What Could Possibly Go Wrong?

EAE Learning objectives for this lesson

Learn how to use 'could'. Practice dialogues. Comprehension activities for technicians.



Activity 1: Discussion.

1. Are there a lot of things that **could** go wrong in your job? * Give some examples.
2. Do you have procedures for preventing things that **could** go wrong?
3. When something does wrong what is the worst way you **could** react?
4. When something goes wrong what is the best way you **could** react?
5. Do you feel there is anything more, you, your team or customers **could** do to make sure less things go wrong?

Activity 2- Modal verb - **Could** is a **modal verb** in English which has many different uses.

Firstly, it is used to express past abilities i.e. things we were able to do in the past

- *e.g. When I was 16 I **could** run really fast.*
- *When I was university I **could** go out every night I wanted to.*

Secondly, it is used for polite requests

- ***Could** you help me with something please?*
- ***Could** you make a cup of coffee please?*

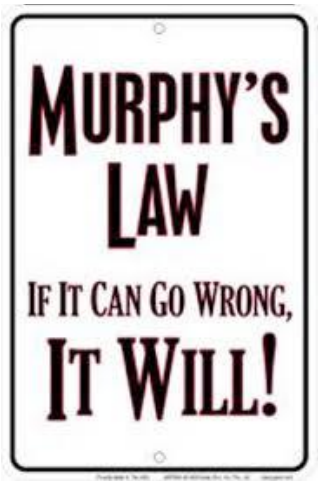
Thirdly, it is used to express possibility

- I ***could** go to jail if I steal that money*
- *Steven **couldn't** of come with us because he is working tonight.*

Give an example of each use of **could**.

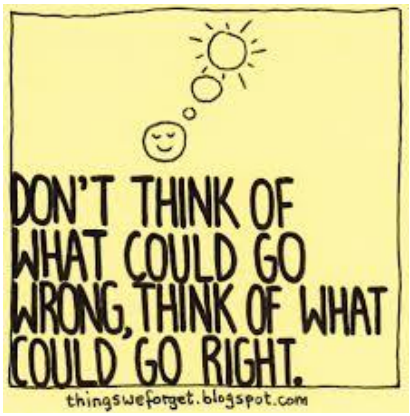
Activity 3 - Reading comprehension-

Murphy's law is an *adage* or *saying* which is usually stated as; *Anything that can go wrong will go wrong.* In fact, the original Murphy's Law was "If there are two or more ways to do something, and one of those ways can result in a catastrophe, then someone will do it." The law's author was Edward A. Murphy, Jr., a U.S. Air Force engineer, who, in 1947, was involved in a rocket-sled experiment in which all 16 accelerator instruments were installed in the wrong way, resulting in Murphy's observation. Murphy's Law is sometimes expressed as "Anything that can go wrong, will -- at the worst possible moment."



Here are some examples:

- Left to themselves, things tend to go from bad to worse.
- Nothing is as easy as it looks.
- Everything takes longer than you think.
- Whenever you set out to do something, something else must be done first.
- Every solution creates new problems.



Questions:

1. What is Murphy's law?
2. Who was Murphy?
3. What inspired him to come up with?
4. One of the laws is "Nothing is as easy as it looks", do you agree?
5. "Every solution creates new problems" have you ever had this experience in your work?
6. Can you think of any other examples of Murphy"s Law?

Activity 4 - Look at the pictures and tell me - what **could** go wrong here?











Activity 5: Match the problem with the appliance-

Look at the list of words and the match the problem with the appliance

Leaking	**Door**
Squeaky	**Sink**
Frozen	**Nail**
Wobbly	**Toaster**
Loose	**Computer**
Overheated	**Table**



✦ *Use each of these adjectives in a sentence*

Activity 6 - Listening Comprehension.

https://www.youtube.com/watch?v=U7R-likSeMU - Could it be magic

Here is a list of verbs that can be heard in the Donna Summer song could it be magic.Place these in order that you hear them.

Waited move answer Know

Want Love Hold Could

Come

Activity 7 - https://www.youtube.com/watch?v=A4FjJ9tH5HY

Homer Building a barbeque pit

1. What's the first thing that goes wrong for Homer?
2. What is the second thing that goes wrong for Homer?
3. What could you do to help him
4. How does Homer react?
5. Do you think this is the correct way to react when things go wrong? Explain.



Activity 8 - **Dialogue**:

Ikea technician: Hello, how are you?

Customer: Hi, I am calling in relation to a problem I am having with a door I recently purchased.

Ikea technician: Ok, **could** you explain what the problem is please?

Customer: Yes, I recently purchased a door from your store but I have some problems with it. Every time I use it squeaks very loudly. It also seems a bit wobbly. I am bit worried that it **could** cause an accident.

Ikea technician: Ok, has the door been like this since you bought it?

Customer: Yes, I just purchased it last week.

Ikea: Alright, in my opinion there **could** be two potential causes. Firstly, the door hinge **could** be rusty and you might need to put some oil on it. Secondly, it **could** be that the door was slightly damaged on delivery.

Customer: Ok, if it is damaged is there anything I **could** do to fix it?

Ikea technician: In my opinion, if it is damaged the best thing you **could** do is to return it and we will provide you with a full refund or replacement.

Customer: Alright, I will try put some oil on it and see if that works. If you don't mind is it ok if I **could** call you later.

Ikea technician: Yes that is not a problem.

Customer: Thank you very much, I will do!

Ikea technician: No problem, have a nice day goodbye

technician: Goodbye.

Activity 9 - Your dialogues...

Now with your teacher create your own dialogue around the following issues:

1. There is something stuck in the pipe in the kitchen and the sink is beginning to flood
2. All of the lights in the store have stopped working. You and your team discuss what could have happened and what you could do to solve the issue.
3. The weather report shows there will be bad flooding near your store tomorrow, you and your team discuss what you could do to minimise the damage.

