

1C We're really busy right now

SPEAKING OUTPUT | a work-based discussion

GOAL | agree on the best way to fix a work problem

MEDIATION SKILL | inviting contributions

WARM-UP

- 1 Work in pairs and discuss the questions.
 - 1 How do you prefer to contact companies: by phone or by the chat service on their website?
 - 2 When you call a company, what kind of automated messages do you often hear while you're waiting to talk to someone?
 - 3 Is there anything you don't like about the experience of contacting customer service on the phone?
I don't like the music. It's really annoying.

PREPARE

- 2 **MB1.01** | Read the Scenario and listen to the messages. Why does Janel want to talk about the automated message system?

SCENARIO

Janel sends you this message:

Hi everyone.

I looked at our feedback yesterday and everybody hates our automated messages on the customer service system! It has a rating of two stars out of five and people say it's really unfriendly and annoying. Can you listen to it and have a look at the script (see below) and think about how we can change it? Then we can talk about it in next week's meeting.

Thanks!
Janel

Automated message

You've got through to Well Gym. Press 1 to book a personal trainer. Press 2 to book the pool. Press 3 to speak to someone.

[If no one is free to help the customer when they choose an option:]
We're really busy right now. Continue to wait or maybe call back later. While you're waiting, why don't you leave us a five-star review online?

[Music plays: heavy rock]
[Repeat message every 15 seconds.]

- 3A **MB1.02** | Listen to three people discussing the messages. What problems do they discuss?

- the person's voice
- too many options
- the music
- the content of the messages

- B **MB1.02** | Listen again. Which things (1–4) does Janel do to help her colleagues give their opinions?

- 1 say how the conversation will be organised
- 2 ask people's opinions
- 3 say something funny to help everyone relax
- 4 ask people to say something about other people's opinions

- 4 Read the Mediation Skill box. Which phrases did Janel use? Listen again and check.

MEDIATION SKILL inviting contributions



When you are trying to solve a problem in a group, it is good to organise the conversation so that everyone has a chance to share their ideas. Here are a few ways you can do this.

Say how the conversation will be organised
Can we share one idea each about how we can change this?

Let's talk about the music first, then we can talk about the messages.

Ask the whole group
OK, what does everyone think?
How do we feel about these ideas?

Ask individuals
Lesley, **what are your thoughts on it?**
Rich, **how do you feel about Lesley's idea?**

Ask people to build on other people's opinions
Rich hates the music – **what are your thoughts on it, Lesley?**
I think the guy's voice is a bit boring. **What does everyone else think?**

- 5 Complete the conversation with sentences from the Mediation Skill box.

Janel: So, we've got two possible plans to fix the problem. ¹.....?

Lesley: I think plan A is better, it's cheaper and easier to do.

Janel: ².....

Rich: I think Lesley's right, it is easier.

Janel: OK, so Les and Rich think plan A is better. ³.....? Tom? Chris?

- 6 Look at the Scenario again. Make some notes about how you can make the message more friendly and less annoying.

MEDIATE

- 7 Work in groups. Discuss the issue from the Scenario and decide how you will improve the system.

2C

Well-being Week

WRITING OUTPUT | a written summary

GOAL | summarise an article

MEDIATION SKILL | summarising skills

WARM-UP

- 1 Work in pairs and discuss the questions.
 - 1 What are some of the main reasons that people argue with their colleagues or classmates?
 - 2 What's the best way of stopping an argument becoming a big problem?

PREPARE

- 2 Read the Scenario. What do you think 'Well-being Week' is?

SCENARIO

You receive this message:

As you all know, it's Well-being Week soon, and I'd like us all to do some research about how to look after our mental health in the team. I'll send you all some links to look at later today. Let's use them to make our 'Top four ways of dealing with anger in a team' blog.

- 3 Work in pairs. Student A: Read Text A. Student B: Read Text B. Which of the topics in the box are mentioned?

knowing your own behaviour
 pretending things are OK
 taking a different point of view
 writing something down

Text A

How to deal with anger at work

Because I work in a stressful job, I understand what it's like to feel angry at work. Here's some advice for dealing with it.

1 It's totally normal!

A lot of people want to calm down straight away when they're angry and just forget about what made them angry, but often this is not possible. Sometimes, you just have to accept it, and also remember that anger is a normal emotion – you're not a bad person just because you feel mad at someone or something. Pretending that you're calm when you're not can actually be pretty dangerous – you still have a lot of stress inside you, and it's very easy for you to get angry again, especially if the situation happens a lot. In my first job I often had coffee with colleagues who I was really angry with, pretending everything was OK, but in the end the bad feeling always came out and there were some really ugly situations that I could have avoided.

2 It's not the end of the world

Sometimes when we're really mad, it can feel like the end of the world, and our relationships with people on our team are permanently broken. When you feel like this, try to remember previous problems with people at work. Did you fix the situation? The answer is almost always 'yes', and if this was true before, it's also true now – it will be possible to find a way to make things better. I remember two of my colleagues who used to fight a lot, and they've been happily married for ten years now!

