

# TELEPHONE DIALOGUE/CONVERSATION

## Subject

English

## Prepared By

[Instructor Name]

## Grade Level

4

## Overview

This lesson plan covers teaching content for;

1. Learning to express themselves in a telephone dialogues/conversation

## Objectives

Students should be able to;

- Make use of common phrases for answering a phone call
- Obtain information from a telephone conversation

## Assessment Activity

- Ask learners to make a complete sentence that includes some of the known phrase
- Ask learners to list other phrases not included in the worksheet

## Summary

1. Review the common phrases used in telephone conversations
2. Ask two volunteers to role play a telephone conversation

## Activity Starter/Instruction

1. Explain the purpose of the lesson.
2. Explain that much of the world's communication is done by telephone
3. Tell the telephone communication requires listening, speaking, and sometimes writing.
4. Remind them to speak slowly and clearly
5. Remind them to adhere to the rules of common courtesy when making or receiving a telephone call.
6. Teacher should use audiobooks in their library

## Guided Practice

### Day 2/ Lesson 2: 15mins

1. Put the learners into pairs.
2. If you can, organize pairs of chairs back to back.
3. If not, ask learners to stand back to back.
4. This means they cannot see their partners' faces or gestures.
5. Hand out pairs of role cards, e.g. 1a and 1b, to each pair.
6. Demonstrate one situation with two volunteers if you wish.

## Teacher Guide

### Day 1/ Lesson 1: 20 Mins

1. Play an audiobook of or read out a telephone conversation one line at a time.
2. For example:
  - Ella: Hello, can I talk to Ruri please?
3. After each line, the students have to guess what the person will say next.
4. For example:
  - Oh! Ruri isn't home right now, who's calling please?
5. Read out or play the next line for them to check and continue in the same way until the end of the conversation.
6. You can give points depending on how close they get to what is said each time.
7. This game works with any telephone conversation

## Teacher Guide

### Day 3/ Lesson 3: 20 Mins

1. Give your learner a copy of Worksheet 2 and ask him or her to listen to both parts of

## Materials Required

- Worksheet 1 (phrases, cut up)
- Worksheet 2 transcript (learner to take copy)
- Worksheet 3 question sheet
- Worksheet 4 listening comprehension quest
- Worksheet 5 role cards
- Audio recording A
- Audio recording B four telephone calls
- a highlighter pen

## Additional Resources

- <https://www.thoughtco.com/teaching-telep-english-1210130>
- <https://study.com/academy/lesson/esl-phor-conversations-lesson-plan.html>
- <https://www.teachingenglish.org.uk/article/role-plays>
- <https://www.tefl.net/elt/ideas/phone/telep-practice/>
- <https://www.teach-this.com/functional-acti-worksheets/telephoning-language>

## Additional Notes

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3. When doing the review make sure you erase the lesson on the board and retrieve worksheets.

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7. Ask your learners to role-play each situation.
  8. As they finish one situation, take the cards back and give them another.
  9. Don't worry if some pairs finish quickly - some situations are shorter than others.
  10. Keep this rolling role-play going as long as you wish.
  11. Monitor and note mistakes or interesting language for discussion afterwards if you can.

### Teacher Guide

#### Day 4/ Lesson 4: 25 Mins

1. Give your learner Worksheet 3.
  2. Explain that he or she will make four phone calls to obtain information and fill in the gaps in the worksheet.
  3. Indicate the advert for the sales assistant and ask your learner to look at the cut-up phrases from Worksheet 1.
  4. Ask him or her to decide which phrases would be appropriate for this phone call.
  5. For example: Can I speak to Pam, my name is., I'm calling about the sales assistant job, can you tell me which three days it is?
  6. Using the phrase cards, practice the phrases the learner will say in the phone call until he or she is confident enough to role play the conversation.
  7. Respond to your learner's request for information with an appropriate response of your choice.
  8. Record the role play.
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Audio recording A while following the transcript.

2. To check understanding, ask the following questions:
    - Which words mean to ring again? (I'll call you back)
    - Which words tell someone why you are phoning? (I'm calling about...)
    - Which words ask to speak to someone? (Can I speak to...)
    - Which words ask for information? (Can you tell me...?)
  3. Highlight these three phrases on the transcript and make a note of their purpose.
  4. Now point out 'My name is Magda' and 'It's Magda'.
  5. See if the learner knows why different words have been used.
  6. Explain that in the first phone call the speakers do not know each other and Magda is introducing herself
  7. Explain that in the second call they do know each other.
  8. Highlight these two phrases.
  9. Make a note for the learner on the transcript of the difference between the two.
  10. To clarify, ask the learner which phrase he or she would use when calling you (It's...)
  11. Also ask, which he or she would use when calling about a job (My name is...).
  12. Drill the key sentences from the transcript with the learner, until confident.
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9. The learner should note down on the sheet the three days you mention.
  10. Listen to the recording.
  11. Ask your learner to check what he or she wrote down against the recording.
  12. Listen again.
  13. Look at the Worksheet 1 phrases and ask your learner to check if he or she used the phrases correctly.
  14. Recap any weak language areas. Re-record the role play and listen back to note improvement.
  15. Follow the same procedure for the remaining three phone calls.
  16. If there are different phone calls that would be more relevant to your learner, create different scenarios to practice using the same procedure as above
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13. Help your learner sound natural by putting the stress on the appropriate words in the phrase.
  14. Role play the call together following the script
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### Guided Practice

#### Day 5/ Lesson 5: 25 Mins

1. Use the role cards from Worksheet 5. Some of the cards have missing names.
  2. Ask your learner to give you some appropriate names for people in his or her household or family.
  3. Add these names to the cards.
  4. Tell your learner that you will role play some telephone calls.
  5. You should take the role of the caller, while your learner should role play answering the calls.
  6. You may want to make the role plays a more accurate simulation of a phone call by sitting back-to-back
  7. Use a smartphone, tablet or computer to record each call.
  8. After each role play, listen back for your learner to check if he or she has used one of the presented phrases from last lessons
  9. Discuss with your learner which phrases would be appropriate to use.
  10. You and your learner should then repeat the call to improve.
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