

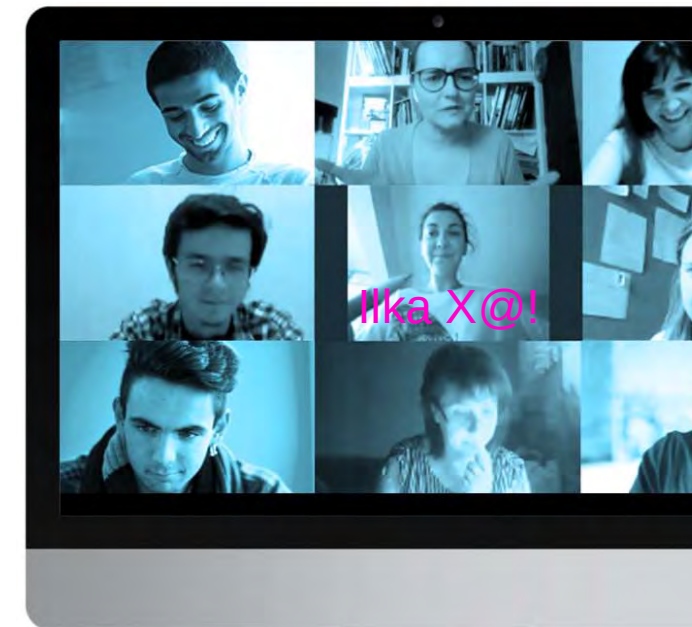
# Staff Induction

Theme:  
Employment Matters

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# Before we start, please make sure...

- ✓ **your name on Zoom is clear (use Latin letters)**
- ✓ **your camera is on and mic is off (unmute when needed)**
- ✓ **you are in a quiet area that helps you focus**
- ✓ **you have a notebook or a note app ready to take notes**

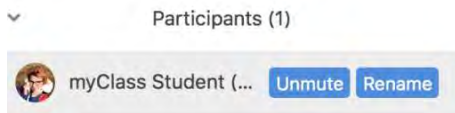


# Zoom features

Check your audio and video settings



Use Latin letters for your name

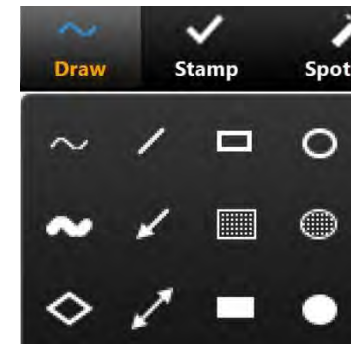


Ask questions in the Chat or use Reactions

Share Screen when the teacher asks



Use Annotate when a screen is shared



Use Save to make screenshots

# Welcome to English Online



## How does it work?

**You need to complete all three parts to get the most out of English Online.**



# After-class speaking session

**Stay back after class for 5 or 10 minutes to talk to your classmates from around the world.**

**This extra speaking practice will help you...**

- improve your conversation skills
- practise using language learnt in class
- support and help your fellow students
- practise using English in a natural context
- become a part of a global learning community



# Pre-lesson activities

## Prepare

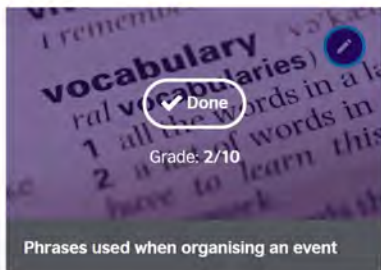


A phone conversation about an induction day



A phone conversation about an induction day

## Practise



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## Lesson objective

**What do you expect to learn by the end of this class?**



# Lesson objectives

In this **live** part of the lesson, you will roleplay a telephone conversation between two colleagues organising a staff induction day. You will brainstorm what needs to be included and learn useful language for successful telephone communication. You will also revise expressions for organising events you learned **before** the lesson.

## Highlighted skills:

Speaking (live class) and Listening (before and after the lesson)

## Language focus:

**Vocabulary:** Vocabulary related to organising events

**Functional language:** Clarifying, confirming and correcting information on the phone



## Lead-in

- **What might staff induction include?**
- **What is the point of staff induction?**
- **Have you ever been to a particularly good or bad induction day? What was good or bad about it?**
- **What other types of induction days can you think of?**



## Useful vocabulary:

*employment process    operating procedures*  
*business objectives    tour    paperwork    presentation*  
*history    organigram    hours    dress code*  
*personal development    training    adjust*

