

Communication Survival Guide

by

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and

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EIHŌSHA

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まえがき

英語という手段を用いて、英語の母国語話者と「効果的に」コミュニケーションを行うには、verbal message（音声言語によるメッセージ）と nonverbal message（音声言語以外の手段によるメッセージ、たとえばしぐさ、顔の表情によるメッセージ）の両方を「効果的に」相手と交換することが大切です。もし、「効果的に」できないと、いわゆるコミュニケーションギャップが生じることになります。そこで、本書はそのようなコミュニケーションギャップの克服を目標としています。

そのために、本書では、コミュニケーションギャップが生じやすい場面を想定し、英語話者とのコミュニケーションにおいて、いかなる発話、反応、動作、等が英語話者に対して適切であるか、また適切でないか、ということ进行を考察することによって、コミュニケーションギャップの要因を理解することで、目標に一步でも近づきたいと願っています。

そこで、本書の構成は次のようになっています。

Dialog オーストラリアの大学に留学中の日本人 Shigeru、同級生のオーストラリア人 Lisa、同じ大学に通うオーストラリア人 Roger の三人によって、コミュニケーションギャップが生じやすい、あるいは生じている場面が提示されています。

Problem Dialog で想定された場面において、いかなる発話が適切ではないのか（奇数章）、あるいは適切であるのか（偶数章）という問題が提起されます。

Passage Problem を解くヒント、すなわちコミュニケーションギャップの要因を理解するための秘訣が述べられています。

Comprehension Questions その秘訣を十分に会得するために、具体的な状況でどういふ発話、反応、動作、等が適切かを答える問題（奇数章）と、Dialog、Passage の内容把握の問題（偶数章）が、TOEFL の Reading Comprehension Test の形式で質問が提示されています。

Applications （奇数章）さらにその秘訣の理解を深めるために、別の具体的な状況でどういふ発話あるいは反応をするかという問題が提示されています。

Useful Expressions （偶数章）Dialog や Passage に出てくる、実際のコミュニケーションに役立つと思われる表現の理解をねらいとしています。

Vocabulary Building （偶数章）Dialog で想定された場面で、知っておくと役立つと思われる語彙の増強をねらいとしています。

Expert Commentary Dialog で想定された場面に出てくる nonverbal message や

オーストラリア英語とアメリカ英語の相異を中心に、対話形式で説明が行われています。

Discussion Expert Commentary で扱われたことと関連する事項に関して、実際に対話を試みたり、あるいは議論したり、調べたりする問題が提起されています。

このように、本書では、コミュニケーションギャップの克服を主眼にしていますが、全体として、verbal message と nonverbal message の両方の理解にもつながるように構成されています。本書を手掛かりに、将来遭遇するであろうコミュニケーションギャップに対しても、それらを自分で克服し、英語話者と「効果的に」コミュニケーションを行うことができることを期待します。

1999年10月

久保善宏

If you teach large university classes of general education students, and need a clearly structured textbook-cassette tape package that balances the four skills, perhaps this textbook may satisfy your requirements.

The context of the dialogues is basically the outline of a love story. More than studying English, Japanese university students seem to be more interested in exploring and developing personal relationships. Hopefully the plot of this textbook seduces students into a more personal engagement with English.

In each chapter, the *dialogue* is followed by a real world dilemma that requires making certain linguistic choices. The *problem* is followed by the *passage* which gives an explicit explanation about how certain functions are used, etc. *Comprehension questions* identify the extent to which students have understood the passage. The *expert commentary* then gives students another example of how dialogues are structured by questions, answers, and a little extra information. The register of the expert commentary contrasts with the more casual conversations of Shigeru, Roger and Lisa. The *useful expressions* and *vocabulary building* sections help prepare students for the *discussion* which completes each chapter.

Tim Cross

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Chapter 1

Shigeru meets Lisa

[Shigeru is early for his first lecture on Intercultural Communication. It is Monday, 8:45 a.m. He is the only person in the classroom.]





[Lisa arrives.] **Lisa:** Hi.

Shigeru: Argh . . . Hello. [Lisa smiles, points to the chair next to Shigeru while raising her eyebrows. Shigeru looks at the chair, looks back at her peroxide blond mohawk and nose ring, and smiles. She gives him strong eye contact as she sits down.]

