



PodCaz audio:

#76. Could I talk to your boss, please ?

http://pedagogie2.ac-reunion.fr/cyberprofLV/telechargements/podcaz_audio/anglais/76.Could_i_talk_to_your_boss_please?Mp3

Langue : Anglais

Public : LYCEE

Niveau CECRL : B2

Fiche présentée par : Nadine BERNARD

This lesson outline is based on differentiated instruction so as to meet the needs and personal skills of each learner and also on collaborating working.

3 groups of different ability are made up : one group of challenged students, another with average ones and the last one composed of gifted learners.

***TIMEFRAMEWORK:** 3/ 2, 5 hours

***TOPICS/ KEY WORDS:** external communication of the company, phoning

***CULTURAL FEATURE:** social English and understatement, modals and smoothening of speech

***LEVEL:** upper - intermediate (Common Framework of Language: B1+: B2)

***PROCEDURE:**

- **INPUT / MATERIAL USED:** Plaster pictures of ‘computer’, internet symbol’, phone’, fax machine ‘ on the wall and let your students react freely!

Then say:

‘companies allow plenty of time to communication-related tasks as it is part of daily corporate life’ But sometimes this external communication with the outside world may prove a little tricky! Let’s see what it takes when a person proves to be particularly **sticky** and **pushy**.’

PART 1 : listening comprehension task to be completed first

- **Group 1:** lexical approach - ‘corporate vocabulary’

Instructions: you are going to listen to the record twice. Here are different words related to staff which are NOT mentioned in the record? Cross the odds out:

Company – schedule- secretary – meeting – annual record – boss - advertising- assistant manager

=>**Strategy used:** spot ‘stressed words’ related to the working of a company/ chain of the command’ (relating phonology rules to meaning)

- **Group 2:** technical approach – ‘phone phrases’

Instructions: you are going to listen to the record twice. There 4 sections in the dialogue on the phone: * *welcoming* - **introducing oneself* - * *refusing* - * *requiring & insisting*

- Spot all the phrases referring to each part
- sort them out according to each step
- a) welcoming/ approaching a person on the phone:

.....

b) introducing oneself :

.....

c) turning down politely :

.....

d) Requiring and insisting

Strategy used : sequencing

Group 3 : meaning-oriented approach / unsaid/ in between line meaning

Instructions : you are going to listen to the record twice. Here is the title of the record:

‘COULD I TALK TO YOUR BOSS, PLEASE?’

=> **What** is the girl calling **for?** = (what was the goal of that call?) How is her call perceived?

MIND THE TONE OF EACH SPEAKER.

To find out, you will have to: a)-**MIND THE TONE** of each speaker.

b)-match the different utterances with their

true meaning:

<i>What it is said</i>	<i>what it is meant</i>
<p><i>REBECCA’S WORDS:</i></p> <ul style="list-style-type: none"> - I have really interesting ideas - I have new ideas –fitting your company 	<ul style="list-style-type: none"> - I have much to say - Please, be fast ! - I will try to be helpful - My ideas should be of interest for your company - -I shall talk to the boss!
<p><i>THE RECEPTIONIST’S WORDS</i></p> <ul style="list-style-type: none"> -How can I help you? -He is very busy –it will be impossible - there might be a couple of weeks before he meets you -it is really unlikely... (meeting the boss) -I will see what I could do. -Call on line 2! 	<ul style="list-style-type: none"> - the boss will not talk to you, definitely! - forget about meeting him! - time to end the call!

Strategy used : inferring (innuendos)

PART II -drama –focused activity

Role playing.

Instructions: here is the script of the dialogue between the journalist and the staff of the company:

a) Read it carefully and check out your replies (self –assessment)

b) Rewrite some parts of it and play the role you want

OUTPUT: lexis training, modals, social English