3 Space is good

Sometimes the best thing you can do when you're really angry with someone is walk away. Take a walk outside, take some deep breaths and let some of the stress go. It's better than staying in a bad situation because things can just get worse and worse. In my last job I always wanted to have the last word when I was mad at my colleague (and she did with me, too!), and it always made things worse when we kept arguing. If we spent a little time apart, we were usually just fine.

4 There are warning signs

You know yourself. You know when that feeling of anger is getting stronger and stronger. It's like traffic lights: when your feelings reach yellow, don't wait for them to get to red, do something before it gets really bad. In my last job, I knew my colleagues really well, and I could see the warning signs. That was the time to go for lunch and talk about things in a friendly way or take some time away from each other, before it got really bad.



Text B

Tips for beating anger at work

OK, guys, today's blog is my top four tips for dealing with stress with other people on your team.

1 See it both ways

So, you're getting angry with a colleague for some reason. Imagine a stranger coming in and looking at the situation. What would they think? Would they see a different way of looking at the issue than you? It's a real skill to look at a situation through another person's eyes, and a really good way to help you calm down. Sometimes, we feel that other people are trying to make us angry, but when you think more carefully about the reasons for their actions, you can start to understand why they are doing the things they are doing. Sometimes when I look at my own behaviour from a strangers' point of view, I feel quite embarrassed and I can't stay angry.

2 Take out a pen and paper

If you're the same as me, I find it very hard to explain how I feel when I'm angry. I focus on the emotion and I find it really difficult to explain the details that will help people understand why I'm angry, well, because I'm just too angry! When I write down what the problem is, I start to understand myself better, and I can stop, think and edit what I've written so that I can explain things better. I can also edit the angry language that I write at the beginning and replace it with calmer words. For example, I remember writing: 'Carl is such an idiot. He never listens to anyone because he always thinks he's right.' Later on, I thought about the situation and wrote: 'Carl is very confident about his opinions, but maybe he needs to listen more.'

3 Focus on the answer

Yes, you want to talk about how you're feeling, and that's important. However, you need to do more than that. You need to be part of solving the problem and you need to be open to suggestions from other people. If you only concentrate on why you're angry and you're not interested in talking about solving problems, then it's difficult for the situation to improve.

4 Take care

There are some things you can do to make your general mood better, which makes an argument with a teammate less likely. Some of the key things are: getting enough sleep, doing regular exercise and controlling things like caffeine and alcohol. It's difficult to be in control of all of these things all the time, but you need to do your best for your sake and for your colleagues', too. A few years ago, I promised myself that I would get a minimum of eight hours sleep per night, and it changed my mood a lot. Give it a try!

- 4 Read the Mediation Skill box. What kind of information can we sometimes remove when we write a summary?

MEDIATION SKILL summarising skills



When you write a summary of a text, there are a few useful steps:

First, decide what information you need. Read the text and for each paragraph decide what the most important point is. For example:

I think an important thing to think about is how much sleep you're getting, and it's something that people don't talk about enough, because if you don't sleep well, it's going to be very easy for you to get angry with people around you. I remember when I had a really bad argument with a colleague because I had slept badly. It all happened just because I was tired. I said sorry later, but the argument caused a problem for months.

Then think about what information you don't need, such as long introductions to the topic and examples.

Use bullet points to help keep your summary short.

When you finish writing, check your summary against the article.

We can also use certain helpful phrases to help us summarise:

The article/blog/writer says (that) ...

One of the main points is ...

The writer recommends + -ing

The article says that it's very easy to get angry with other people if you don't sleep well.

- 5 Look at your article (Text A or Text B) again. Find the key information that you would include in a summary.

MEDIATE

- 6A Read the Scenario again. Write a short summary of your article, using the ideas from the Mediation Skill box to help you.

- B Work in pairs. Give your partner your summary and allow them some time to read it. Take turns to ask and answer any questions you have about your partner's summary.

Why is sleep so important?

- C Choose the top five tips you would include in an article about avoiding anger in a team.

- D Work with another pair. Share your top five tips and your reasons for choosing them. Do you agree?

3C The volunteers

SPEAKING OUTPUT | a meeting

GOAL | choose a candidate for a position

MEDIATION SKILL | asking people to explain their reasons

WARM-UP

- 1 Work in pairs and discuss the questions.
 - 1 Have you ever worked as a volunteer or do you know anyone who has? What did you/they do?
 - 2 If you volunteered, what type of organisation would you want to work for?
I'd love to work with animals. I feel so sad when I see dogs with no homes.
- 2 Read the text about what makes a good volunteer. Work in pairs and answer the questions.
 - 1 Which of the qualities mentioned in the text do you think is the most important for a volunteer?
 - 2 Do you think you have the right qualities to be a volunteer? Why/Why not?



What makes a good volunteer?

Sometimes people think that it's easy to volunteer. They say things like 'Well, they don't get paid, so the work they do probably isn't so difficult.' It makes me sad, because I know how hard it is to find great volunteers. Here are some of the most important qualities I look for when I need to find volunteers for my organisation.