# What do you remember?

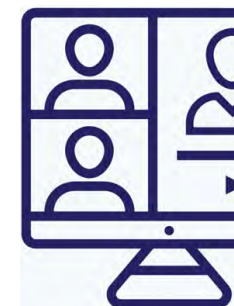
**Before class, you listened to a phone call between two colleagues who were organising a staff induction day. How are each of these pictures connected to what you heard?**



# Language focus 1

**In the Prepare stage, you learned some useful expressions for organising an event. Complete these expressions with your own ideas.**

- 1 I need to figure out .....**
- 2 Yesterday I double-checked .....**
- 3 I can't keep track of .....**
- 4 On the induction day we ran short of .....**
- 5 We need to spell out .....**
- 6 I'll be getting on with .....**



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# Task



## Task Preparation

**With a partner, make a list of what difficulties we might experience when talking on the phone in English. If you have personal experience of speaking on the phone in English, reflect on the real life phone calls that you've made.**



# Task Preparation

In the task, you will need to use language for a successful telephone conversation. Look at the phrases below. Can you suggest an **alternative** for the words in bold? What is the **function** of each phrase?

- 1 Would you mind **repeating** that / **going over that again** for me?
- 2 Can I just check that?
- 3 Could I ask you to give me those details again?
- 4 Could you **explain** / **clarify** what you meant **by** / **when you said**?
- 5 No, **I meant to say that** / **what I meant was** ...
- 6 Is that **right** / **correct**?
- 7 Well, actually, what I **said** / **meant** was that ...
- 8 And the date was ...?
- 9 So that's 10 o'clock on Monday then?
- 10 Let me **see if** / **make sure** I understood you correctly. You're saying
- 11 Not quite, it's ...



# Task

Work in pairs to carry out a role-play. One student is the **HR manager of a large company** and one is an **administrative assistant**. Together, you need to **organise a staff induction day**. The HR manager may need to explain what needs to be done because the administrative assistant has never organised an induction day before. You are running short of time and there is a lot to organise. You should talk about:

- who is going to organise these things
- what resources / things you need
  - what needs to be done
  - who is going to do what

induction day? why?

# Feedback

**Emergent language: language to speculate and talk of possibilities [relevant modals]**

**examples of good language use: language barrier**

**error correction: [The] line could be busy... When I talk to [a] call centre... [remember to use articles]**

**Waiting [for] [an] operator**



## Review

**What have you learned from today's lesson?**

**What was challenging? Why?**

**How can you consolidate your learning after class?**

**Did you participate fully?**

**Did you achieve your aims for this lesson?**

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# Lesson materials

## Make sure you have

- **downloaded the \*.pdf with this presentation**
- **saved the Zoom Chat**



# How can you make more progress?

**Complete the Progress activities online.**



**Review the language we have practised today.**



<https://learnenglish.britishcouncil.org/business-english/business-magazine/flexible-working>

# What's next?



A screenshot of a 'Your progress' dashboard. At the top left, a circular progress indicator shows '0% done'. To its right, the text reads 'You've studied 0% of your level!'. In the top right corner, there is a yellow circle with 'B1' inside. Below these, there are three progress indicators: '0/9 Themes started', '0/54 Lessons done', and '0/9 Themes completed'. At the bottom left, there is a gear icon and the text 'Get the certificate that accredits the hours you have studied at the British Council'. At the bottom right, there is a blue button labeled 'Download now!'. A purple arrow points from the text 'Remember to download your certificate when you finish the theme!' to this button.

Remember to **download your certificate** when you finish the theme!

# After-class speaking session

**You can talk about any topic that interests you!**

**Use these questions as a guide, if needed.**

- Did you experience induction during the pandemic? How was it?
- What are the pros and cons of online only induction?
- What role can a "buddy" play in induction?
- What's the most difficult phone call you've ever had in English? Why?
- Which do you prefer: video or audio calls?

For help, contact:

[support.englishonline@britishcouncil.org](mailto:support.englishonline@britishcouncil.org)

**English Online** | [www.britishcouncil.org](http://www.britishcouncil.org)

## **Dos**

- ✓ Treat everyone with respect
- ✓ Keep your camera on and mute
- ✓ Let others share ideas too
- ✓ Listen to everyone
- ✓ Click 'Leave' if you cannot

## **Don'ts**

- ✗ Don't take pictures or recordings
- ✗ Don't share personal details
- ✗ Don't let your children be onscreen

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# What do you think?

Do you like the platform?

What did you think of the activities?

What further information do you need?

For more information, write to

**[support.englishonline@britishcouncil.org](mailto:support.englishonline@britishcouncil.org)**



# Teacher's Notes

This slide deck was made by James Wilson-Bukowski