Lisa: I'm Lisa.

Shigeru: Nice to meet you Lisa. I'm Shigeru. [They shake hands.]

Lisa: Nice to meet you too, Shigeru. You know, I don't think I've seen you on campus before . . .

Shigeru: Well, actually this is my first day. I'm here on a student exchange program. So although this is a course for third year students, I feel like I am stumbling around like a freshman. [Lisa laughs.] You know, getting lost and all that . . .

Lisa: You know, it is really cute when you speak that American English. So I guess you don't know anyone?

Shigeru: No one except you Lisa. [They both smile. A pause.]

Lisa: Hey, how about I show you around campus after class?

Notes

peroxide blond 「脱色して金髪にした」

mohawk a haircut where the side hair is shaved off, leaving a brush-like line of hair down the middle of the scalp

stumble around walk in a way which doesn't seem controlled

Problem

Shigeru wants to say yes but he has to go to the bank to get some cash. How will Lisa feel when she hears the following expressions, and why?

1. That would be extremely generous of you, but I am afraid I really must dash.
2. That would be perfect, except that I've got to get some cash from the bank. What about tomorrow morning? Do you have any classes?
3. No.
4. That sounds great, Lisa. Would you mind if I bought you lunch afterwards at a place near a bank? I'm flat broke.

Passage



Accepting an offer in English has two simple steps: thank the person for the invitation, and show that you are looking forward to that occasion. In a casual conversation between friends we might say something simple like “Thanks, that sounds great. I’m really looking forward to hearing some good punk music.” In a more formal situation we would use a more polite expression like “Thank you very much for inviting me. I am sure it will be very interesting watching the alligator wrestling from a ringside seat.”

Knowing how to smoothly accept an invitation is an important part of making good friendships. Spending time together and developing shared interests is one way that deep friendships develop. It is important not to create any obstacles to this process by making inappropriate responses to invitations.

You should also be able to distinguish between definite invitations and more vague expressions of friendship. A definite invitation will include concrete information about when and where to meet, and perhaps even who will be attending. On the other hand, there are expressions of friendship which have no specific information, and include the words “some-time” or “soon”. These are signals that people send out to check that you are interested in becoming a good friend. If the other person feels that you have responded positively to this “I like you, do you like me?” stage, then they will make a definite invitation.

Comprehension Questions

Based on the passage, choose the best answer.

1. When a friend of yours asks, “I’m going to have a dinner party Friday night. Do you want to come?” you should answer
 - A. “Thanks.”
 - B. “Thanks. That sounds good to me.”
 - C. “Yes.”
 - D. “Yes, I do.”

2. When an English speaking professor of yours asks, “Can you join us at the party Friday night?” you should answer
 - A. “Thanks.”
 - B. “Thank you very much.”
 - C. “Thank you for inviting me. I’d like that very much.”
 - D. “Yes.”

3. When a friend of yours closes a conversation by saying “Talk to you soon,” you should say
 - A. “Bye now.”
 - B. “When will you phone me?”
 - C. “I’ll wait for your call.”
 - D. “Sorry.”

4. When you want to close a conversation, you should say
 - A. “Let’s eat something.”
 - B. “No, thanks.”
 - C. “Let’s shake on it.”
 - D. “So, let’s get together sometime soon.”

Application

1. Your friend asks you, “Would you like to go to karaoke Friday evening?”
What would you say?

2. Your professor asks you, “I’m going to have open house next Saturday.
Can you come over?” What would you say?

Expert Commentary



Yoshi: Judging by the way Shigeru understood Lisa’s sign language and eye contact, it seems that he has made a favorable impression on Lisa. Raising both eyebrows can be one way to ask for permission or agreement, but what does raising one eyebrow mean?

Tim: It can mean some of the same things as raising both eyebrows but perhaps with a deliberately ironic attitude. It can also suggest blame or distrust, but does not usually have the meaning of asking for something.

Yoshi: Is it unusual for men and women to shake hands when they meet?

Tim: Well, that is an interesting question because the rules for this kind of behavior have been questioned and are changing. Gender has become a major topic of discussion and one issue is whether women need to have a different way of acting during a personal introduction.

