

Lesson Plan for 15 July 2020

Class Description

The class is five students within an Advanced Oral Communication course. They are primarily from China as well as Japan. They are studying this course in order to access university academic programming.

Terminal Objective

Students will be able to... discuss topics of workplace culture and engage in workplace communication using target vocabulary and discussion language.

Enabling Objectives

Students will practice speaking utilizing provided dialogues
 Students will role-play workplace telephone conversation scenarios
 Students will debate and discuss topics about workplace culture with provided vocabulary for usage in a practice dialogue and a debate and discussion
 Students will learn and utilize provided vocabulary for current and future usage in the workplace

Materials & Equipment

Beare, Kenneth. "Telephone Business Conversation Role-Play." ThoughtCo, Feb. 11, 2020, [thoughtco.com/telephone-conversations-1210222](https://www.thoughtco.com/telephone-conversations-1210222).
<https://www.thoughtco.com/telephone-conversations-1210222>
 Beare, Kenneth. "Dialogue: A Business Presentation." ThoughtCo, Feb. 11, 2020, [thoughtco.com/dialogue-a-business-presentation-1210076](https://www.thoughtco.com/dialogue-a-business-presentation-1210076).
<https://www.thoughtco.com/dialogue-a-business-presentation-1210076>
 "Discussion Language" document from ESAL 0450 Moodle site
https://moodle.tru.ca/pluginfile.php/1371827/mod_resource/content/1/Discussion%20Language.pdf

Procedures/Activity (50 minutes)	What is the TEACHER doing?	What are the STUDENTS doing?
Greetings and Introduction of lesson (1 minute)	T greets class T defines lesson	Ss prepare for class
Would You Rather Activity (5 minutes) Alex	T shows the Would You Rather...? Slides	Ss answer the questions and provide explanations why they would prefer one choice over the over
Workplace Telephone Conversations (15 minutes) Alex	T introduces the importance and structure of workplace telephone conversations T directs two Ss to read an example telephone conversation in the Shared Notes T reviews key phrases and vocabulary	Ss listen and see visual aids Two Ss read the example conversation Ss identify any phrases or vocabulary they need help with

<p>Vocabulary Game (5 minutes) Alex</p> <p>Dialogue Activity (10 minutes) Troy</p> <p>Debate (15 minutes) Troy</p> <p>Exit Ticket (Time Remaining)</p>	<p>T presents role-play telephone conversation scenarios in the Shared Notes, and pairs Ss to practice</p> <p>T will send one S a word in private chat</p> <p>T will provide clues in the public chat T will track the points</p> <p>T copies and pastes dialogue from worksheet below into Shared Notes</p> <p>T explains rules for debate game and points. T provides link to Discussion Language form T provides topics for students to debate. T should listen and record mispronounced words to correct afterwards T gives a point for each vocabulary term and discussion phrase used</p> <p>T asks Ss what sort of work they would prefer doing</p>	<p>Ss practice telephone conversations by completing the tasks in the role-play scenarios</p> <p>The S will describe the meaning of the word without saying the word The other students will guess the word - 1 point for each correct guess</p> <p>Ss practice the dialogue Ss switch roles after doing the dialogue</p> <p>Ss open link to Discussion Language form Ss will debate using vocabulary used in both dialogue and debate topics</p> <p>Ss with the most points at the end wins</p> <p>Ss don't have to state what job they would like, but instead the sort of work they would prefer to do</p>
<p>Evaluation/Assessment</p> <p>Ss utilize phrases and vocabulary provided in activities and produced discussion Ss demonstrate understanding of provided vocabulary through own description and identification of others' descriptions Ss communicate effectively to accomplish the role-play workplace tasks Ss utilize the vocabulary and discussion language provided to facilitate a natural exchange and receive points in a game for usage</p>		
<p>Homework</p> <p>None</p>		

Business Telephone Conversation: Role-Play

Role-play this business telephone conversation to learn a number of standard phrases to practice telephoning in English.

