

## II. Written Essay

According to statistics published by the charity Childnet (March 2017), nearly 24% of 13-18 year-olds have suffered online abuse in that last year and a significant number of young people are regular victims of online hate. So, the chief executive of this charity has asked for teenagers to write to the website with ideas about how to stop this problem.

Read web page topic question below and write an essay of about 175-200 words. Pay particular attention to the following criteria:

- appropriate tone and style
- clearly organised and expressed ideas
- correct use of grammar
- correct spelling and punctuation
- correct use of vocabulary

Plan and organise your essay (use the rough paper provided). Write your definitive version in the space below, then read it carefully and make corrections if necessary.

**What measures could be taken to solve cyberbullying and why would they be effective?**

## ENGLISH ENTRANCE EXAM: JUNE 17, 2017

*Time allowed for this exam: 3 Hours*

*Before starting, please read the following carefully:*

- ☞ *All mobile phones must be turned off*
- ☞ *No internet devices are permitted.*
- ☞ *There are three parts to this exam:*
  - I. Resum en català / Resumen en Castellano (50%)*
  - II. Language Work (25%)*
  - III. Written Essay (25%)*
- ☞ *Write all your answers in this exam booklet. Use the spaces provided.*
- ☞ *All rough paper will be collected after the exam.*

***POLITE WARNING!***  
***ANY TALKING, COPYING OR USE OF NON-AUTHORISED DEVICES DURING THE EXAM***  
***WILL MEAN AUTOMATIC AND IMMEDIATE DISQUALIFICATION***

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| I. Resum en català / Resumen en castellano (50%) | _____ |
| II. Language Work (25%)                          | _____ |
| III. Written Essay (25%)                         | _____ |

# How to be a good listener

1 I've always prided myself on being a good listener, so this year I became a volunteer for a charity that provides confidential listening sessions for people. I liked the idea that I could be trained, with professional support, to help fellow human beings in distress. However, in my first training session I realised to my horror that I wasn't a very good listener at all: the habits that I thought made me good  
5 at it were in fact obstacles. The following three sessions brought new revelations and here are some of the tips I learned from my trainer.

If you're dealing with a friend who is feeling low, even expressing sympathy can get in the way. We think it's helpful to say, "I know exactly what you mean, I went through something similar..." but really that's *you* talking about *your* feelings. Let your friend tell you what it's like for them; when  
10 someone wants to express their pain, your experiences aren't relevant to them.

A similar common mistake is to leap to offer advice before being asked because when you're giving advice you're not listening, which often proves unhelpful and ends up shutting people down. If you feel a responsibility to fix your friend's problems, stop and consider whether this is really what they want first.

The hardest habit to break is to turn the conversation round to the positive. If a friend is in a dark place, the most  
15 compassionate thing we can do is to climb down into that place and sit with them for a while. If a person trusts you enough to talk about their distress, trying to cheer them up is like dismissing and trivialising their feelings. Give them the space to say how bad they feel, because trying to change the direction of the conversation can signal you don't want to hear it. Your mind might be whirring and busy thinking about what to say, so make a constant effort to calm down and focus on what is being said.

It is possible to say a lot without saying anything at all, when you know how. Your body language should look engaged, perhaps leaning forward, and be open to making eye contact –but also sensitive to people who might find this  
20 unnerving. Adopt a soft, caring voice, but beware; there's a fine line between sounding warm and gentle, and sounding patronising. Don't talk down to anyone, just show genuine interest."

When it comes to your partner, you have work harder to truly listen to them. There is a tendency towards a kind of  
25 mutual dependency and mental enmeshment, and you can run the risk of treating your partner as if she or he were an extension of yourself, for example when you finish each other's sentences. This means that listening gets a little fuzzy and you really have to struggle to listen to your partner. In fact, one recent study estimates that that most couples will genuinely talk and listen to each other for only 20 minutes a week.

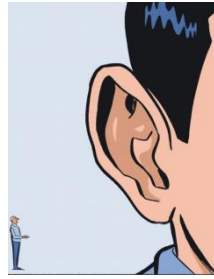
There is a way back. You need to re-establish the habit that was there when you fell in love with each other, when  
30 there was nothing better than listening to your beloved explain who they are. Reclaim 10 minutes every day when you are both alone and find somewhere quiet and listen to each other for five minutes each. This is called one-way listening, when one partner is given all the focus: you listen actively to them, don't worry about what to say next, and when your partner really needs to talk, your listening muscles are trained.

As for children, the biggest temptation for parents is to explain things away and deny the child's  
35 feelings. The temptation is to go straight into comforting mode with responses such as, "Oh, it couldn't have been that bad", but we should say something more empathetic, like "That sounds as if it really hurts." You've got to tune into the feelings behind their words and make an effort to recognise them.

There is one particular word that gets in the way. Parents often begin with an empathic statement, then add the little poison pill "but". This word tends to diminish or erase what went before, as in, "You  
40 sound so disappointed about missing Julie's birthday party, but it's only one party." Instead of butting away the feeling, give it full value. Instead try prefacing the statement with "even though", as in, "Even though you know it's only one party, I understand why you're still so disappointed to have missed it." That way, you credit your child's intelligence and make your own point without dismissing theirs.

Often the time pressures of the moment make it impossible to listen productively, for example, when leaving for  
45 school. Sit down at a calmer time with your child and ask how things could work better. They can come up with ideas, while you write them all down – the silly as well as the sensible ones. You can then work on the list together and decide which ones you both agree on, then post it on the fridge door. That way, everyone feels listened to and you've arrived at a solution together.

As my trainer told me, "When someone –old or young– is suffering emotional distress, they feel like the only way  
50 is down. If you just listen well when they talk or cry you help them verbalise their emotions, which helps them see things more clearly. Being listened to makes you feel valued." The general rule is, say less than the other person and learn when to be silent.



## I. Language Work

Explain briefly in English the meaning of the following words / phrases according to the context in which they appear in this article – use the space provided (5 points)

1. to my horror (l. 4)
2. ends up (l. 12)
3. dark place (l. 14)
4. poison pill (l. 39)
5. butting away (ls. 40-41)

Find a synonym in the text for the following (3 points):

1. interfere
2. permit
3. directly

What do the following words / phrases refer to? (2 points)

1. this (l. 21)
2. There is a way back (l. 29)



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Name: \_\_\_\_\_

*Resumiu en  **català i/o castellà**  el contingut de l'article (aprox. 250 paraules). La versió definitiva en net l'heu d'escriure en aquest full.*

*Resumid en  **catalán y/o castellano**  el contenido del artículo (aprox. 250 palabras). Escribid la versión definitiva en limpio en esta hoja.*