



Teleconferences and videoconferences response matching

Instructions for teachers

Make one copy per group of two to four students, cut up so that left hand column is together as one strip but the other columns become individual cards.

Instructions for students

Look at just the left-hand prompt cards and brainstorm good responses.

Match up the response cards to the prompt cards. (They are different possible responses, not continuations of one conversation).

Hint: There should be three different responses to each prompt card.

Check as a class or with an un-cut-up copy of the cards.

Test each other on the phrases:

- Say a prompt phrase and see if your partner can respond
- Say a prompt phrase and two responses and see if your partner can make another good response
- Say all three response phrases and see if your partner can say the original prompt phrase on the left
- Say a prompt phrase and a response, and see if your partner can say the next line after that
- Say a prompt phrase, listen to your partner's response, then together continue the rest of the teleconference or video conference

Other suitable phrases not on the worksheet are also okay.

Cards to cut up/ Suggested answers

<p>"Please have a look at the one with the heading in bold."</p>	<p>"Okay, got it."</p>	<p>"There seem to be two in bold. Do you mean the top one?"</p>	<p>"I can't find that anywhere. Maybe I'm on the wrong page."</p>
<p>"Do you all have it in front of you now?"</p>	<p>"Yes, got it. Please go ahead."</p>	<p>"Just a moment, I'm still opening the attachment."</p>	<p>"Not yet. Just give me a moment."</p>
<p>"Who was it who said...?"</p>	<p>"That was me - Alex."</p>	<p>"I think that was you, wasn't it John?"</p>	<p>"It was me, but what I actually said was..."</p>
<p>"Was that John speaking?"</p>	<p>"Yes, that's right."</p>	<p>"Actually it's Paul. Sorry, I should have said."</p>	<p>"No, it wasn't me. It was Steven. Our voices are quite similar, though."</p>
<p>"There's a bit of a delay"</p>	<p>"Can you still understand us, or should we hang up and try again?"</p>	<p>"It's often like this, but it might sort itself out later."</p>	<p>"I know. Just wait before replying so that we don't talk over each other."</p>
<p>"Can you move the microphone?"</p>	<p>"Sure. Is that better?"</p>	<p>"I'm not sure that's the problem. Can you try turning up the volume?"</p>	<p>"It's fixed to the camera. Perhaps we can all change our positions instead."</p>
<p>"You're out of focus"</p>	<p>"Sorry about that, I'll adjust the camera now."</p>	<p>"That's strange. The image looks fine on our screen."</p>	<p>"I know. We tried to adjust it but couldn't work out how to do it."</p>

<p>"Let's take five, shall we?"</p>	<p>"Great idea. Should we hang up or leave the system running?"</p>	<p>"That's a good idea, but could we finish this point on the agenda first?"</p>	<p>"I'd prefer to finish as quickly as possible instead, if you don't mind."</p>
<p>"First, let's check who's with us."</p>	<p>"Good idea. I'm Alex and my colleagues Steve and Geoff are here too."</p>	<p>"Okay. At this end we have Henry, Harry and Harriet."</p>	<p>"Sure. There are five people here. I'll ask them to all introduce themselves."</p>
<p>"Don't hang up, I'll be just a second."</p>	<p>"No problem. Take your time."</p>	<p>"I'd like to grab a coffee actually, so shall we make it a five minute break?"</p>	<p>"Go ahead. We'll wait here for you to get back."</p>
<p>"Can you hear me?"</p>	<p>"Yes, the sound is fine but the screen is still blank."</p>	<p>"Not very well. Can you move the microphone and check the settings?"</p>	<p>"Yes, you're coming through loud and clear. Can you hear us okay?"</p>
<p>"Is the picture okay?"</p>	<p>"Yes, it's fine thanks. There's a bit of an echo though."</p>	<p>"It's a bit out of focus."</p>	<p>"It's okay, but I can't see the people at the sides of the table."</p>
<p>"I can't hear you very well"</p>	<p>"Really? I can hear you fine"</p>	<p>"I'll check the microphone"</p>	<p>"Sorry about that. I'll speak a little louder."</p>
<p>"Your image has disappeared"</p>	<p>"I saw that. I'll try unplugging the camera and then plugging it back in."</p>	<p>"Sorry about that. I'll continue without the video while my colleague fixes it"</p>	<p>"Yours too. Any idea what the solution is?"</p>