

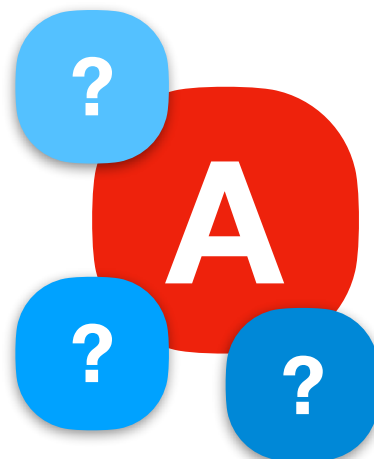
Teleconferences – Questions

Discussion

How do you feel about asking and taking questions in teleconferences?

Listening

- A:** Ok. We have a few minutes for questions.
Anyone?
- B:** Yeah, Bob here. I have a question for Candace.
What is the total budget for the Ecks project?
- C:** That's a good question. I don't have the total
with me. Let me check and get back to you.
- B:** Ok. Thanks.
- D:** David here. One question for Adam. Do we have
a date set for the next face-to-face meeting?
- A:** Thanks for asking. Ok, well, I think it's going to
be in fall. We don't know the date yet.
- D:** Ok. Thank you.
- A:** All right, I think that's all we have time for.



Asking	Praising
I have a question.	Great question.
Can I ask something?	That's a good question.
One question for <i>Adam</i> ?	Thanks for asking.

Thinking	Delaying
Well, let me see.	Let me get back to you.
Hmm. Ok. Well...	I'll check and get back to you.

Practice

Practice with classmates. Take turns asking and handling questions in your calls.



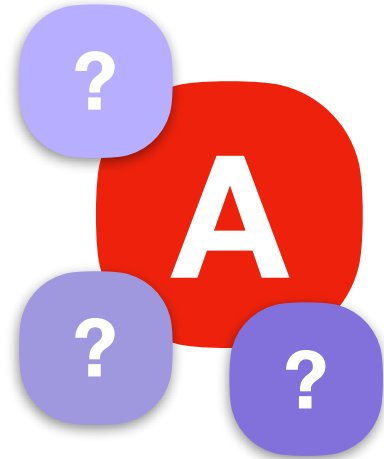
Teleconferences – Questions

Discussion

How do you feel about asking and taking questions in teleconferences?

Listening

- A:** We have a few minutes left if anyone has any questions.
- B:** Yeah, Bob here. I have a question for Candace. What is the total budget for the Ecks project?
- C:** What's the total budget for the Ecks project? Good question. I don't have the complete report at hand. Let me check and get back to you later.
- B:** Sure. Thank you.
- D:** David here. One question for Adam. Have we set a date for the next face-to-face meeting?
- A:** Ok. So, you want to know when we can all sit down face-to-face. Thanks for asking. I think it's going to be in the fall but don't quote me on that.
- D:** Ok. Thank you.



Repeating / Rephrasing

When is the next meeting?

You want to know **when the next meeting is**.

What is the total budget for this project?

You're asking **what the total budget is**.

Is there a problem with the budget?

You want to know **if there's a budget problem**.

Can we start shipping this week?

You're asking **if you can ship this week**.

Avoiding Answering

I don't have the information with me.

Can I message you *later today*?

I'm not sure.

Let me get back to you *later this week*.

Practice

Practice with classmates. Take turns asking and handling questions in your calls.



Teleconferences - Questions

General Lesson Plan

Topical warm-up discussion

Topic: Asking and taking questions in teleconferences

How well do you handle asking and answering questions in calls?

Do you ever struggle to answer questions?

How do you deal with difficult questions?

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, in pairs, or small groups, have students think of ways/phrases to use to successfully handle questions in a call or to buy time.

5 - 10 min

Listening

Listen to the conversation. Students write down what they hear.

Note, the conversation has been shortened and simplified. A real conversation would be a bit harder. Feel free to alter it or replace it with language of your own to suit your students' levels.

5 - 10 min

How did the speakers handle taking questions?

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 asking and answering questions using the techniques outlined in the sheets.

5 - 10 min

Helpful hint:

These two sheets focus on different but helpful language. These techniques and phrases might be helpful at any level so take care to introduce them accordingly. I find it helps to do a particular topic more than once. Try starting with the easier language and do the second as an expanded review.