

Engleski jezik

Reading paper

Task 5

Questions 33-40

Read and complete the text below.

Fill each space (33-40) with **one** word. Write your answer **only** here in this exam booklet.

There is an example at the beginning (0).

Interrupting

Have you ever been in the situation where you knew you (0) ___ not interrupt someone during a conversation or a telephone call, you tried to force yourself to not interrupt, yet you still ended (33) ___ interrupting, anyway?

As frustrating (34) ___ this habit is, it is even more frustrating to me, since I teach "zip the lip", at a sales training seminar. Trying to understand (35) ___ most of us interrupt others, I've found several factors involved:

We disagree with the other party and feel that the argument is not (36) ___ listening to.

We feel we are better qualified to answer a certain question, and find an "urge to (37) ___ to the point".

We get upset about a specific situation, and we (38) ___ self-control. We can't "stand" listening to others.

It is easier to resist the urge to interrupt in a face-to-face conversation (39) ___ when we are on the telephone.

Many people merely interrupt because we like to hear the sound of our own voice, far more than other voices.

One would think that I would resist that urge. Although I try to do my best, (40) ___ are times that I still find myself unable to resist.

0 should

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40 there

1 bod (popunjavanje ocjenjivač)

33 ☐

34 ☐

35 ☐

36 ☐

1 bod (popunjavanje ocjenjivač)

37 ☐

38 ☐

39 ☐

40 ☐

