

Teleconferences - Organizing

Discussion

What makes a good meeting or teleconference leader?

Listening

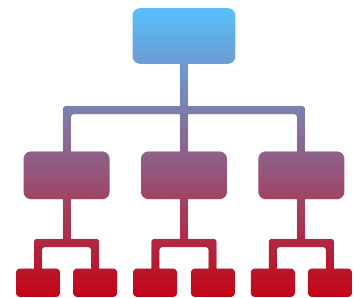
A: Ok, let's get started. I'm Adam Smith. I'm chairing today's meeting. We'll use this order: first Robert, followed by Candace, then Dave. All right. If everyone's ready, let's start. Bob, over to you.

B: Thanks Adam. Good morning everyone. The main thing I want to talk about today is training for our new hires. We think...
Ok. That's all I have. Adam, I'll hand back to you.

A: Thanks Bob. That was quite good. Ok. Candace, can you take it from here?

C: Sure. As it says on the agenda, I have some information for you about the Ecks project. Specifically, some information about...
And that's all for my part. I'll turn things over to you, Adam.

A: Thank you.



Starting	Closing
Ok. Let's get started.	That's all I have.
I'm _____. <i>Name</i>	That's all for my part.
I'm chairing today's meeting.	This is a good place to wrap up.
We'll use this order: first _____, then _____. <i>Name</i> <i>Name</i>	Thank you everyone for being here today.

Handing Over	Handing Back
Ok, _____, over to you. <i>Name</i>	All right, I'll give things back to _____. <i>Name</i>
_____, can you take it from here? <i>Name</i>	_____, let me hand back over to you. <i>Name</i>

Practice

Practice with classmates. Take turns chairing and handing over to each other.



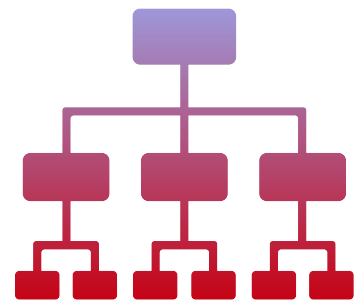
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Discussion

What constitutes a good leader in a meeting or teleconference?

Listening

- A:** Ok, everyone. Let's get started. I'm Adam Smith. I'll be chairing today's call. Just to set some ground rules, I'd like everyone to please speak slowly and clearly because we have some non-native English speakers in the call today. Also, just to help avoid confusion, please remember to say your name when you start to talk.
Ok. We're going to be using this order today: first Robert in LA, followed by Candace in San Francisco, then Dave in Germany.
All right, if everyone is ready, I'll hand over to Robert.
- B:** Bob here. Thanks Adam. As many of you know, we have some new people here in LA. Now, one of the... That's about all I have. So, Adam, why don't I hand things back over to you?
- A:** Adam here. Thank you so much Bob. We appreciate it. Candace, if you're ready to start, I'd like to hand off to you.
- C:** Candace here. Thank you Adam.



Set Rules	Requesting	
Just to set some ground rules,	I want you all to...	mind the time.
One thing to remember today,	I'd like all of you to...	speak slowly and clearly.
A few things to keep in mind,	I'm asking everyone to...	say your name.
Please be aware,	we all need to...	try not to interrupt.

Handing Over	Handing Back
Ok, _____, I'll hand things over to you. <i>Name</i>	All right, I'll hand things back over to _____. <i>Name</i>
_____, would you like to take it from here? <i>Name</i>	_____, let me turn things back over to you. <i>Name</i>

Practice

Practice with classmates. Take turns chairing and handing over to each other.



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General Lesson Plan

Topical warm-up conversation (choose one or more)

- What does a good leader do to keep a teleconference on track?
- What techniques can you use to keep a conference call running smoothly?

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 some ground rules everyone should follow in a teleconference or conference call.

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 chairing a meeting with the language and techniques introduced in the worksheets.

5 - 10 min

Helpful hint:

Being a good meeting or call leader often means setting and sticking to reasonable rules and goals right off the bat. Simple things like stating one's name before speaking or making sure there is no background noise in calls helps avoid lots of different problems.