1 Passion

This is the most obvious one, maybe, but perhaps the most important. A volunteer needs to care about the project they are working on. Sometimes people volunteer for the wrong reasons – maybe because they want to take photos for social media to show people how interesting their life is or so they can tell their friends what good, kind people they are because they are volunteering. These people usually give up first. The project is the king!

2 Communication

Volunteer teams are usually a real mix of people who have had different experiences in their lives, have lived in different places and studied different things. It's important that volunteers work well together, and to do that they need to be able to listen to each other and understand different opinions, even opinions which are very different from their own. This is also true when volunteers talk to members of the public about the project – sometimes people don't understand why you are volunteering and think you are wasting your time! It's important to be able to listen to people, explain what the project is trying to achieve and, at the same time, show respect.

3 Never giving up

Volunteering can be tiring and make you feel depressed sometimes. Some days it's raining and you don't want to leave the house, after all they're not paying you, are they? Maybe you're trying to raise money for a charity, which is so important, and everyone you ask to help says no. You spend the whole day with people saying no to you and at the end of it you feel that haven't helped the charity at all. A good volunteer understands that days like these happen and they don't give up, even when they have a bad day. They know the project is important and they keep going because they believe in it.

4 It's not about you

Let's be honest - not everybody gets the most interesting jobs when they volunteer. I remember the first volunteer role I had: I picked up rubbish from the beach every weekend for a year, and it was so boring sometimes. Other people in the charity had much more interesting jobs, talking to local businesses and organising events, but when I felt bad about it I tried to remember that my work was important, too – it's about helping the project, not about having the coolest job. The best team players make the best volunteers.

5 Creative thinkers

When you're raising money for a charity, there are many ways to do it, not just standing in the street with a bucket, and it's always good to have volunteers who have new ideas about how we can get people to give to the charity. One of my favourite volunteers, Sam, had a great idea to promote our project to protect local wildlife – we dressed in animal costumes and went to the zoo. We raised a lot of cash doing that!

PREPARE

3 Read the Scenario. What do you need to decide in the next meeting with your team?

SCENARIO

You work for a volunteer group which raises money for local charities, including clubs for young people and social activities for older people. You are looking for a volunteer to raise funds. Their main duty will be to approach people in the street to tell them about the charities and ask for their support.

Additional details about the role:

- The applicant should be available as soon as possible.
- They should be very flexible with their schedule if possible.
- Long-term applicants are preferred.
- No salary or expenses to be paid if possible. No current volunteers receive any payment.

You have interviewed three people. Here are your notes.



Trent Dillon

No previous experience
 Free 3 days a week
 Cares a lot about the project
 Seems very motivated, talks a lot, friendly
 Note: Free now. Leaving for university in 6 months



Bella Cheeve

A lot of experience with various charities, including working with older people
 Free 5 days a week
 Has led teams of volunteers before
 Very serious, determined person, not very 'smiley'
 Note: Free now. Would like to get paid a small amount for expenses



Laura Appleby

Some experience with animal charities
 Free 7 days a week
 A little shy and nervous, but believes strongly in the project
 Note: She's only free in 3 months

You are going to meet with the rest of the team next week and decide who should get the role.

4 **MB3.01** | Listen to three extracts from conversations about the applicants. Which candidate does each woman prefer? What reasons do they give?

5A **MB3.01** | Read the Mediation Skill box. Listen again and note down two more questions the man uses to ask for reasons.

MEDIATION SKILL
asking people to explain their reasons



When making decisions in a group, it is a good idea to encourage other people to say what they think and to explain why they think it.

What were your reasons for choosing Laura?

You can also use questions like these when someone has already given you some information, but you want more details. You can add phrases to show that you are interested in the other person's opinion, too.

- A:** OK, so I think Bella is the best person for the role.
B: Ah I see. Why exactly do you think that?
A: Well, I would choose Trent.
B: OK, he's an interesting choice. Can you explain why you picked him?

B Practise the conversation. Replace the word *Why* with a phrase from the Mediation Skill box.

- A:** What do you think of Tom? I liked him.
B: I don't think he's a good choice.
A: Why?
B: To be honest, he's a bit strange.
A: Well, I think he's a good candidate.
B: Why?
A: He's very serious about helping people.

MEDIATE

6A Work in groups of three. Look at the Scenario again. Discuss who should get the role, asking your partners to give reasons where necessary. Come to an agreement.

- Student A:** You want Trent to get the role.
Student B: You want Bella to get the role.
Student C: You want Laura to get the role.

B Who did your group choose, and why? Did every group choose the same person?

4C Newsflash!

WRITING OUTPUT | a social media post

GOAL | report a news story

MEDIATION SKILL | writing in note form



WARM-UP

- 1 Work in pairs and discuss the questions.
 - 1 Where do you prefer to read the news?
 - 2 Do you ever read the news on social media? Why/Why not?
 - 3 Why do some people prefer to read news in a short text and not a full story?
I read the news online, usually. I prefer short texts because I can see all the main stories quickly.

PREPARE

- 2 Read the Scenario. Which story do you think people will find the most interesting?
- 3A Work in pairs. Look at the news story below. How can it be made shorter?

