

Organising your speech on the phone

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3503X

LANGUAGE
English

lingoda



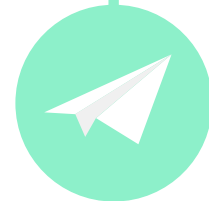


Goals

- Can recognise and understand advanced expressions to keep a conversation going
- Can use new phrases to participate in a successful phone call with a colleague



Don't **interrupt** me when I'm speaking
unless you know how to do it **politely**.





Planning your phone calls

Do you usually plan your business phone conversations before you have them? What about if you have to call someone who speaks another language?



Keeping a conversation going

Do you have any techniques for keeping a conversation going and avoiding awkward silences?





Asking to speak

Sometimes in **conversation**, especially when we are on the **phone** and we can't see the other person, we may need to ask if we can **start speaking**, or even if we can **interrupt** someone who is speaking already. Below are some phrases to help you do that.

Interrupting (formal)	Interrupting (neutral)
May I interrupt you?	Just a moment!
May I interject?	Can I butt in here?
May I interrupt?	Can I just add something here?
Excuse me for interrupting but...	Can I stop you there for a moment?



Starting to speak

Here are some more phrases with which you can **begin speaking** during a conversation.

May I ask you a question concerning that point?

There is something I need to clarify about that.

Before you go on, I'd like to say something.

Just for a moment I'd like to come in here...

Would you mind if I take the floor?





Interrupting your teacher

**Listen to your teacher talking about their first day in a new job.
Interrupt as many times as you can to interject with your
experiences. Remember to use polite phrases.**





Interrupting people

Do you feel like you can interrupt colleagues when they are speaking? Is it very rude in your country? Can you think of any other phrases to do it?





Speaking on

Sometimes when someone **interrupts** we wish to **speak on**. Below are some polite phrases to let that person know you want to **keep talking**.

Can I just finish?

I'd like to finish if I may.

I'll answer that in a moment, but...

Just a moment...

I'm actually not finished yet.





Speaking on

Below are some more **phrases** for when you want to **clarify** that you are going to **continue speaking**.

- I only want to add that...
- There is also the issue with...
- I would like to continue on this topic...
- Expanding on that point...





Stopping continual interruptions

If people are **continually interrupting** you, you may want to tell them generally not to interrupt again.



Can I ask not to be interrupted? You can ask questions in a moment.



Unscramble

Can you fit the two halves of each of these phrases together? How polite do you think they are? Would you be comfortable using them?





Speaking on

Now you are going to swap roles with your teacher. Tell them about your first day in a new job. Your teacher is going to interrupt and you need to try to keep on speaking- and not get annoyed!





Stopping interruptions

**When is it appropriate to ask people not to interrupt you?
When might it not be appropriate?**



Inviting someone to speak

There are two main times when you might want to **invite someone to speak** during a conversation. This first is when you have **finished making your point** and wish to hear their **response**. In this case you can ask a question. The other time is when you have interrupted another person, and want to **signal** to them that they should begin speaking again.

I'm sorry, you were saying...



Inviting someone to speak

Below are **phrases** you might use if you **interrupted** someone, or began **speaking at the same time**.

- Please, go ahead
- After you
- Sorry I interrupted you. You were talking about...





Inviting someone to speak

Below are some **phrases to invite someone to speak**. If you are on a call with more than one person, it is important to remember to **use names** if you want to address someone specifically. You can also address everyone.

I think Angela has something to say.	What would you say about that, Angela?
I think we should open this up for discussion.	What do you think?
Could you elaborate on that?	Are we on the same page?
Would you like to contribute?	Do you have anything you want to say?



Are these phrases correct or incorrect?

	CORRECT	INCORRECT
1. What would you say in that, Angela?	<input type="checkbox"/>	<input type="checkbox"/>
2. I think Angela has something for say.	<input type="checkbox"/>	<input type="checkbox"/>
3. Would you like to contribute?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are we by the same page?	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have anything you want to say?	<input type="checkbox"/>	<input type="checkbox"/>
6. Could you elaborate for that?	<input type="checkbox"/>	<input type="checkbox"/>



Dialogue

Fill in the gaps with words from the whole lesson so far to complete the phrases



And the most wonderful thing about it was...

