

Answer in Module 3 Task 4 Ponder Point 2

The best strategy to ensure effective communication, with the two first levels of contracting in mind, is to ask questions. Typically, journalistic questions (e.g. Wh-questions in English) help the interlocutors establish the procedural level of their mutual communication flow. As for the professional level, questions revolving around your own and the partner's level of expertise and knowledge may be asked. On the other hand, the psychological level might be the most challenging, as personal attitudes may play their role at this level, and one may only hope that the cooperation will be rooted in trust and respect.