A report that we have received from the Met Office says that this is the warmest November for one hundred years in all parts of the UK. The reason for the very mild weather is not completely clear, but experts believe it might possibly be related to global warming.

- B Look at the online post of the same story. How did the writer make it shorter?

Posted by wevgirl99 | 02/07 | 12:24

Met Office report says this is warmest November for 100 years. Reason is not clear. Might be related to global warming.

SCENARIO

You work for a social media news channel and you share news 24 hours a day. You post short news summaries for your followers. Your posts need to be 25 words or fewer.

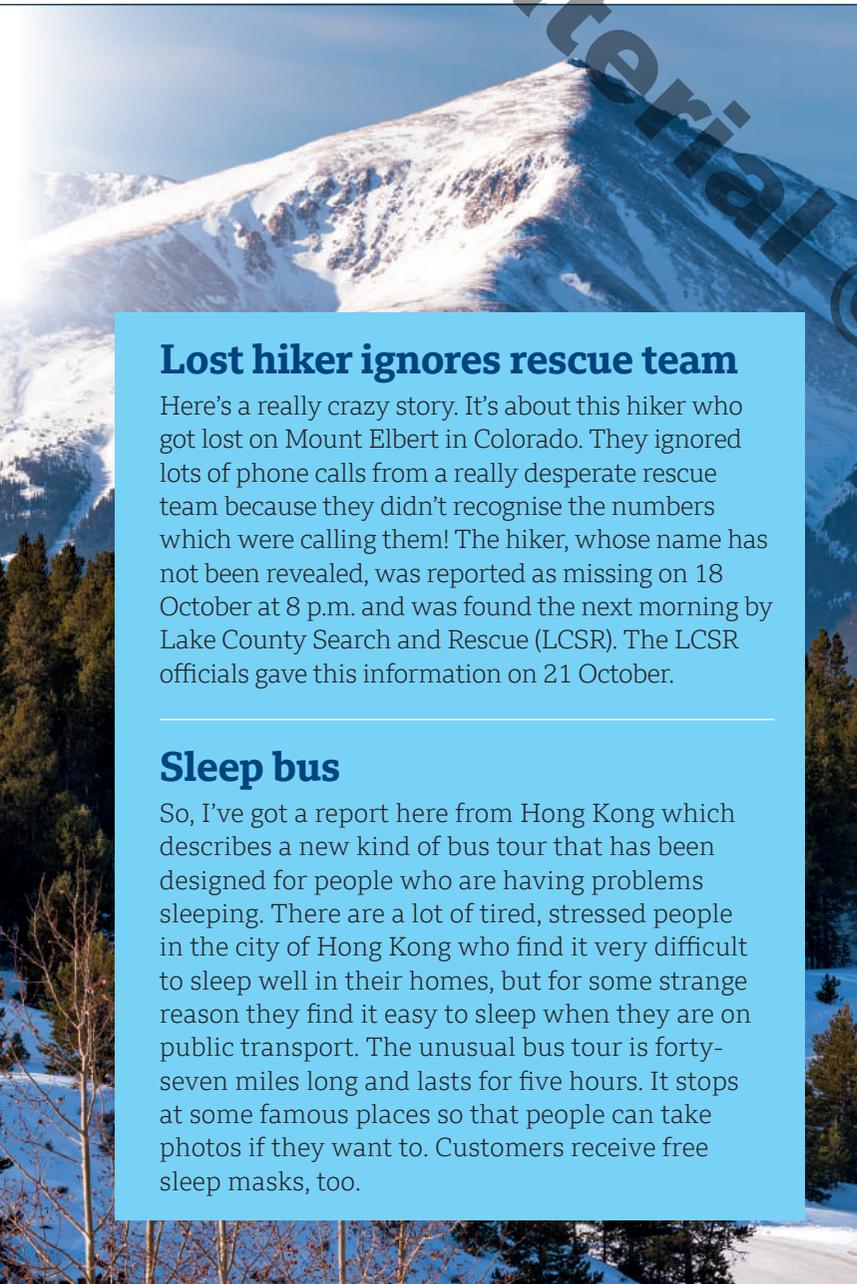
Your researcher has scanned some local, national and international news sites for stories. Look at the notes they have written for you.

Cow walks onto motorway

One interesting story that I was sent today is about a cow that walked onto the M25 motorway near London yesterday. The young cow escaped from her small field and stopped all the traffic on the giant motorway during rush hour. Lots of furious motorists who were trying to get to work were delayed in their journeys by more than an hour. The police arrived on the scene and caught the cow, whose name is apparently Daisy, and returned her safely to the field.

Giant potato

OK, you're going to love this. I've received an amazing news report from New Zealand today which says that the world's largest potato has been grown there by a farmer in a small town called Hamilton, which is on the North Island just south of Auckland. This monster potato weighs an absolutely unbelievable eight kilograms and it was discovered by local farmer Colin Craig Brown last week. His wife Donna said, 'We couldn't believe it. It's huge!' They have called the potato 'Doug'.



