**September 18, 2023**

1. Business Presentation
2. Guest Speaker
3. Group Project

| **Presentation Topics** | **Teams** |
| --- | --- |
| What is Scrum; its purpose/values; theory | **Neethu**, Kai, Amir |
| Team | **Maryna**, Beeta, Mustafa |
| Events | **Merve**, Gowri, Hamed |
| Artifacts; conclusion | **Ani**, Ilakkiya, Osmar |

**Skills related to preparing and delivering presentations**

* Preparing a presentation
* Choosing a topic
* Preparing an outline
* Using visuals / bullet points
* Presentation language
* Body language

**Preparing a Presentation**

Audio 5.9

<http://www.moresettlement.org/LINC5-7Activities/Chapter_5/Audio5.9.mp3>

1 - purpose & topic

2 - audience

3 - determine information/resources

4 - style

5 - gather & organize info

6 - outline

7 - develop content

8 - visuals

9 - review & revise

10 - rehearse & practise

**Organizing the Content**

* Conduct your research
* Prepare an outline
* Parts of a presentation
  + Beginning (introduction) - greeting, self-introduction, introduce the topic, organization of your presentation
  + Body - details
  + End (conclusion) - highlight of the important points, conclusion, call to action

**Using Visual Aids**

<https://www.moresettlement.org/LINC5-7Activities/Chapter_5/Audio5.11.mp3>

1. What are the advantages of using visuals during a presentation? (4)  
   - audience will remember more and for a longer time because over 80% of learning happened visually  
   - focus audience attention  
   - raise their interest   
   - help audience better understand the materials presented
2. What are common mistakes presenters make when using visuals in presentations? (2)  
   - too much text (use it as their speaking notes) or visual  
   - not use it at all  
   - Visuals are to aid the audience, not the speaker
3. What can a presenter do to make the visuals effective? (4)  
   - visuals are short and focused; keep everything simple  
   - not too crowded with details; one element at a time   
   - use body movement and gestures to refer to the visuals (Vanna White)  
   - Maintain eye contact with the audience  
   - Visuals should be clear from the back of room  
   - Limit the number of visuals/pictures  
   - remember the purpose of the visuals - why it is being shown in the first place
4. What examples of effective visuals does Melanie give? (2)  
   - pictures  
   - tables with data if presenting statistics

**10-20-30 Rule?**10 slides; 20 minutes; 30 font size

When preparing the powerpoint slides for a 15-minute presentation, pay attention to:

* On average 1 slide per minute; +/- 2 slides
* Font size - at least 20 for body bullets
* Not too crowded; white space is important
* Animation use
* Slide layout & colours - make sure background is not too busy; colour contrast is good
* High quality / resolution pictures; copyright on use of pictures
* Consistent use of pictures throughout
* Slide numbering
* Agenda is necessary - road map of presentation
* Time management
* Use of bullet points - key words/phrases; avoid complete sentences/paragraph

**September 19, 2023**

**Bullet List**

We use bullets in a vertical list when the order of items is not important. Bullets are a great way to highlight important information and key words and phrases.

**All items in a bulleted list should follow the same format.**

**A) Begin each bullet with the same part of speech (noun, verb, adjective)**

It is very common to use action verbs to begin each item in a bulleted list.

**Example**:

House Cleaning Tips(:)

* **Remove** items from shelves before dusting
* **Vacuum** windowsills and corners with a vacuum hose
* **Clean** windows with a newspaper and cleaning solution
* **Dust** all ceiling fans and lights

House Cleaning Tips Include(:)

* **Removing** items from shelves before dusting
* **Vacuuming** windowsills and corners with a vacuum hose
* **Cleaning** windows with a newspaper and cleaning solution
* **Dusting** all ceiling fans and lights

House cleaning tips include removing items, vacuuming windowsills, cleaning windows, and dusting all ceiling fans.

#### **B) Items in the list should be in the same grammatical format (a word, phrase, or complete sentence), and should follow the same grammatical structure.**

**Correct:**

This year in mathematics, we learned:

* double-digit addition
* double-digit subtraction
* single-digit multiplication
* long division

In the above example, all items are written in a similar format and follow the same grammatical structure.