Yoshi: So, what you are saying is that some people might think it appropriate for women to shake hands when they are introduced, and others would prefer to keep the traditional arrangement where women simply smile at each other.

Tim: Yes, that's right. So when a woman is being introduced to another woman, she would be considering the formality of the situation, and thinking about the sort of impression she wants to create.

Yoshi: And she would also probably use information like the other person's age, the way they are dressed, and the sort of personality they appear to be to help decide whether to shake their hand or not.

Tim: Exactly, and this is no different to what we all do when we are choosing between a casual or more formal way of speaking to someone we have just met.

Discussion

1. In your country, what does raising eyebrow(s) indicate?
2. In English language cultures people shake hands on various occasions. On which occasions do you think they shake hands?

Chapter 2

Meeting Roger: A banking nightmare

[It is Monday, 11:55 a.m. Shigeru goes to the bank. While queuing, a tall well tanned surfer bumps into him and then apologizes with “Oh excuse me, I wasn’t looking where I was going” while gently running his hand down Shigeru’s shoulder.]





Shigeru: [slightly shocked at being touched, he turns around and steps back] Oh, that's OK.

Roger: Well, it looks like we still have to wait a while yet.

Shigeru: Yes, we've been caught in the lunchtime rush. Which is too bad because I just wanted to get some cash and go eat.

Roger: Me too. I just hope my mother deposited my allowance on time this month.

Shigeru: So you're a student too.

Roger: Uh huh. Majoring in Law plus a minor in Communication Studies.

Shigeru: Communication? You don't say? That's my major. I'm looking at cross cultural communication and media studies, with a focus on how stereotypes and images in popular culture affect communication styles and strategies.

Roger: Sounds interesting. So when you say stereotypes, I guess you mean positive and negative ones, right? [Shigeru nods.] And images just doesn't mean what we see in the cinema or on video, but also refers to qualities suggested by . . . say music or specific works of literature, huh?

Shigeru: Yes, that is right. What about you? What are your research interests? [The bank clerk calls out "Next please. Sorry to have kept you waiting."] Oh, excuse me, it is finally time to do my banking.

Roger: Just before you go, I'm Roger.

Shigeru: Nice to meet you Roger. I am Shigeru.

Roger: Well Shigeru, I hope that we can get together for a chat sometime soon.

Shigeru: Yes, that would be nice.

Notes

You don't say? 「(相手の発言に対して軽い驚き, 興味を示す場合に用いられる) へえ, そうなんですか。」 (= "Oh, really?" / "Is that so?")

cross cultural communication 「異文化間コミュニケーション」

Problem

Shigeru is rather shocked to find he has no money deposited in his account. He happens to have a faxed copy of the deposit made by his mother at Noko JA. The teller looks at the fax, consults the computer, and apologetically explains that the money has been sent back to Fukuoka. A bank officer made a clerical mistake by confusing Shigeru's family name and given name and decided that there was no account for Mr. Shigeru at that bank. Shigeru wants to complain about the inefficient service and get some money. How and when might Shigeru use these following sentences?

1. I am very sorry to have caused you so much trouble. Thank you very much and have a nice day.
2. This kind of service is very unsatisfactory.
3. Call the manager!
4. Given that one of your colleagues made a simple mistake, perhaps one of your senior colleagues will approve an interest free loan until the original funds have been redeposited in my account?

Passage



Complaining effectively in English requires a flexible range of strategies: a balance between being objective while sympathetically understanding the position of the other person. Generally it is important to set limits to the discussion by clearly explaining your understanding of the situation. This explanation of your understanding allows the other person to correct any misunderstandings you might have. In presenting your understanding of the situation you should tell the other person how their failure to satisfactorily perform their responsibilities has contributed to your unpleasant situation. This is the strategy Shigeru uses in sentence 4 where he suggests a concrete solution to the problem caused by a bank officer's mistake.

Comprehension Questions

Based on the dialog and passage, choose the best answer.

