



## 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](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

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

**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