

1. What factors can lead to problems of communication?

- facial expressions
- misunderstandings and misinterpretations
- body language
- double meanings
- wrong/unclear/varying pronunciation
- unclear formulations
- lack of attention/not listening closely
- distracting noise
- not speaking loudly enough
- mix of languages
- different dialects
- not speaking one's mind clearly
- insulting/attacking tone
- being emotional/sensitive
- misleading expressions
- unwillingness to ask questions
- lack of clarity
- speaking too fast
- lack of explanations
- wrong information
- bad preparation
- being upset
- irony

2. What are possible results of communication problems?

- discussions
- war
- racism
- insults
- trouble/quarrel/fights
- guilt
- arguments/conflicts
- false expectations
- disappointment prejudices
- verbal violence
- feeling hurt
- friendship
- humour/comedy
- deeper insight into a topic
- greater awareness of problems
- aggression
- injustice