

1. An honest mistake/a mistake 39. B
2. A time limit 40. B
3. Written records
4. Withdraw
5. Contact details
6. Writing
7. False
8. True
9. Not given
10. True
11. True
12. False
13. False
14. False
15. Content
16. Key points
17. Close bond
18. Gesture/(hand/appropriate/effective)
gestures
19. Shoulders
20. Calmness
21. (more) authoritative
22. Public image
23. Promotional information
24. Special events
25. Telephone (conversations)
26. Any (given) proposal
27. (effective) mediation
28. E
29. C
30. D
31. B
32. A
33. C
34. A
35. C
36. B
37. A
38. C