Lost hiker ignores rescue team

Here's a really crazy story. It's about this hiker who got lost on Mount Elbert in Colorado. They ignored lots of phone calls from a really desperate rescue team because they didn't recognise the numbers which were calling them! The hiker, whose name has not been revealed, was reported as missing on 18 October at 8 p.m. and was found the next morning by Lake County Search and Rescue (LCSR). The LCSR officials gave this information on 21 October.

Sleep bus

So, I've got a report here from Hong Kong which describes a new kind of bus tour that has been designed for people who are having problems sleeping. There are a lot of tired, stressed people in the city of Hong Kong who find it very difficult to sleep well in their homes, but for some strange reason they find it easy to sleep when they are on public transport. The unusual bus tour is forty-seven miles long and lasts for five hours. It stops at some famous places so that people can take photos if they want to. Customers receive free sleep masks, too.

4 Read the Mediation Skill box and check your answers to Ex 3B.

MEDIATION SKILL writing in note form



There are certain apps where posts have a maximum number of characters, which means we may need to write in a short form. Here are some techniques we can use to help us.

Remove information that is not necessary to understand the basic idea.

~~We have received an interesting report that says~~ Scientists have found a new planet.

Remove small words where possible (like *the* in the superlative or when something is mentioned for the second time).

... report says this is ~~the~~ warmest November for 100 years.

... and hit a car. ~~The~~ Car was driven by Isaac Solomson.

Remove *that* after phrases with *say*, *tell* (*me*), etc.

Police said ~~that~~ the man was carrying a yellow umbrella.

Remove adjectives and adverbs that do not give us information about the story.

It's not ~~completely~~ clear why they took this strange route.

Use numbers, not words.

~~Three thousand~~ 3,000 sheep were lost last week in Wales.

Remove conjunctions like *and*, *but* and *because*.

~~The reason for the very mild weather is not completely clear. but~~ Experts believe it might be related to global warming.

Use the active voice not the passive voice.

~~Information has been received by the police.~~
The police received information.

5 Look at the texts in the Scenario again. Find the words you think that you can cut to reduce the length of the texts.

MEDIATE

6A Rewrite the news stories for your social media channel. Do not exceed the 25-word limit.

B Work in pairs and compare your stories. Compare the techniques you used to make the stories shorter.

5C The next big thing

SPEAKING OUTPUT | a spoken proposal

GOAL | explain something clearly to sell an idea to other people

MEDIATION SKILL | selling an idea

WARM-UP

1 A Work in pairs and discuss the question. In what ways can the products in the box be annoying?

bottles of sauce car alarms headphones pet food
plastic bags shoelaces socks umbrellas

It's annoying when car alarms go off during the night.

B If you could fix any of the problems with these products, which of your ideas would make you the most money?

I hate the smell of cat food. It's horrible. I think people would pay a lot of money for cat food that smells nice.

PREPARE

2 Read the Scenario. Which product ideas are the most interesting?

SCENARIO

You work in the product design department of a company, and your job is to come up with exciting new products that solve people's day-to-day problems.

Look at the list of proposals for new products below. You are going to choose one product from this list and promote it. You need to decide which one will be the most successful and make the most money.

- 1 Washable keyboard – a keyboard that you can take off your laptop and wash in order to keep it clean.
- 2 Socks that make a pleasant electronic noise when you put the correct pair together.
- 3 A coffee cup that plays lively music when it's full of coffee to help you wake up.
- 4 Talking recycling bin – it tells you if the thing you put in it is the correct material for recycling in that bin.
- 5 Glasses with a torch – your glasses have an automatic torch which provides light when it's too dark to see.
- 6 A sauce bottle that has a special coating on the inside to make the sauce come out more easily.

3 A  **MB5.01** | Listen to the beginning of a presentation about one of the products. Which one are they talking about?

B  **MB5.01** | Listen again and complete the sentences.

- 1 So, it's when you don't know what you can recycle, isn't it?
- 2 It like a lottery – maybe this can go in the recycling bin, maybe not.
- 3 Well, you can stop this situation from with our new product.
- 4 The bin is a like those checkout machines in the supermarket that can recognise products.
- 5 It's also to the supermarket machine because it speaks.

4 Read the Mediation Skill box. Match the sentences (1–5) in Ex 3B with the headings in the box.

MEDIATION SKILL

selling an idea



When you are presenting a new idea, it's good to make it easy for people to understand and see why it's a good idea. You can achieve this by doing the following.

Show that you understand other people's experiences

So, you know when you can't leave work early and you have to take the train at rush hour ...

It's like when you have too much shopping in your bag, it's going to break.

Show how your idea fixes a problem

You can avoid this by making it out of plastic.

This design has two sections, so you don't have to only use one.

Make comparisons to other experiences to explain how something works

It's like that, but you use two different bottles.

It works in the same way as paying with your phone.

5 Work in pairs. Choose a product idea from the Scenario to propose as the next big product for your company. Discuss how you can:

- show that you understand other people's experiences.
- show how your idea fixes customers' problems.
- make comparisons to explain how the product works.