1. When Shigeru was touched by an utter stranger, he seems to have been a little
 - A. shocking.
 - B. shattering.
 - C. shickered.
 - D. shaken.
2. What's Shigeru's major?
 - A. Law.
 - B. Philosophy.
 - C. Communication.
 - D. Literature.
3. To give a reason for your complaint is
 - A. a stroke of genius.
 - B. not a good idea.
 - C. an absurd idea.
 - D. not preferable.
4. If you account for your understanding of your unpleasant situation, the other person will
 - A. not put you right.
 - B. put you straight.
 - C. put you down.
 - D. not set me straight.

Useful Expressions

Put the following Japanese into English, making use of the useful expressions.

1. be caught up in: be involved in

ごたごたに巻き込まれるなんて、こりごりだ。

2. bump into: hit accidentally

cf. bump into (= run into): (informal expression) meet someone by chance

例のバーゲンに行ったら、知ってる人に会うかもよ。

3. get together: meet together socially

今度集まって、次のクラスコンパ、どこですか計画を立てようよ。

4. cause someone trouble: cause someone problems

いろいろ迷惑をかけてごめんなさい。でも私を見捨てないでね。

Vocabulary Building

Match the words with the definitions.

- | | |
|---------------------|--|
| 1. checking account | a. It is a sum of money which you put into a bank account. |
| 2. savings account | b. It allows you to pay your bills by check. |
| 3. deposit | c. It is the amount of money you have in your bank account. |
| 4. balance | d. It records the amount of money you have in your bank account. |
| 5. passbook | e. It enables you to save money and accumulate interest. |

Expert Commentary



Yoshi: Shigeru seems surprised at being touched by a total stranger, but he quickly recovers by giving an extended reply to Roger's remark.

Tim: Yes, while it is a little unusual to be touched by someone we don't know, it is still thought to be acceptable behavior.

Yoshi: And so it would be judged to be a matter of Roger's personal style, and most people would think that because it is one man touching another man, there are none of the complications, like sexual harassment, associated with male-female interactions.

Tim: That is right. And Shigeru's extended reply to Roger would create the impression that he is friendly.

Yoshi: And Roger returns this impression of friendliness by making an indefinite invitation using words like "sometime" or "soon". But some Japanese tend to have a misunderstanding of such an indefinite invitation. For example, if an American friend says, "Bye now. Talk to you soon," some Japanese would be waiting hopefully for him or her to call.

Tim: Any invitation that does not mention a specific time or place is best understood as a general expression of friendship. These indefinite invitations look like invitations but they are part of a process that may lead to an invitation.

Discussion

1. How do you feel about being touched by a stranger, as in Shigeru's case?
2. On which occasions would you make use of a touching gesture?

Chapter 3

Lunch with Lisa, and no cash

[It is Monday, 12:55. Shigeru rushes from the bank to the restaurant and finds Lisa.]





Shigeru: Really sorry I'm late Lisa. [smirking, telling her that what follows is a joke] Got held up at the bank.

Lisa: [understanding smile] Ooh Shigeru, that's too bad. Hope you don't mind but I've already ordered. No breakfast you see . . .

Shigeru: [nodding] That is OK. What did you order?

Lisa: Chili con carne with salad. A generous sized serving but not too spicy. What do you feel like?

Shigeru: Well, let's see . . . [nodding] I'll have the same.

Lisa: Although it is the cheapest dish, it is one of the most filling.

Shigeru: Sounds perfect, considering my experience at the bank.

Lisa: Oh no? [Shigeru nods slowly] So are you OK for cash?

Shigeru: Does this place take credit cards?

Notes

smirking smiling in a satisfied way that other people find annoying or silly

Got held up I got held up (hold up: rob/delay, cause a delay or stoppage)

Chili con carne 「チリコンカルネ」牛の挽肉, 豆にトマトソース, チリパウダーを加えて煮込んだメキシコ料理.

filling (形容詞)「食べごたえのある」

take credit cards accept credit cards

fifty bucks fifty dollars

Problem

It doesn't accept credit cards, and Shigeru doesn't feel comfortable about accepting a loan from Lisa because he has just met her. More than that, he has a feeling that she might become more than just a friend, so he wants to keep their relationship simple. How will Lisa feel when she hears the following expressions, and why?

