



dynamics of a company.

12

1. Communication

Skills: Dealing with communication breakdown

In this section, the Ss discuss the kind of communication problems that can occur on the phone, and listen to two different versions of the same conversation.

A

- Get the Ss, in pairs, to brainstorm possible expressions for each situation, then to report to and discuss with the whole group. Draw their attention to the "Useful language" box at the bottom of the page, which has expressions for all 7 situations.

B

1.4

- Play the recording 1.4 once and get the Ss to identify the problems the speakers have.

The speakers have problems 1, 2, 3, 5 and 6.

C

1.5

- Play the recording once or twice and get the Ss, in pairs, to make notes on why this second conversation is better.
- Elicit feedback from the whole class.

Koichi interrupts Bernard and tells him to wait while he gets a pen so he can write down what he needs. He controls the speed of the conversation better. Koichi tells Bernard when he hasn't heard what he said and gets him to repeat it. Koichi asks Bernard for more details about the materials he needs and then checks that he has got the information correct. Koichi asks Bernard to spell the name of the new customer he mentions. Koichi asks Bernard to repeat the number of lasers ordered. Bernard clarifies it and so this time Koichi has the correct number – it's not 80. When Koichi doesn't understand the word 'roll-out', he gets Bernard to explain it. When Koichi can't hear Bernard because the connection is

D

- Read out each of the extracts in turn and ask the Ss to match them with the points in Exercise A.

Extract 1	2	Extract 3	2
Extract 3	7	Extract 4	4
Extract 5	1	Extract 6	3
Extract 7	1, 6	Extract 8	1, 6

F

In this exercise, the Ss look at useful language for dealing with breakdowns in communication, and apply this language in a role play.

- Go through the expressions and practice intonation, getting individual Ss to read the expressions. Get them to complete the three unfinished expressions with possible endings, e.g. "What do you mean by 'roll-out'?"
- Get the Ss to role play the situation in simultaneous pairs, sitting back-to-back, using expressions from the Useful language box. Circulate and monitor. When the students have finished, praise strong points and mention one or two things that Ss should pay particular attention to. Then get "public" performances from one or two individual pairs in front of the whole group.
- There are more situations like this to role play in the Resource bank, on page 204 of this book.



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