They do not start with a verb and they are all dependent clauses.

None of the items are capitalized.

**Incorrect:**

This year in mathematics, we learned:

* to add
* double-digit subtraction
* multiplying single numbers
* We learned how to do long division in school.

In the above example, the items are not written in the same format, and they do not follow the same grammatical structure.

They begin differently and the final bullet is the only one that is written as a complete sentence with a capital letter.

**Fix the Bullet Lists below.**

1. My hobbies are

* Swimming
* horseback riding
* cycling
* Soccer

My hobbies are

* Swimming
* Horseback riding
* Cycling
* Playing Soccer

1. My previous jobs include

* An assistant to the mayor
* a director of a non-profit organization
* a board Member of a disaster relief program

My previous jobs include

* Assisting the mayor
* Directing a non-profit organization
* Being a board member of a disaster relief program

My previous jobs include

* Providing assistance to the mayor
* Acting as a director of a non-profit organization
* Acting as a board member of a disaster relief program

My previous jobs include

* Assistant to the Mayor
* Director of a non-profit organization
* Board Member of a disaster relief program

1. I have participated in several national service programs

* I have worked on the Shoreline Clean-up Project
* I work with Habitat for Humanity
* I spent a year in the Peace Corp

I have participated in several national service programs

* Shoreline Clean-up Project
* Habitat for Humanity
* Peace Corp

| My Experience in National Service Programs   * Shoreline Clean-up * Habitat * Peace Corp |
| --- |

1. My tasks were

* to make a database
* add names to the database
* sending out newsletters

My tasks were to

* make a database
* add names to the database
* send out newsletters

My tasks were

* Making a database
* Adding names to the database
* Sending out newsletters

1. Our service philosophy is

* to serving attentively
* to assist with a smile
* show respect
* to our customers

Our service philosophy

* Serve attentively
* Assist with a smile
* Show respect
* Value our customers

1. To remove a lid from a jar that is stuck

* place the lid under hot water for ten seconds
* gently tap the lid against a hard surface
* place a rubber glove around the lid
* then you twist the lid off

Instructions to remove a lid from a jar that is stuck

1. Place the lid under hot water for ten seconds
2. Tap the lid against a hard surface gently
3. Place a rubber glove around the lid
4. Twist the lid off
5. Zip Airline offers

* more leg room
* in-flight entertainment
* beverage and meal service
* and the lowest fares anywhere

Zip Airline offers

* More leg room
* In-flight entertainment
* Beverage and meal service
* Lowest fares anywhere

**PPT Slides**

* Number of slides - on average one minute per slide
* Font size - body minimum 20
* Colour contrast is important
* Use of animation
* Images, graphics, copyright, charts, tables
* Bullet list
* Spelling, proofreading

**Presentation Language**

Complete the following presentation excerpts using the words below.

1-after that 2- finally 3-illustrate 4-outline

5-to start with 6-then 7-describe 8-specifically

9-purpose 10-sum up 11-thank 12-tell you

Good morning, everybody. I hope you are all doing well today and I’d like to \_**thank**\_ you all for being here.

Today I am here to \_**tell you**\_ about our latest product, and more \_**specifically**\_ about how it works and what it does. I’d also like to \_**illustrate**\_ the products’ features and \_**after that**\_ inform you about where you can get it and how.

\_**To start with**\_, I’d like to briefly \_**decribe/outline**\_ our current marketing policy in Canada. \_**Then**\_, I’ll \_**describe/outline**\_ some of the problems we have encountered in our market share. \_**Finally**\_, I’ll \_**sum up** \_ our progress this year and continue *on* with our main \_**purpose**\_ for being here - the product.

**Pronunciation Exercise**

Read the passage below about public speaking. **Underline the words you think require emphasis.** **Mark the places where you think there should be a pause.** Read the passage out loud. Discuss whether your use of emphasis and pausing helped your audience understand the text.

