Conference Confidence



EAE Learning objectives for this lesson

Objectives: Learn about question forms and how to listen for key information. Listening comprehension.

Activity 1: **Ask and answer the questions with your partner or teacher**

1 How often to do you participate in conference calls in English?
2 Do you feel confident in the meeting that you understand what is happening?
3 What is the most difficult part of a conference call in English?
4 Do you often ask questions or feel that you should stay quiet in those meetings?
5 What subjects are often discussed?

Activity 2: ***Question forms***
There are two different types of questions. **Open** and **closed**.
The response to a closed question is YES or NO
The response to an open question gives more information / detail

Open questions. Open questions often start with how / how often / how much / how many / when / where / what / who

- Try to think of three examples for each kind of question

Activity 3: ***Answering questions***
Create some questions with your teacher and then respond to those questions.
Linking words really help keep your answer short, simple and effective.
Here is a list of some linking words to give you an idea:

Firstly	*Basically*	*Furthermore*
Secondly	*Clearly*	*Therefore*
Finally	*Eventually*	*However*

Activity 4: Question jumble
Rearrange the words to make Yes/No questions

a. anywhere did you weekend interesting last go?
b. grow up did where you?
c. think what new do the project about you?
d. to listening you what are?
e. this what the project step in next is?
f. for meeting the when next scheduled is?
g. discuss how meeting should we issue schedule a to this often?
h. report finished will be by when the?
i. will many be working how this people on?
j. meeting is the for next scheduled when?



Activity 5: Create a question for each response



Questions

a.

b.

c.

d.

e.

Responses

A. We are going to meet again next month

B. Three departments exceeded expectation this year and have performed exceptionally

C. Yes, we will be able to discuss this over 'webex' next week

D. The overall turnover was higher than the forecast this year

E. No, I think you have answered everything in your presentation

Activity 6: Listening comprehension

Listening for key information. Listen to your teacher read the text. Answer the question based on what you hear.

Comprehension questions:

1 What percentage of our time is dedicated to listening?
2 What is vital to be an effective participant and a good employee?
3 Try to explain the formula to better listening
4 What is emotional noise?
5 What percentage of our brain capacity is being used when listening?
6 What are the three ways to improve listening skills?
7 What do business meetings revolve around?

(http://successful-meetings.tripod.com/id6.html)

Activity 7: Listening comprehension

Watch and listen to each video (at home before the lesson) and tell your teacher the key information you understood from each part.

https://www.youtube.com/watch?v=DYu_bGbZiiQ

https://www.youtube.com/watch?v=JMOOG7rWTPg

Activity 8: *Dialogue*

Read the dialogue with your teacher and add something extra to them each time you see a space

Tom: Hi everybody, welcome to the meeting. Today we are going to discuss.....

Sarah: Firstly I would like to introduce the new ……

Tom: Great, maybe we can then go over the.....

Sarah: That would be perfect Tom, ok is Amy here to explain about the.....

Amy: I am here. We need to..... however there is currently a problem with.....

Activity 9: Role plays

Role play these conference call scenarios with your teacher

a. You are in a conference call and you don't understand what is happening, you try to stop the meeting to clarify what has been said

b. You are discussing the next project you will be working on with people in other countries

c. There is a presentation to every company in Europe about the expansion of the company. You give your opinion at the end of the call.

d. You present yourself at the beginning of a conference call which you are part of.