1. It is very generous of you to offer me a loan, but I really can't pay more than 10% interest, compounded monthly.
2. Listen Lisa, if I was OK for cash, I wouldn't be eating the cheapest thing on the menu, would I?
3. How about handing over fifty bucks?
4. If you wouldn't mind paying for lunch today, I'd be very happy to repay you by the end of next week, Baby.



In English there are two patterns we can use to apologize: apology, and apology plus reason/explanation. Giving an apology without a reason or explanation can create a slightly hard atmosphere because it can sometimes suggest a lack of trust. However it is better to simply apologize than to create some unbelievable story that tries to explain why you are late. When we give a reason or explanation, we must choose between giving detailed information or something more general. When we accept someone's apology, simple body language like an understanding smile or sympathetic nodding while the person is explaining the reason can help create a relaxed feeling of mutual trust.

Words associated with apology can be used in other ways. "Excuse me" is often used when we want someone to move out of our way so we can get past them. It can also soften an interruption to a conversation or the expression of an opposing opinion. This is a particularly effective way to get someone's attention, especially when combined with the other person's name: "Excuse me Hillary, but I think that the Clinton Presidency will be remembered for more than the balanced budget."

In more formal situations, we can actively express regret. This can be useful when we need to leave in the middle of an event. We can choose to supply specific information about why we have to leave. "Excuse me Charles, I am sorry but as much as I am enjoying this fox hunt I need to feed my polo ponies." Or we can simply supply a general reason. "I am sorry to have to leave now something has come up." Again this use of an apology softens any possible hard feelings.

Accepting an apology involves similar rules to accepting an offer of help. It would be a little too abrupt to reply to an offer of help with a sarcastic question or a very specific demand of what you need from the other person. It would also be a mistake to confuse a friendly offer of assistance with a business interaction. Using the other person's name creates a more friendly connection, but sexist nicknames like 'Honey' or 'Baby' should

definitely be avoided.

Notes

move out of our way 「ちょっと退く」

polo ponies 「ポロ競技用に訓練した小馬」

as much as ... 「～だけれども」

Comprehension Questions

Based on the passage, choose the best answer.

1. When you arrive late for an appointment, the best way to apologize to a friend of yours is
 - A. "Sorry, but I'm always late."
 - B. "I'm sorry for being so late. Nice weather, isn't it?"
 - C. "Sorry. Don't be angry."
 - D. "I'm sorry for being so late. The heavy rain hindered traffic."
2. When you want to ask a stranger where Quality Inn is located, the best way to ask is
 - A. "Excuse me. How can I get to Quality Inn?"
 - B. "May I speak to you? Could you take the time to tell me where Quality Inn is, please?"
 - C. "Excuse me. Do you have the time?"
 - D. "Hey! Where is Quality Inn?"
3. When you want to leave in the middle of a formal party, you should say
 - A. "Excuse me, Michael. I must leave now."
 - B. "I'm sorry to have to leave now. Some urgent business has come up."
 - C. "So long."
 - D. "I'm so sorry."
4. When a friend of yours apologizes to you, you should accept the apology by saying

- A. “You must be kidding.”
- B. “Are you saying that in earnest?”
- C. “No problem.”
- D. “No way.”

Application

1. You arrive late for a date. What would you say?
2. Your date is late for an appointment and apologizes to you. What would you say?

Expert Commentary



Yoshi: Body language supports spoken communication in a variety of ways, including adding emphasis, indicating how what is about to be said should be understood, and as a way to help the other person anticipate what will happen next.

Tim: Right, so let’s look at how nodding is used in several different ways. Shigeru uses it to accept Lisa’s explanation of why she couldn’t wait for him before ordering, and it shows his agreement with Lisa’s choice from the menu. Shigeru later nods to silently answer Lisa’s question.

Yoshi: In most countries, of course including America, Australia and Japan, nodding, that is, moving the head up and down, means yes while moving the head from side to side means no. But, interestingly, in some countries like Iran and Turkey, the meaning is the opposite. Well, in the case of facial expressions, Shigeru uses smirking as a signal that what follows is a joke.

Tim: If Lisa hadn’t been able to read that cue, she may have been puzzled by his joke.

Yoshi: And the whole rhythm of the conversation might have been slowed down.