[*www.moresettlement.org/LINC5-7Activities/Chapter\_5/Audio5.7.mp3*](http://www.moresettlement.org/LINC5-7Activities/Chapter_5/Audio5.7.mp3)

*When speaking about a new topic/ to a group of people, you can do several things /to make your presentation/ clear and easy to follow.*

*First of all, it is important that you plan your presentation and stick to your plan. Decide on the main points that you want to present and talk only about them. Don't get sidetracked. Your audience will remember only a limited amount of information, so be selective about what you include.*

*Secondly, speak slowly enough /so your listeners can follow your ideas. If you pause after each main point, people can think about what you have just said. Or, you can rephrase what you have just said for the same purpose.*

*And finally, use intonation to emphasize important things. This will again help your listeners to focus on what is important.*

*In short, a good presenter plans his or her presentation, sticks to the key points of the presentation, and uses intonation to aid understanding.*

**Linking is important - e.g. First-of-all**

**Thought groups**

**Individual word - i’dea; pre’sent (v.); ‘present (n.)**

**Body Language**

**Good Presentation vs Bad Presentation**

<https://www.youtube.com/watch?v=V8eLdbKXGzk>

Take notes of the **constructive criticisms** given to the speaker in the video.

* Speak loudly
* Smile
* Don’t read from the paper; maintain eye contact
* Connect to the audience using a personal experience or anecdotes
* Turn off the phone
* Text and key words on slides

**Example: Presentation Outline, Powerpoint Slides, Speaking Notes**

**Topic: Volunteering in Canada**

**Purpose:** To introduce volunteering in Canada and encourage everyone to become a volunteer

**Audience:** Newcomers to Canada who have very little knowledge of this topic

**Introduction:** What is volunteering? How do you become a volunteer?

**Body:** What steps do you take?

1. decide on type of volunteering

2. decide on a place

3. search the database

4. complete and submit an application

5. attend an interview

6. undergo a police check

**Conclusion:** How will your volunteer work benefit the community? Encourage everyone to volunteer in the community.

**Use the presentation outline to prepare Powerpoint slides and speaking notes.**

| **Powerpoint Slides** | **Example of Speech**  **Using Presentation Language** |
| --- | --- |
| **Slide #1 (title of presentation)**  **Volunteering in Canada**  Helen Tam  Date | **Greeting & Welcome**  Good morning everyone. Thank you for coming to my presentation….  **Introduce the Topic & Purpose of the Presentation**  In today’s presentation, we are going to... |
| **Slide #2 (structure of presentation)**  **Agenda**   * Definition of volunteering * Steps to take to become a volunteer * Benefits of volunteering | **Structure of the Presentation**  Today’s presentation is divided into three parts. First, I will define volunteering. Next, we will outline…..Finally, we will talk about….. |
| **Slide #3 (intro/body of presentation)**  **Definition of Volunteering**   * Give your time and abilities to help others without pay * xxxx * xxxx | **Transition to the Body of the Presentation**  Let’s begin by taking a look at the meaning of volunteering. Volunteering is….. |
| **Slide #4 (body of presentation)**  **Steps to Take to Become a Volunteer**   1. xxxx 2. xxxx 3. xxxx | **Transition to the Next Section**  Now that you understand what volunteering is, let’s talk about how to become a volunteer. The first step is ... |
| **Slide #5 (body of presentation)**  **Benefits of Volunteering**   * xxxx * xxxx * xxxx | **Transition to the Next Section**  Having looked at…, I’d now like to discuss... |
| **Slide #6 (conclusion of presentation)**  **Conclusion**   * xxxx * xxxx * xxxx | **Summarize the Presentation**  In summary,... |
| **Slide #7 (closing)**  **Thank you!**  **Questions?** | **Closing**  That completes my presentation. Thank you for your attention. |

**Powerpoint Slides Example**

<https://docs.google.com/presentation/d/1sgjxnvs9RJLS6AV8UFjvDZSAA15HmmhPkF0JEIWOpnU/edit?usp=sharing>

