

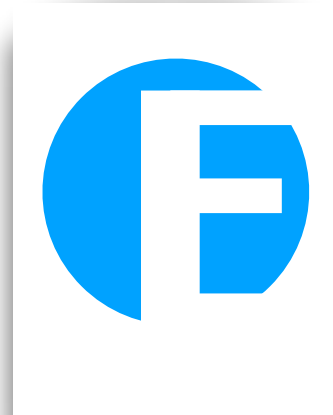
# Teleconferences- Interrupting

## Discussion

When is it okay to interrupt someone on a call?

## Listening

- A:** Candace, can you tell us a bit about the Ecks project?  
**B:** Bob here. Sorry, to jump in. Candace?  
**C:** Yeah, Bob?  
**B:** We don't have a picture here but we have your PDFs.  
Can you tell us the page numbers?  
**C:** Sure. Thanks for asking. I'm starting on page two.  
This is the logo from the marketing team in Europe.  
**D:** Candace? Sorry to cut you off but the logo is from the  
New Zealand office.  
**C:** I see. Thank you for clarifying.  
**D:** David again. Can I add something?  
**C:** Sorry, but we don't have much time. So, let's continue.



Interruptions	Reasons
Sorry to interrupt	<i>but time's up.</i>
Sorry to cut you off	<i>but there is no picture.</i>
Sorry to butt in	<i>but we can't hear you.</i>

Jump In	Resisting
Can I jump in?	Actually, let's continue.
I want to add to that.	<b>Hold on.</b>
Can I say one thing?	<b>Let me finish.</b>

## Practice

Practice with classmates. Take turns speaking and interrupting in conference calls.



# Teleconferences- Interrupting

## Discussion

Why might you decide to interrupt someone during a call?

## Listening

- A:** Candace, can you tell us a bit about the Ecks project?  
**B:** Sorry to jump in. Candace?  
**C:** Yeah, Bob?  
**B:** We've lost the picture here but we have your PDFs. Can you just indicate the pages you'll be talking about?  
**C:** Certainly. I'd be glad to. Thanks for asking. I'm starting on page two of the handout. Now, what you're looking at is the logo the marketing team over in Europe sent us for the Ecks campaign.  
**D:** Candace? I hate to cut you off but I believe the logo came from the New Zealand office.  
**C:** I see. Thank you for clarifying that.  
**D:** Can I just add to that?  
**C:** Actually, we don't have much time. So, if we can just proceed without interruption, we can share our thoughts at the end.



Interruptions	Softeners	Reasons
I'm sorry to interrupt	but unfortunately	<i>we're out of time.</i>
I hate to cut you off	but it looks like	<i>we've lost the picture</i>
Sorry to butt in	but I'm afraid	<i>we can't hear you.</i>

Jump In	Resisting
Can I jump in for just a second?	If we can proceed?
Excuse me. I'd like to add to that.	<b>Excuse me. I was talking.</b>
Sorry, if I can say just one thing.	<b>Hold on. Let me finish.</b>

## Practice

Practice with classmates. Take turns speaking and interrupting in your conference calls.



# Teleconferences- Interrupting

## General Lesson Plan

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

- Why might you interrupt someone in a call?
- How do you feel about interrupting people?

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 to politely or strongly interrupt in different ways, to clarify, to add information, etc.

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 interrupt one another?

### 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 issues encountered using the coping strategies outlined in the worksheet.

5 - 10 min

### Helpful hint:

Interrupting can be easy or difficult for many people depending on their culture. In teleconferences, we generally discourage people from interrupting unless absolutely necessary. The situations you choose to practice should highlight the necessity of the interruption or how to avoid it happening in the first place.

Focussing on interruptions that help is a good way of accessing the topic. For example, interrupting someone to tell them they are about to miss their train stop means you are trying to help them. Interrupting can also show your interest in the speaker and their ideas which is actually complimentary.