MEDIATE

6 A Work in groups. Take turns to present your idea, explaining why you think your product will be a big success.

B Vote for the product you think the company should make next.

6C Getting around

SPEAKING OUTPUT | a radio phone-in

GOAL | discuss a proposal

MEDIATION SKILL | collaborating on a task

WARM-UP

1 Work in pairs and discuss the questions.

- How do people travel around your town or city?
- What are the good things and bad things about your town's transport systems?
- What's the best transport system you've ever used?

I loved using cable cars in Japan – it was so exciting!

PREPARE

2 Read the Scenario and tick any of the transport solutions you would like to have in your town or city. Work in pairs and compare selections. Explain why you have chosen them.

SCENARIO

Your town is planning to improve its transport system, and there are some different proposals about how to do this. You read about some of the proposals on the local government website.

There's a radio phone-in programme today to discuss the best idea. You decide to call in and give your ideas.

As we all know, our town has several key problems with public transport at the moment:

- the cost of public transport
- the town centre is crowded
- there are a high number of traffic accidents

There are three main ideas to help us solve some of these issues:

Self-driving buses Because you don't need a driver, self-driving buses can allow the town to run 24/7 and also allow us to offer people very cheap public transport. In addition, they use a mix of gas and solar power, so they are environmentally friendly.

Skyways Another idea is skyways – walkways built high above ground level. These allow people to move around comfortably, without needing to wait to cross dangerous roads.

Smart roads These are made of a special material that absorbs solar energy. They can use this power to heat roads when it's cold so that ice and snow melt and the roads are less dangerous. The energy can also be used to power street lights at night and even cars. In addition, any proposal that will make the town more attractive to tourists would also be very positive.

- 3 **MB6.01** | Listen to part of a radio phone-in programme. Which of the three transport ideas do they discuss?
- 4 **MB6.01** | Read the Mediation Skill box. Then listen to the recording again for any other useful phrases you hear which fit the three headings in the box.

MEDIATION SKILL collaborating on a task



When discussing proposals in a group, there are several things you can do to help the conversation develop in a positive way and to explore different ideas.

Respond to other people's ideas

That's very true.

Well, I'm not sure about that.

It could work.

Ask other people if they agree

Do you feel the same?

[Tina], do you share the same opinion?

Make alternative suggestions

We could do that, but we could also ...

Another idea is to ...

5 Work in groups of three. Choose a topic from the box and discuss it. Then change roles.

- The best thing to do on a sunny day in your town/city
- The best place to eat lunch in your town/city
- An area of your town/city you'd like to change

Student A: Give your idea about the topic.

Student B: React. Ask Student C how they feel.

Student C: React. Make an alternative suggestion.

6 Look at the transport solutions in the Scenario again. Make notes about which of the town's transport problems you think they will solve.

MEDIATE

7A Work in small groups. You are going to take part in a radio phone-in programme to discuss the different transport solutions and try to decide which one your town should choose. Decide who will be the host and who will call in to the show. The host begins.

Hello, and welcome to the show. Today we are discussing our town's transport problems and some possible solutions. My first caller today is ...

B Tell other groups which solution you chose and your reasons for choosing it.

7C Invasion of the chatbots

WRITING OUTPUT | informal notes

GOAL | explain a chatbot flowchart

MEDIATION SKILL | describing diagrams



WARM-UP

1 Work in pairs and discuss the questions.

- 1 How do you prefer to access customer service? Why?
 - a by email
 - b using a chatbot (a website's automated chat service)
 - c on the phone
- 2 What are the good and bad things about using each method?
I use chatbots a lot when I'm talking to my bank. It's the quickest way to get information, but they are annoying sometimes when they don't offer the help you need.

PREPARE

- 2 Read the Scenario on page 155. Why does your friend need your help?
- 3 Look at the flowcharts in the Scenario. What type of company are they for? Do you think they are good systems? Why/Why not?
- 4 Read the Mediation Skill box. Tick the example sentences that might describe the flowcharts in the Scenario.

MEDIATION SKILL describing diagrams



When we are describing a diagram, we often need to explain what the objects and colours in the diagram mean, the sequence of actions/events and also the relationship between different actions.

Describing objects in a diagram

The arrow shows the direction of the conversation.
The boxes represent the different flight times.
[Blue] indicates the customer.

Describing a sequence

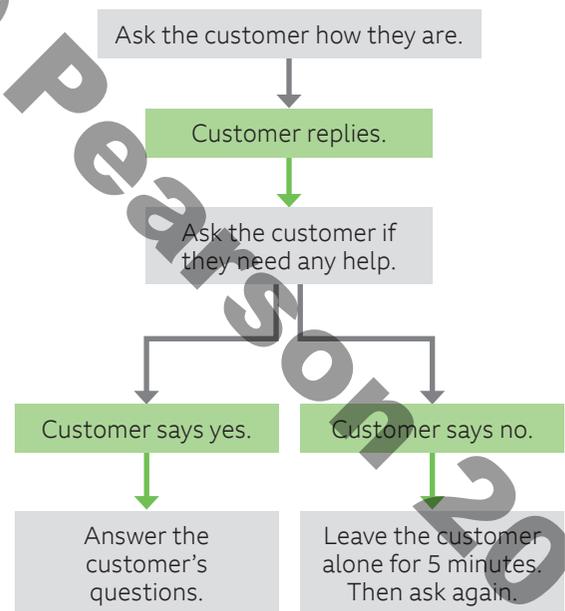
It starts by greeting the customer.
Then you choose how many you want.
After that, you find out how many people they want to bring.

