37. 答案：environment and time
解析：因為 Dr. Alfred J. Benson 說的是，"Let's now turn to showing sensitivity. Some critical points to consider are the environment and time you choose to break upsetting news."
（讓我們來談談表現感受。告知讓人沮喪的消息時，要注意選擇地點和時機。）

38. 答案：stating logical reasons
解析：因為 Dr. Alfred J. Benson 說的是，"Now, moving on to constructive criticism. The key communicative point here is to clearly state logical reasons why the person you are talking to is wrong or why you are personally inconvenienced by past events."（現在，接著是建設性的批評。此處有關互動的關鍵在於清楚指出合理的理由，說明對方哪裡錯了，或者解釋之前發生的事為什麼對你個人造成不便。）

39. 答案：win-win situation / win/win situation
解析：因為 Dr. Alfred J. Benson 說的是，"Another point which closely relates to this is searching for compromise. In communication, the goal here is to find what is commonly known as a win-win situation so both parties will gain from the conversation."（另一個和這個密切相關的要點則是尋求折衷。在互動當中，目的在於找出大家所熟知的雙贏局面，讓雙方都能從談話中獲益。）

40. 答案：realists
解析：因為 Dr. Alfred J. Benson 說的是，"Negative people actually consider themselves to be 'realists,' who are more in touch with the world around them than the person they are talking to."（負向思考的人實際上都以「現實主義者」自居，認為自己比談話一方更了解周遭世界。）