

# Teleconferences – Clarifying

## Discussion

What do you say if you can't understand someone in a call?

## Listening

- A:** Ok, everyone we have been talking for about forty-five minutes.  
**B:** Sorry Adam. Bob here. What do you mean?  
**A:** I mean, we only have about fifteen minutes left.  
**B:** I see. So, let's take questions.  
**C:** *Candace-here-Adam. I-have-another-meeting in-about-a-minute-and-am-gonna-hafta-go.*  
**A:** Sorry, Candace. Could you slow down a little?  
**C:** Sure. I need to go.  
**A:** Understood. Thanks. Dave, any questions?  
**D:** Yes, I was wondering exactly when the deadline will be up, or when it will be set exactly.  
**A:** I don't follow you. Could you say that another way?  
**D:** When is the deadline?  
**A:** I see. It's September 9th.



Repeat	Change
Can / Could you say that again?	Can / Could you slow down a little?
Do you mind repeating that?	Could you say that another way?

Questions	Statements
Sorry, what does that mean?	Sorry, I don't understand.
What do you mean by ____?	Sorry, I don't follow you.

## Practice

Practice with classmates. Take turns clarifying what they say.



# Teleconferences – Clarifying

## Discussion

What are a few things you might say if you don't understand what someone is saying?

## Listening

- A:** Ok, I need to tell everyone that we have been in this call for around forty-five minutes now.  
**B:** Sorry Adam. What do you mean?  
**A:** I mean, we only have about fifteen minutes left.  
**B:** I see. So, let's maybe take a few questions.  
**D:** Dave here. Bob, we're having a hard time hearing you. Can I get you to speak up a bit?  
**B:** Sure. I just said maybe we have time for questions.  
**D:** Sounds good. Adam?  
**A:** Agreed. Bob, you have a question?  
**B:** Yes. Well, I was wondering about the materials submission deadline. When that was decided, was that uh, a fixed date or were they, did they set it for this year but maybe, um not for next year.  
**A:** I'm not following you. Could you maybe run that by me again?  
**B:** Yeah, I just wonder if the deadline is fixed each year or just this year.  
**A:** I see. It's just this year.



Repeat	Change
Sorry, I didn't catch that.	Can I ask you to slow down a little?
Could you run that by me again?	Could I get you to speak up just a bit?
Would you mind saying that one more time?	Would you mind saying that more clearly?

Questions	Statements
Sorry, what does that mean?	Sorry, I don't get what you mean.
What do you mean by ____?	Sorry, I'm not following you.

## Practice

Practice with classmates. Take turns clarifying what they say.



# Teleconferences – Clarifying

## General Lesson Plan

**Topical warm-up** conversation (choose one or more)

- What might you say if you don't understand?
- What do you say if someone doesn't speak clearly?

5 min

### Needs analysis / Feedback

Teacher notes down key patterns / phrases from the students' speaking and gives brief error correction, drill, or pattern reinforcement.

### Thinking

In a one-on-one discussion, pairs, or small groups, have students think of ways to handle fast talkers, people with thick accents, or other similar challenges.

5 - 10 min

### Listening

Listen to the conversation. Students write down what they hear with a focus on the key phrases.

5 - 10 min

### Reading

Check the meaning of the conversation. It's not important to understand the whole thing. Make sure students understand the key phrases listed below the conversation

5 - 10 min

### Practice

Have students practice handling the communication issues encountered using the coping strategies outlined in the worksheet.

5 - 10 min

### Helpful hint:

Clarifying is helpful in any situation. Make sure to practice using polite tone of voice to avoid conflict.