Explaining the relationship between different actions

When the customer has chosen a size, we ask them what colour they want.
If they can't find a date they want for that person, then they can choose someone different.

5 Look at the chatbot flowchart. Then complete the description using the language from the mediation box to help you.

- 1 The arrows show you
- 2 The boxes represent
- 3 Green boxes indicate
- 4 Grey boxes indicate
- 5 The bot starts the conversation by
- 6 Then the bot asks
- 7 If the customer says yes the bot
- 8 If the customer says no to help, then



MEDIATE

- 6 Write notes about the chatbot diagrams in the Scenario to help your friend explain how they work to her boss.
- 7 Work in pairs. Compare your notes and check if they included anything that you didn't. Add anything useful to your own description.

SCENARIO

You receive a message from a friend:

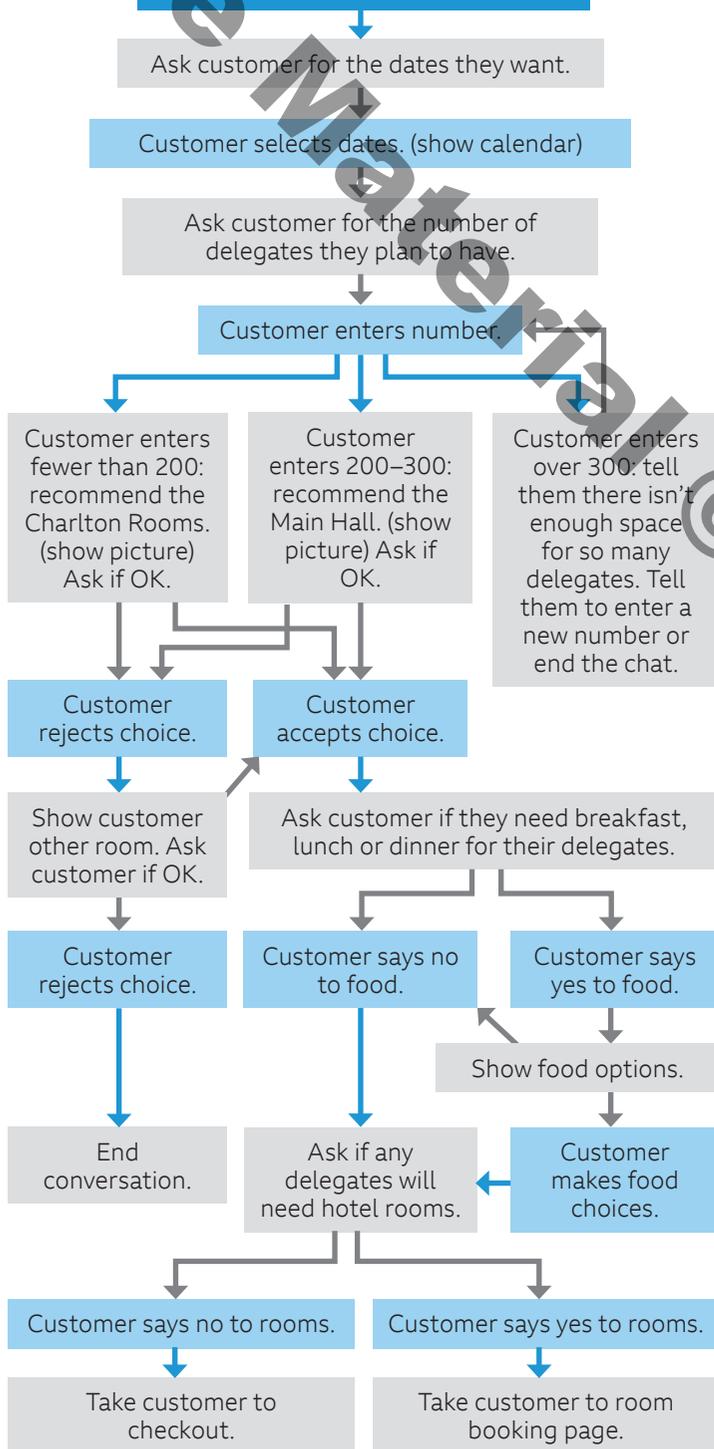
Hi! And help!

I've got to describe to my manager (who knows nothing about technology) how our new customer service chatbots will work ... You know how bad I am at explaining these things. Can you help me out with a few notes? I'll buy you a coffee. Maybe two?

