

Lesson Plan for July 15, 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 | Ss listen and see visual aids Two Ss read the example conversation |

| | | |
|---|--|---|
| | <p>conversation in the Shared Notes</p> <p>T reviews key phrases and vocabulary</p> <p>T presents role-play telephone conversation scenarios in the Shared Notes, and pairs Ss to practice</p> | <p>Ss identify any phrases or vocabulary they need help with</p> <p>Ss practice telephone conversations by completing the tasks in the role-play scenarios</p> |
| <p>Vocabulary Game (5 minutes)</p> <p>Alex</p> | <p>T will send one S a word in private chat</p> <p>T will provide clues in the public chat</p> <p>T will track the points</p> | <p>The S will describe the meaning of the word without saying the word</p> <p>The other students will guess the word - 1 point for each correct guess</p> |
| <p>Dialogue Activity (10 minutes)</p> <p>Troy</p> | <p>T copies and pastes dialogue from worksheet below into Shared Notes</p> | <p>Ss practice the dialogue</p> <p>Ss switch roles after doing the dialogue</p> |
| <p>Debate (15 minutes)</p> <p>Troy</p> | <p>T explains rules for debate game and points.</p> <p>T provides link to Discussion Language form</p> <p>T provides topics for students to debate.</p> <p>T should listen and record mispronounced words to correct afterwards</p> <p>T gives a point for each vocabulary term and discussion phrase used</p> | <p>Ss open link to Discussion Language form</p> <p>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>Exit Ticket (Time Remaining)</p> | <p>T asks Ss what sort of work they would prefer doing</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</p> <p>Ss demonstrate understanding of provided vocabulary through own description and identification of others' descriptions</p> <p>Ss communicate effectively to accomplish the role-play workplace tasks</p> | | |

Ss utilize the vocabulary and discussion language provided to facilitate a natural exchange and receive points in a game for usage

Homework

None

Business Telephone Conversation: Role-Play

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 can I 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: Um... 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: Yes, 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 haven't received the shipment of earrings that was supposed to arrive last Tuesday.

Janice: Yes, I'm sorry about that. 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 on 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 can I help you today?:** This is a formal phrase used to be polite. It lets the caller know they can make a request.
- **calling:** telephoning
- **out of the office:** not in the office
- **take a message:** to write down information from the caller
- **urgent:** very important
- **delivery:** bringing products to a client
- **mentioned:** said
- **resolved:** taken care of
- **as quickly as possible:** in the fastest manner
- **shipment:** delivery, bringing products to a client
- **assured:** to suggest that something is true or will happen
- **pleased:** happy
- **delayed:** not done on time
- **looks like:** seems
- **staff meeting:** a meeting of employees
- **lasts:** to take time
- **schedule:** set a time to do something

Practice Role-Plays

Role-Play 1

A

You own a toy store called Wonder Time. 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 work in the shipping department of a company. 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 the head of the sales department. 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

Public Chat – Record

Alex McLellan

11:26 AM

Hello!

Welcome back!

Jack Massalski

11:27 AM

Hi all!

Jack Massalski

11:30 AM

LOL

Alex McLellan

11:31 AM

Hiro and JP need to explore some food together!

Troy Thomas

11:50 AM

Thank you both, Hiro and JP!

Alex McLellan

11:58 AM

P _ _ _ _ _ n

Hiromu Hongu

11:59 AM

presentation

Alex McLellan

11:59 AM

M _ _ _ _ _ t

Troy Thomas

12:00 PM

Presentation: a speech or talk in which a new product, idea, or piece of work is shown and explained to an audience.

Alex McLellan

12:00 PM

M A N _ _ _ _ _ T

Shanshan Lyu

12:01 PM

mangerment

Jack Massalski

12:01 PM

Well done!

Troy Thomas

12:01 PM

Management: the process of dealing with or controlling things or people.

Alex McLellan

12:01 PM

F _ _ _ _ _ K

Hiromu Hongu

12:02 PM

facboock

Junpeng Jiang

12:02 PM

feedback

Troy Thomas

12:02 PM

Feedback: information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

Alex McLellan

12:02 PM

O _ _ _ _ _ E

Jack Massalski

12:03 PM

Who will be first to guess? :O

Alex McLellan

12:03 PM

O V _ _ _ _ _ E

Junpeng Jiang

12:04 PM

wvertime

overtime

Shanshan Lyu

12:04 PM

overtime

Hiromu Hongu

12:04 PM

overtime

Jack Massalski

12:04 PM

LOL

Alex McLellan

12:04 PM

D _ _ _ _ _ R

Hiromu Hongu

12:05 PM

director

Alex McLellan

12:06 PM

P R _ _ _ _ _ T Y

Alex McLellan

12:07 PM
P R O D _ _ _ _ _ T Y

Shanshan Lyu

12:08 PM
productivity

Alex McLellan

12:09 PM
E _ _ _ _ _ E

Junpeng Jiang

12:09 PM
Employee

Hiromu Hongu

12:10 PM
estimate

Alex McLellan

12:10 PM
P _ _ _ _ _ T

Hiromu Hongu

12:11 PM
product

Shanshan Lyu

12:11 PM
project

Alex McLellan

12:12 PM
S _ _ _ _ _ E

Shanshan Lyu

12:12 PM
slect

Alex McLellan

12:13 PM
S C _ _ _ _ L E

Hiromu Hongu

12:13 PM
schedule

Alex McLellan

12:14 PM
W _ _ _ _ _ E

Shanshan Lyu

12:14 PM
welldone

Junpeng Jiang

12:15 PM
workplace

Shanshan Lyu

12:15 PM

hhh

Jack Massalski

12:24 PM

Thank yo

you