CRC - Making yourself Clear!

Activity One - let's read this advice for making yourself clear when you present something!

1. Focus on structure and keep your sentences short.
2. Clearly illustrate the end of a sentence and the beginning of the next one, with a pause, with the rising and falling pitch of your voice.
3. Use linking words to structure what you are saying.
4. Don't say ummmm or arrrrrr as it makes it hard to concentrate on what you are saying.
5. Use simple sentences. Don't translate from French!

Here are some useful linking words **-** Let's read them **together** - repeat as a group.

To introduce what you are saying

I'd like to start by saying Essentially
BasicallyTo introduce a point



Obviously Clearly

To add an aside

Incidentally Still Besides

To link two opposing ideas

However Nevertheless

Contrasting

On the one hand On the other hand Despite the fact that Although
On the contrary

To refer to something

Regarding
As regards
As far as ..... is concernedNamely Say...
For instance

To go on to say something more

Moreover - Furthermore - In addition - Likewise - What's more



Make yourself clear!

To deduce or draw conclusions

Therefore
This means that
What this means is that... As a result
For this reason
This is why Consequently
Despite this
Hence

To conclude what you are saying

Finally
On the whole
To sum up
In conclusion
All in all
I'd like to conclude by saying

Activity Two: Let's practice.

You teacher will think of an Ikea product. You will guess what it is - but you can only ask yes or no questions. Let's see how long it takes. Then you can then think of their own ikea product that your teacher will guess.

Activity Three: **act out** the following situations, use the linking words to make your message clear!

1 A client wants to know what's good about the new Metod kitchens and why he should buy one.

2 A client complains a lot that his kitchen will no longer be sold.

3 A client wants to order 25 of the new kitchens for a chain of hotels but he wants a special deal and an unusual choice of colors...

4 A client asks what different styles are available in the Metod range.

5 George Clooney calls to ask if he can visit the call center to do some research for a new film where he will play an IKEA employee. He is trying to decide which store to visit and needs to be convinced that the CRC is the right choice.

Activity Four: Team Game - ***'Just a Minute'.***

Your teacher picks an Ikea product and you have to speak clearly about it for **one minute** without making a mistake, without repeating a word and without hesitating!

If you make a mistake etc. your teacher takes over.. if they hesitate etc. you take over..