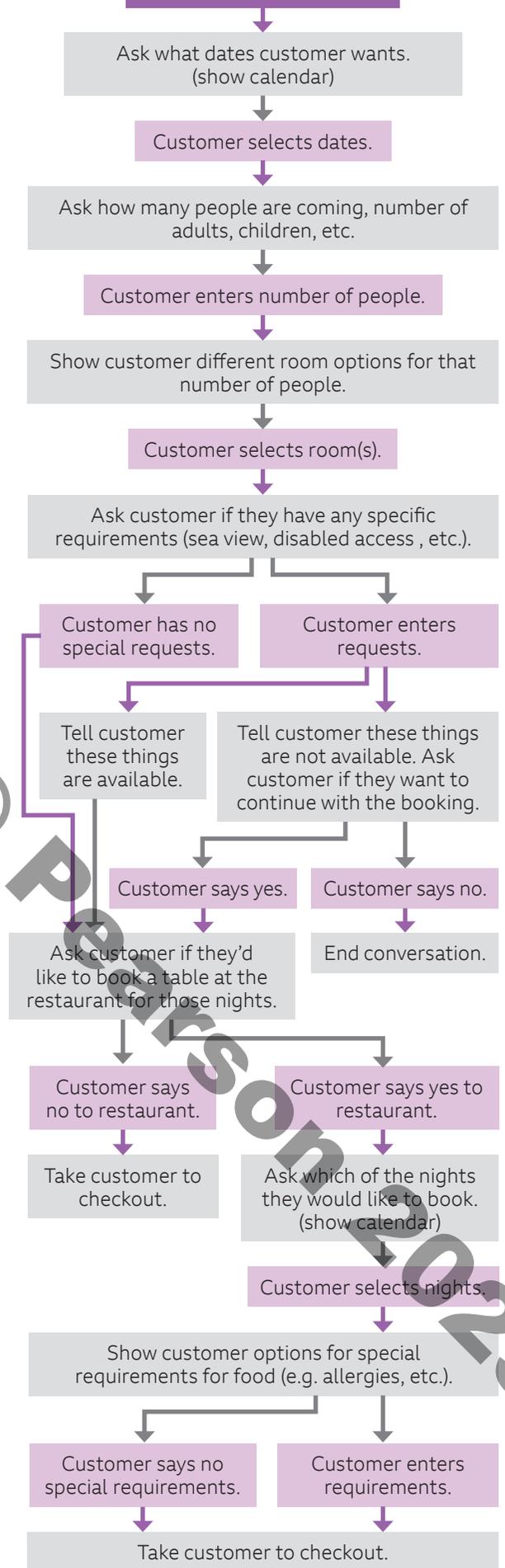
Em

PS These flowcharts show how the chatbots work.

BOOKING A CONFERENCE



HOTEL BOOKING



8C Tell me more

SPEAKING OUTPUT | discussion following a presentation

GOAL | ask follow-up questions after a presentation

MEDIATION SKILL | asking someone to elaborate on what they said



WARM-UP

1 Work in pairs and discuss the questions.

- 1 Do you learn the most important lessons inside or outside the classroom? Why?
- 2 Do people learn more from bad experiences or good experiences? Why?

PREPARE

2 Read the Scenario. What kind of situations might people talk about?

SCENARIO

You have been asked to give a presentation to your group on the following topic:

'An important life lesson you learnt'

Describe:

- the situation where you learnt the lesson.
- what you learnt.
- why it was so important.

3A Read some questions that were asked after a presentation. What do you think the presentation was about?

- 1 In your presentation you talked about how disappointed you felt. Did that feeling help you in some way?
- 2 Can you tell me a little more about what you did after you left the course?
- 3 You said that you realised you wouldn't be a great doctor. Can you tell me why you felt that?

B **MB8.01** | Listen and check.

4 Read the Mediation Skill box. Complete the example sentences with your own ideas.

MEDIATION SKILL

asking someone to elaborate on what they said



When you watch a presentation, you might want to ask the presenter some follow-up questions. To do this, you can do the following.

Refer to what the speaker said

Do you feel the same?

In your presentation/talk, you spoke about ...

You said/told us that you ...

You described your ...

Ask for more details

Can you explain why ... ?

Can you say a little more about your ... ?

Can you explain your reasons for ... ?

Ask for clarification

When you said ..., did you mean that ... or ... ?

I'm not sure I understood what you meant by ... ?

5 Look at an extract from a presentation. Refer to it and ask for more details. Use the phrases in the Mediation Skill box to help you.

I guess I learnt an important lesson when I finally decided to stop going to dance clubs with my friends and to stay at home and do something that I preferred instead. At that moment, I realised that I don't need to copy other people's behaviour all the time. Everyone in my group of friends loved to dance, but I just didn't and every time we went to a club, I sat by myself while everyone else was having fun. When I thought about it, I realised I did the same thing in so many different areas of my life, always following the crowd.

6 Look at the Scenario again. Plan a short presentation on the topic. Make notes on each point.

MEDIATE

7A Work in groups. Take turns to give your presentations. While you listen to other presenters, write follow-up questions for them.

B Ask the other presenters your follow-up questions. Answer any questions they have for you.