

Lead-in

- Discuss the questions in pairs.
 - How often do you participate in conference calls?
 - Do you prefer video or audio/telephone conference calls? Why?
 - What things can go wrong in conference calls?
- Match the sentence starters (1–6) with the endings (a–f). Check you understand the phrases in bold.

1 Click (on) the	a mic when you're not talking.
2 Hello, Ben? Ah, he keeps dropping	b link to access the meeting.
3 Please mute your	c frozen.
4 Please try not to talk at	d the same time as someone else.
5 Can you share your	e in and out of the call.
6 Your screen is	f screen with us, please?

Listening

- Work in pairs. Which of these things have you experienced in a conference call?
 - people talking at the same time
 - someone 'multitasking' / not paying attention
 - a lot of background noise coming from someone on the call
 - a bad connection
 - someone eating
 - silence going on for too long
 - people arriving late
 - someone not able to access the call
 - problems with equipment (mic, camera, etc.)
 - people leaving without saying goodbye properly
- Write a list of advice for conference calls, based on the issues in Exercise 3A.
 - Don't talk at the same time as others.*
- ▶ TelBank_Int_7.1 Listen to a conference call. Which of the things in Exercise 3A happen?
 - ▶ TelBank_Int_7.1 Listen again and decide if the sentences are true (T) or false (F).
 - Kiara is in a quiet place.
 - Owen can't access the call at first.
 - Rachel asks Kiara to mute her mic when she's not speaking.
 - Andy has a good internet connection.
 - They switch to an audio call.
 - Kiara is trying to multitask.
 - They don't finish the call with a proper goodbye.

Telephone skills

- ▶ TelBank_Int_7.1 Listen again and complete the phrases with the words in the box.

begin hang happen speaking think

- Do you _____ you could mute your mic when you're not speaking?
- Right, so let's _____.
- _____ on a second. I'm just going to ...
- That's OK. These things _____.
- Looking forward to _____ to you all then.

7A Complete the table with the phrases from Exercise 6.

Starting the call	Let's start with ...
Filling the silence	So, we're just waiting for ...
Dealing with call problems	Shall we (move to audio only)?
Being patient	Not to worry.
Ending the call	I think that's about it for today.

B Add these phrases to the table in Exercise 7A.

- Have a great week/weekend, everyone!
 - Shall we get started?
 - Would you mind (turning down/up your volume)?
 - It's OK, take your time.
 - Give me a moment while I (paste the link in the chat box).
- Work in pairs. What would you say in each of these situations? Use the phrases from Exercises 6 and 7.
 - You need to share a file, but it's taking you a few moments to find it.
 - There's a lot of background noise coming from one of the participants.
 - You want to begin the call.
 - One of the participants apologises for dropping out of the call.
 - One of the participants hasn't joined the call yet (and they're a bit late).
 - You want to end the call and refer to the next meeting.

Speaking

9 Work in groups of three. Read your instructions and then roleplay the conference call.