Sorry, can I _____ in for a moment?



Sure, go _____.

I think we also need to look at... But sorry, you were _____?





Being invited to speak

**Are you the kind of person who
needs to be invited to speak
during a business conversation?
How can you help those kinds of
people if you are not?**

Keeping the conversation going

When speaking face to face it is easy to let the other person know you are interested. However, when you are on the phone you need to give **oral clues** that you are **interested** and you want to hear more.



That's very interesting.



Keeping the conversation going

Below are some phrases you can use to **show interest** and invite the speaker to **keep going**.

Really?	I can't believe that!
That's incredible.	Are you sure about that?
That seems implausible.	Do you think so?
I get that.	Tell me more.
Do you have any more details?	Uh huh/yes/no.





Keep a conversation going

Think of a question you want to ask one of the other students about their job. Can you keep the conversation going by using the phrases on the previous slides?



Oh, that's interesting.

Really?

Uh huh...



Plan a conversation

You are going to call a colleague to talk about a presentation you both attended. You enjoyed most of it but had one or two gripes. Plan the conversation here.

There's also...

If I may...

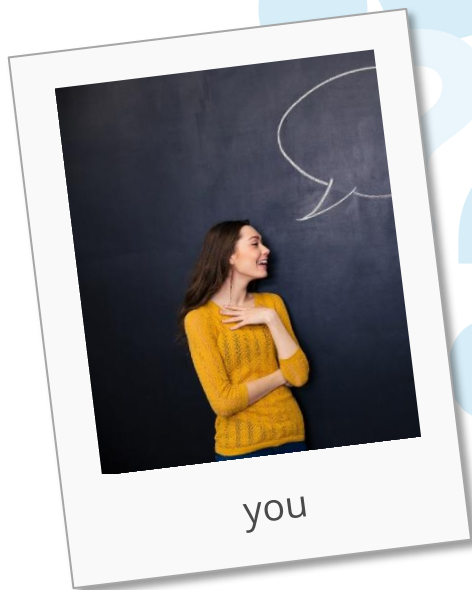


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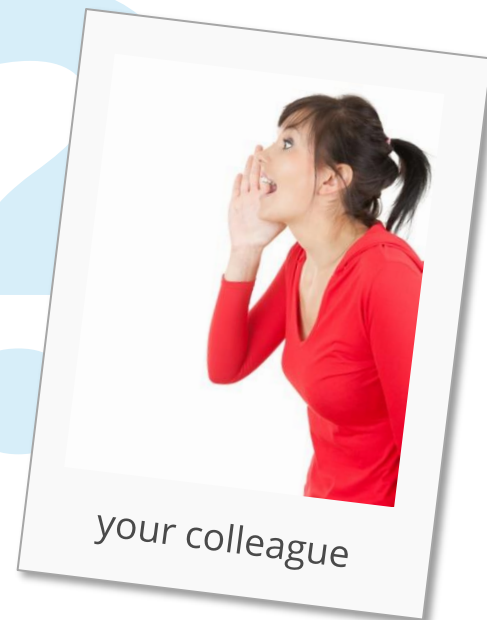


Have a conversation

**Practise the
conversation
with your
colleague. They
are going to
interrupt you
throughout.**



you



your colleague



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Answer key

but, ahead, saying

Exercise p. 20

1. 1, 2. 1, 3. C, 4. 1, 5. C, 6. 1

Exercise p. 19

Can I just finish?, I'll answer that in a moment, Expanding on that point, Can I ask not to be interrupted?, I'd like to finish if I may?, I'm actually not finished yet.

Exercise p. 13





Make lists

Make 3 lists of phrases useful in these situations

Interrupting

Inviting someone to
speak

Keeping the conversation
going



Write a short dialogue

Write a short dialogue between two business colleagues who are discussing hiring a new employee. Don't worry about the content, concentrate on using the phrases from the lesson. You should have at least 10 exchanges.

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