Tim: By that, do you mean the movement from apology and the building of agreement with nodding and smiling to Lisa’s offer of some cash?

Yoshi: [nodding] Exactly.

Discussion

1. Are there any differences in the way Japanese and English speakers use nodding?

2. What are the meanings of the following expressions?
 - a. a blank face
 - b. a grim face
 - c. a long face
 - d. a straight face
 - e. make a face

Chapter 4

Logical flirting

[It is Wednesday morning. Shigeru has been studying at the Australian university for three weeks. Lisa is leaving the library just as Shigeru enters.]





Shigeru: Hello Lisa. Hey, have you done the reading for that paper?

Lisa: Oh, hi Shigeru. Yeah, but I have to finish three essays by next Monday. What about you? How is your presentation going?

Shigeru: Well I'm still trying to structure it.

Lisa: OK, let's see. You know the basic pattern of the main idea being supported by evidence, right? [When he nods, she steps towards him.]

Shigeru: Sure.

Lisa: [smiles and takes a pen out of his shirt pocket.] Right, so the introduction is a general outline, the specific details are in the body of the argument, and the conclusion goes back to the general idea again. [She steps closer to him.] Get the picture?

Shigeru: [His back is against the wall and he is confused.] Uh huh.

Lisa: Well, here's your pen. Gotta go. Bye! [She disappears.]

Shigeru: Bye bye. [He trips up the library stairs.] Oops!

Notes

Gotta go I've got to go
trip up stumble and fall

Problem

When Lisa asks "Get the picture?" to check if Shigeru has understood what she has said, Shigeru is confused by the two meanings of that question. He has an overload in two registers of communication, the physical and the intellectual. Shigeru feels that Lisa's way of moving into his space creates the impression that she likes him. The intellectual content of her explanation is the second picture that Shigeru wants to understand. How and when might Shigeru use these following sentences to ask Lisa to stop and explain English logic?

1. Hold it right there, and tell me how the conclusion reinforces the introduction.
2. Lisa, I know you are very busy, but would you mind running that explanation past me one more time please?
3. I guess you wouldn't be interested in listening to me practice my presentation later today, would you?

4. If you have to rush to class now, could we chat about this during lunch today?

Passage



Academic writing in English presents a central idea in a logical way. There must be a strong connection between that central idea, the claim, and the evidence that proves it should be accepted as true. The structure of a logical argument is a simple three part arrangement. The central claim is supported by the specific evidence of the grounds. The grounds are shown to be true by a general principle called the warrant.

When discussing ideas expressed in academic writing, we often need to check with other people that we have understood the passage correctly. Asking for the meaning of something to be made clear is similar to making other sorts of requests. It is important not to confuse a request with an order, and it is good manners to check that the other person has time to help you. Showing the other person that you understand that they have a busy schedule can often create the sort of impression that makes it easier for them to want to help you. This is also true for questions ending with the 'would you?' tag.

Comprehension Questions

Based on the dialog and the passage, choose the best answer.

1. The informal expression 'get the picture' means
 - A. 'paint the picture.'
 - B. 'accept a situation.'
 - C. 'face a situation.'
 - D. 'comprehend a situation.'

2. What bothered Shigeru?
- A. Lisa's behavior.
 - B. His pen.
 - C. The library.
 - D. His presentation.
3. When you'd like to have a look at one of your friend's Linguistics notes, the best way to make a request is
- A. "I wanna have a look at your Linguistics notes."
 - B. "You had better lend me your Linguistics notes."
 - C. "Lend me your Linguistics notes."
 - D. "Would you mind letting me have a look at your Linguistics notes?"
4. If you'd like to ask a friend of yours to return a book when he or she goes to the library, the best way to ask is
- A. "Return this book to the library."
 - B. "Could you take this book back to the library?"
 - C. "You had better take this book back to the library."
 - D. "Let's return this book to the library."

Useful Expressions

Put the following Japanese into English, making use of the useful expressions.

1. go: progress

彼とはうまくいっていますか。

2. get the picture: understand a situation or see the meaning

始発列車が来る前に、このトンネルの内壁の調査を終わらせたいんだ。どういう状況か分かっているね。
