaya O.A.

**ENGLISH FOR COMMUNICATION AND SOCIAL WORK**

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for the Faculty of Social communication

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