**September 20, 2023**

1. Business Presentation Review/Upcoming Schedule
2. Google Meet Workaround/Tomorrow’s Class
3. Telephone English

This Friday PM - PPT content

Next Tuesday PM- nothing planned yet

Next Wednesday PM - final run down

Next Monday - Assessment Day

Any laptop requests? - before Friday (Mustafa, Kai, Neethu)

**Telephone English Review**

* Hold on, hang on
* One moment
* Cut off
* Get through
* Put through to - could you put me through to his line? / Could you transfer me to his line?
* Switch off, turn off
* Hang up
* Get back to
* This is Neethu; It is Neethu (speaking); Neethu speaking; My name is Neethu
* Who is this? Who is calling? Who is calling please? Who is speaking please?
* ABC Company, xxx department, xxx speaking, how may I help (assist) you? / how may I direct your call?

**Professional Calls (Page 371)**

<https://www.moresettlement.org/LINC5-7Activities/Chapter_7/Audio7.10.mp3>

**For the Receptionist**

**To put a caller on hold:**

* Can you hold for a moment please?
* How can I help you?
* Just a moment please. I’ll see if she is available.

**To ask why the person is calling:**

* May I ask what it’s about?

**To explain that a person is not available:**

* I’m sorry Dr. xxx is with a patient right now.
* I’m afraid Dr. xxx is on another line right now.

**To take a message:**

* Would you like her to call you?
* And your phone number?
* Would you like to leave a message?
* Can I have her call you back?

**To ask questions to clarify information:**

* You are xxx xxx?
* I’m sorry, it was Ronald xxx?
* 8872.
* May I have your phone number?
* Could you spell the patient’s last name please?
* 877….
* Can you spell your last name please?

**To finish a call after taking /confirming message:**

* I’ll ask her to call you.
* So you would like Dr. xxx to call you about xxx for xx.
* I‘ll have him return your call as soon as he’s available.
* I’ll give her the message.

**To transfer a call:**

* I’ll transfer you to the nurse.

**To respond to a wrong number:**

* I’m sorry. There is no one here by that name. You must have the wrong number.

**To offer an appointment (date & time)**

* His first available appointment is (date) at (time).

**For the Caller**

**To identify self:**

* This is Firstname Lastname from Company.
* It’s (name) at (phone number).

**To state purpose of call:**

* (I don’t know). I am returning her call.
* I’d like to make an appointment with xxx please.
* I need to ask him about xxxx for xxx.
* I’d like to inquire about getting a flu shot.
* I am returning her call.

**To ask to speak to someone:**

* I’d like to speak to dr. xxx please.
* Is xxxx available please?
* May I speak to xxx (firstname lastname) please?

**Professional Telephone English Review**

Read this business telephone dialogue. Can you rewrite it using polite and professional English?

B (Receptionist): Hello./ Good morning, ABC. How may I help/assist you?

A (Caller): Hello, I want to speak to Smith./ Hello, I’d like to speak to Mr. Smith please.

B: Who are you? / Who is speaking please? / May I know who is speaking please?

A: John Perkins. / It’s John Perkins./ This is John Perkins speaking.

B: Wait! / One moment please/ Hold on please.

A: OK. / Sure. / Thank you. / No problem.

B: He isn’t here. / I am sorry. Mr. Smith is not in / available right now. Would you like to leave a message? / Can I take a message?

A: I want Smith to call me on my cell phone. /I’d like Mr. Smith to call me back please. / Could you please ask Mr. Smith to call me on my cell phone?

B: Tell me your name again! / Sure. May/Could I have your name please?

A: John Perkins. P-E-R-K-I-N-S. / It’s John Perkins, P-E-R-K-I-N-S.

B: Tell me your phone number./ And your phone number (please)?

A: 9058861439.

B: What? / Sorry I didn’t catch that. Could you repeat the number? / So it’s 905….

A: 9058861439.

B: OK. / Great. I’ll give him the message. / Thank you. I’ll ask him to call you. (Is there anything else I can help you with?)

A: Bye. / Thanks, have a nice day.

B: Bye. / You too. Bye.