Janice Anderson (Sales Representative - Jewels and Things): ring ring...ring ring...ring ring...

Peter Smith (Secretary - The Diamond Store): Hello, The Diamond Store, this is Peter speaking. How may I be of help to you today?

Janice: Yes, this is Janice Anderson calling. May I speak to Mr. Franks, please?

Peter: I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?

Janice: Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?

Peter: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

Janice: Great, I'd love to see this problem resolved as quickly as possible.

Peter: Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

Janice: Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.

Peter: Excellent, I'm sure Mr. Franks will be pleased to hear that.

Janice: Yes, the shipment was delayed from France. We weren't able to send it along until this morning.

Peter: I see. Mr. Franks also wanted to schedule a meeting with you later this week.

Janice: Certainly, what is he doing on Thursday afternoon?

Peter: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

Janice: Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

Peter: No, it looks like he's free then.

Janice: Great, should I come by at 9?

Peter: Well, he usually holds a staff meeting at 9. It only lasts a half-hour or so. How about 10?

Janice: Yes, 10 would be great.

Peter: OK, I'll schedule that. Ms. Anderson at 10, Friday Morning. Is there anything else I can help you with?

Janice: No, I think that's everything. Thank you for your help. Goodbye.

Mr. Peter: Goodbye.

Key Phrases and Vocabulary

- **How may I be of help:** This is a formal phrase used to show politeness. It means "Can I help you?"
- **calling:** telephoning
- **out of the office:** not in the office
- **take a message:** to write down a message from the caller
- **urgent:** very important
- **delivery:** the bringing of goods to a client
- **mentioned:** said
- **resolved:** taken care of
- **as quickly as possible:** in the fastest manner
- **shipment:** delivery, the bringing of goods to a client
- **assured:** a certainty that something is true or will happen
- **pleased:** happy
- **delayed:** not be able to do something on time
- **looks like:** seems
- **staff meeting:** a meeting of employees
- **lasts:** to take time
- **schedule:** make a future appointment

Practice Role-Plays

Practice these role-plays to improve your telephone skills to help with workplace communication.

Role-Play 1

A

You want to speak to Kevin at Fun Stuff, a toy-making company. You're returning his sales call because you're interested in the company's products.

B

You're the receptionist at Fun Stuff. Tell the caller that Kevin is in a meeting right now, and take a message.

Role-Play 2

A

You're calling to schedule a meeting with the head of the sales department. You'd like to meet on Tuesday morning, but can meet on Thursday or Friday as well.

B

You're able to schedule a meeting at the end of next week, but you will be out of the office until Thursday morning.

Dialogue Activity

- **Jesse:** Hi Brian, this is Betsy. How are you doing? How was your meeting with **management**? Did you get any **feedback**?
- **Brian:** I am well. The meeting seems to have been a success. I received some good **feedback** from **management**.
- **Jesse:** Did you meet Frank in the meeting? He's the new **director**. He's in charge of improving **productivity** in the **workplace**.
- **Brian:** No, I didn't see him. He's the new **director**? I wonder how his role will affect morale in the **workplace**? I wonder how **productivity** might improve?
- **Jesse:** Did you show your **presentation** in your meeting? Were you on the meeting **schedule** to show it today?
- **Brian:** Yes, I made the **presentation**. It wasn't on the **schedule**, but I had it ready in case I was asked to do it. I was very nervous, but everything went well.
- **Jesse:** That is good to hear. Now you have time to plan your next **project**. That is the one about reducing **overtime**, right? It is about how less time spent at work improves **employee** health?
- **Brian:** That is right. I am on the team that is working on that **project**. Hopefully we won't need to do **overtime** to finish it. **Employees** would be much more healthy with a proper amount of rest everyday.

Vocabulary: presentation, management, feedback, director, overtime, employee, project, schedule, workplace, productivity