

Lesson 19: Case Study

I. Warm-up: Review (10 minutes)

Activity: Email Scramble Race (Quick Round)

II. Case Study Analysis (10 minutes)

Case Study: The Transformer Production Delay

- **Reading (5 min):** Read the case study "The Transformer Production Delay" as a class.
- **Discussion (5 min):** Discuss the communication breakdown.

Key Questions:

- What did QC Inspector Chom communicate, and what essential step did she fail to mention?
- What is the *cost* of this lack of clarity (e.g., time, money, trust)?

Focus: Identifying communication gaps when explaining a multi-step process.

III. Sequential Language Focus

Key Phrases for Explaining a Process Clearly

When explaining any process, whether it's transformer assembly or a new reporting procedure, you must use **sequential transition words** to clearly guide your listener from one step to the next.

Instructions: Listen and repeat the following phrases.

A. Starting a Process (The First Step)

Use these phrases to tell the listener where the process begins.

- **First, ...** (The most common and direct way)
 - **Example:** *"First, you must get the official work order from the supervisor."*
- **To begin with, ...** (Formal and thorough)
 - **Example:** *"To begin with, we check the raw copper wire for its gauge and quality."*

B. Continuing a Process (The Middle Steps)

Use these to show the action is moving forward. It's important to mix up your language so your explanation doesn't sound repetitive.

- **Next, ... / Then, ...**
 - **Example:** *"The Primary winding is complete. Next, the machine applies the insulation tape."*
- **After that, ...**
 - **Example:** *"After that, the coil assembly moves to the vacuum impregnation station."*
- **Once [Step A] is complete, we move to [Step B].** (Highly clear structure)
 - **Example:** *"Once the electrical test is complete, we move to final casing and assembly."*

C. Ending a Process (The Final Step)

Use these to clearly signal that the procedure is finished.

- **Finally, ...** (The clearest way to end)
 - **Example:** *"Finally, the quality assurance team signs off on the finished transformer."*
- **The last step is to ...**
 - **Example:** *"The last step is to package the unit and send it to the shipping department."*

D. Clarifying and Emphasizing

Use these phrases to highlight critical steps or correct misunderstandings (like Preeya needed to do).

- **The key point is...**
 - **Example:** *"The key point is that the digital sign-off is mandatory, not optional."*
- **It is critical that you...**
 - **Example:** *"It is critical that you record the batch number before attaching the casing."*
- **Instead of X, you must do Y.**
 - **Example:** *"Instead of simply emailing the supervisor, you must call Finance directly for confirmation."*

IV. Main Activity (15 minutes)

The Clear Communication Challenge (Quiz Show/Relay Race)

Setup: Each team selects a runner and places a bell (or object to "ring in" with) on a central table.

How it works:

- A *runner* from each team comes to the front.
- The teacher reads *randomized steps* for a process (e.g., from the *Teacher Key*).
- The runners race to ring the bell first.
- The student who rings first **must** answer by stating the steps in the correct sequential order, using the vocabulary from Section III (e.g., "*The initial step is X, after that Y, finally Z*").
- If the answer is correct and uses clear sequence words, the team earns 3 points. If incorrect, the other team gets a chance for 1 point.

V. Wrap-up (5 minutes)

Review & Prep

- Let's go around the room and use our sequential transition words to explain a process we do everyday.
- If there is time, then play a game where students take turns giving sequential instructions to Robot Teacher Dan to:
 - draw a picture
 - throw a paper ball