**How do we say phone numbers?**

905-886-1439

905-886-14-39

Pizza Pizza 967-1111

“0” = zero and O are interchangeable

416-238-3300 - double 3 double 0 not common

416-238-4000

1-800-239-3377 toll free number

1-888-239-3377

1-877

1-866

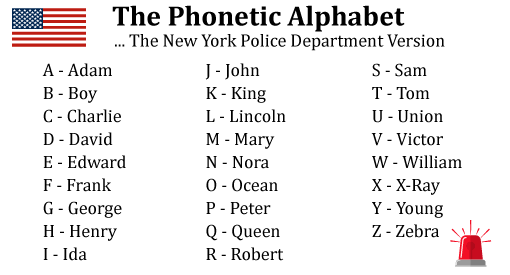
1-833

1-900

**Slow down**

**How do you say/spell your name?**

**Spelling Alphabet**



**L - Larry**

**B - Barry**

**N - Nancy**

Confusing letters

* B/P/V
* D/T
* M/N
* S/F
* C/Z
* R
* E
* G/J
* H
* L

My last name is Kho-me-nok, and it’s spelled as K H as in/like Henry O, M as in Mary E, N as in Nancy O K, Kho-me-nok.

Nee-thu

Os-mar, and it’s spelled as O S like Sam, M like Mary A R like Ronald, Osmar.

Beh-shid Beh-ka-mal

**September 22, 2023**

1. Assessment Day Preparation; Laptop Requests (Mustafa, Kai, Neethu); What is Allowed
2. Telephone English
3. Group Project

Breakout1 - <https://meet.google.com/bgk-eszv-axo>

Breakout2 - <https://meet.google.com/myo-umqr-tnx>

Breakout3 - <https://meet.google.com/fgn-jodq-iqk>

Breakout4 - <https://meet.google.com/xmy-pcmd-wne>

Breakout5 - <https://meet.google.com/eup-beef-bnf>

Breakout6 - <https://meet.google.com/vks-knft-khj>

**Telephone English - Quick Review**

E.g. Toronto Police Service - Crime Stoppers Toronto

<https://www.tps.ca/contact/leave-anonymous-tip/#:~:text=Crime%20Stoppers%20can%20be%20reached,message%20to%20CRIMES%20(274637)>.

416-222-TIPS (8477)

911- emergency assistance

411 - directory assistance

311 - Toronto non-emergency city services

211 - FindHelp (social services)

How to say numbers

* “0” - “zero” or “O”
* Avoid saying “double” or “triple”
* Rhythm - xxx xxx xx xx
* Example - 416-298-5365 = 416, 298, 53, 65; 416, 298, fifty-three, sixty-five
* Slow down

How to say/spell your name

* Slow down
* Pronounce it in English
* Pronounce by syllable - I-lak-ki-ya
* My first name is Ilakkiya, and it’s spelled as I-L-A-K, K-I, Y-A, Ilakkiya.
* Use the spelling alphabet - L “as in” Larry or L “like” Larry

**Medical Office Role Play (Page 372)**

“Ish” - approximately

I would like to have an appointment at around noon ish.

First thing in the morning/I prefer something early in the morning/later in the afternoon

Suggestive language - What about? How about?

How about Friday, September 22nd/the 22nd of September **at** 2:00 PM?

**Call 1**

Student A: Receptionist

• Answer the phone with a professional greeting.

• Give the caller three possible dates and times.

• Book the appointment.

Student B: Caller

• Identify yourself and state the reason for your call (to make an appointment).

• Agree to one of the dates and times given.

• End the call appropriately.

**Call 2**

Student A: Caller

• Identify yourself and ask to speak to a doctor.

• Leave a message for the doctor regarding a prescription renewal.

• End the call appropriately.

Student B: Receptionist

• Answer the phone with a professional greeting.

• The doctor is with a patient. Offer to take a message and take down all relevant information.

**Telephone Strategies (Page 377)**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_7/Audio7.13.mp3>

Repeat information back to confirm understanding:

Ask questions to clarify information: