

Describing processes

COMMUNICATION

LEVEL
Lower-intermediate

NUMBER
EN_BE_2232X

LANGUAGE
English

lingoda

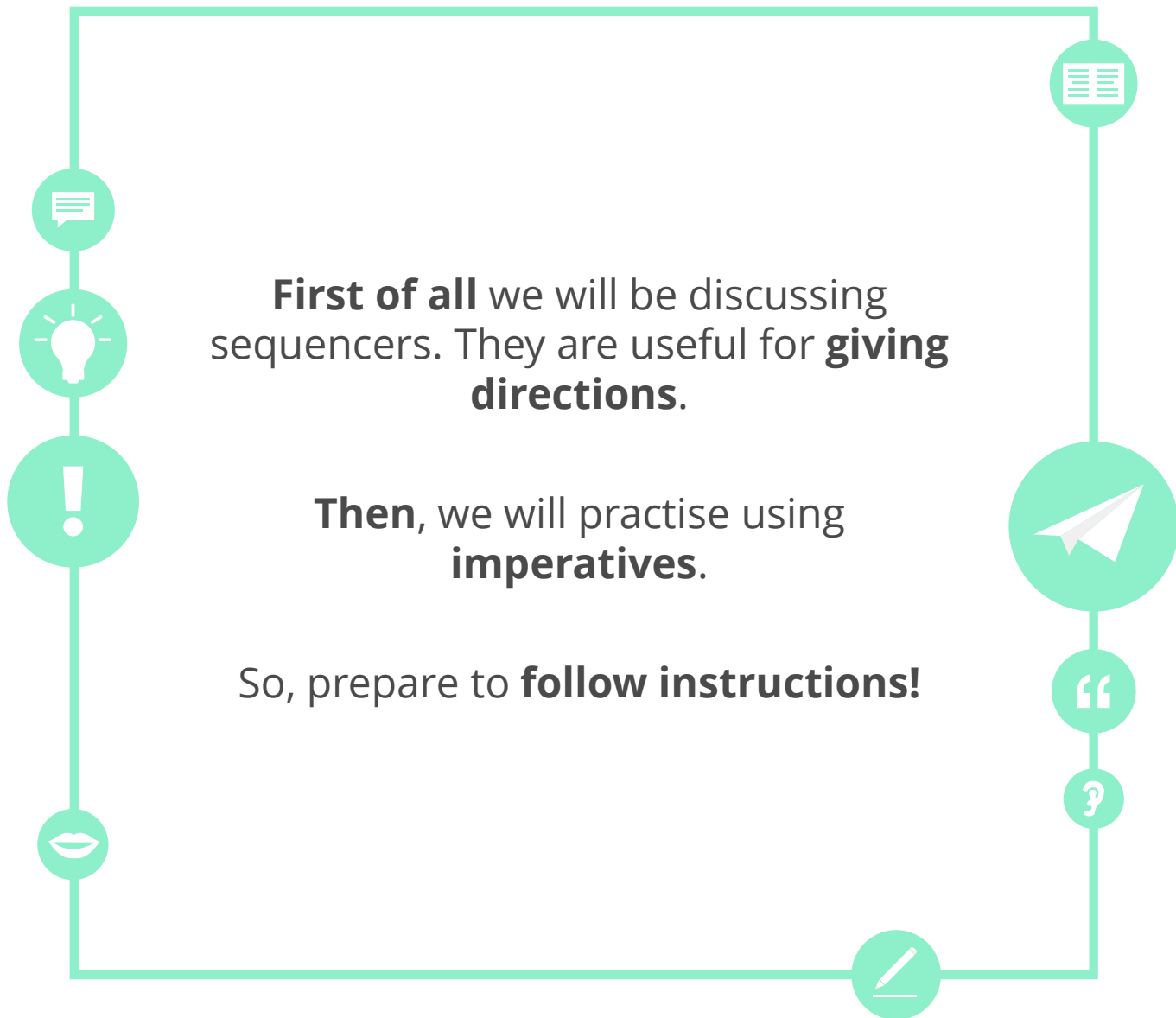




Goals

- Can describe processes in a work context.
- Can correctly use sequencers while giving instructions.







Warm-up

In this lesson, you will learn how to **describe processes** at work.



First of all, you **need to** create a plan for this project.

to need to do something

Use this phrase when giving instructions for what someone has to do.



To start your computer, **you need to** press the 'on' button.

first

first of all

Use these terms to begin a series of instructions.



First, I will need your name and address.

First of all, I would like to hear everyone's ideas.

next

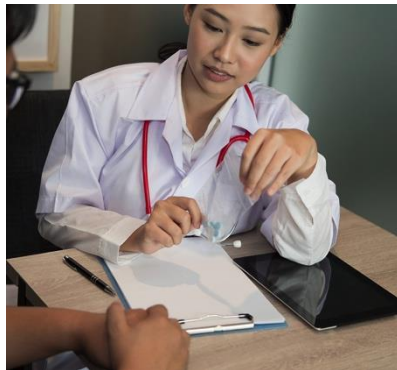
Next is used to introduce the following step in a series of instructions.



Next, enter your username and password.

then

Then is used to introduce the step that comes after the one before it.



Open your computer. **Then**, look for the document.



Brainstorm

What are some processes you regularly complete at work? Work with your teacher to think of some ideas.





Unscramble

Place the dialogue below in the correct order





Role-play

Your colleague is calling you about a work problem. Give them clear instructions to help.



Hello. I am having a problem sending an email. Can you help me?

No problem. **First ...**



Then,...

Next ...





Role-play

Try the activity again. This time, explain one of your work processes to the teacher.



Hi there, this is _____. Can you explain to me how to _____?

Of course, first, you need to _____





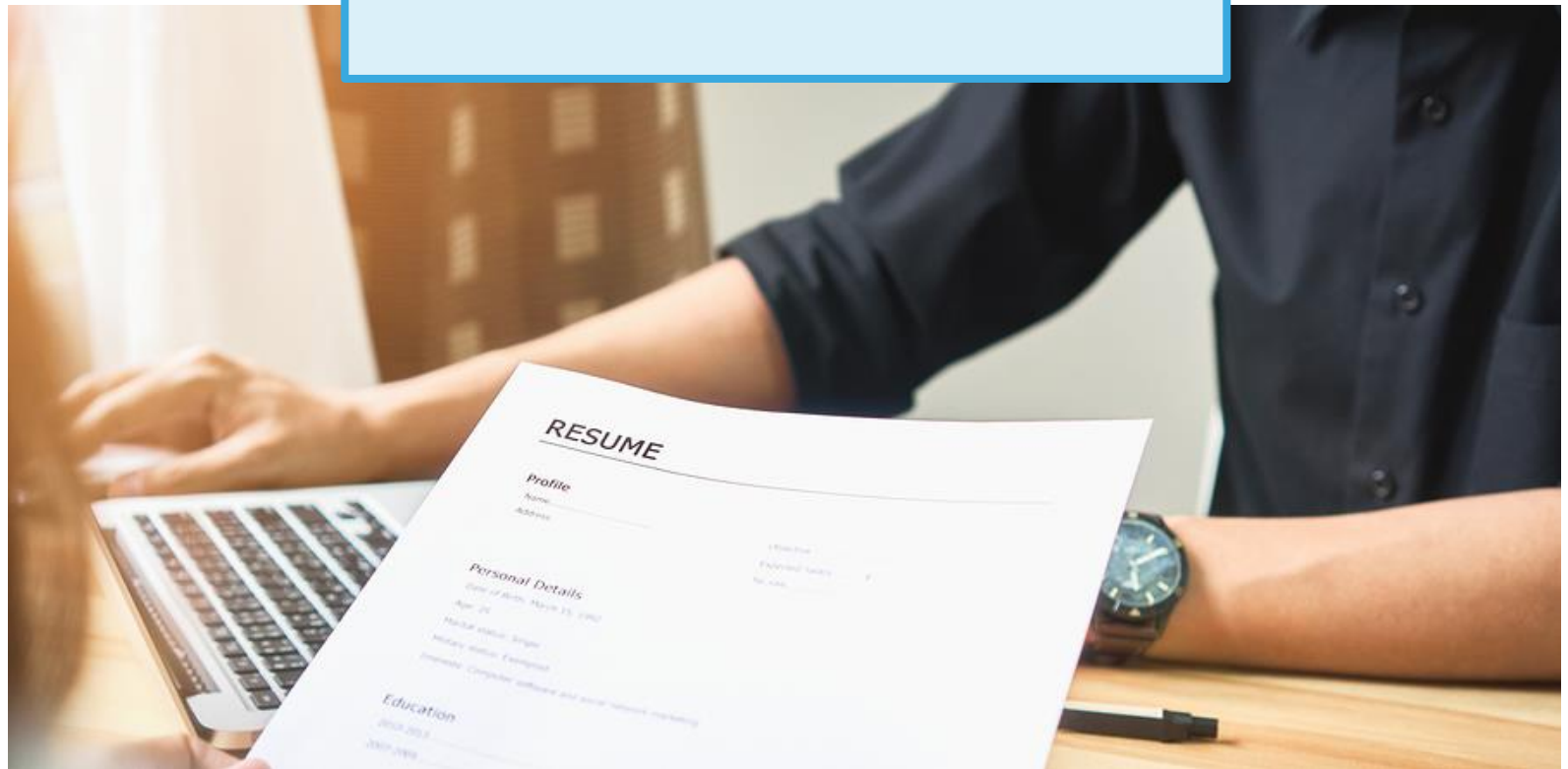
after that

After that is used to follow up a specific step with another in a sequence.



After that, place your document on the scanner.

following that



Following that, press scan to create a copy of the document.

at the end

finally

Use **at the end** and **finally** when you are introducing the last of a series of steps in a process.



Finally, save your work and log out.
At the end, take your print-out with you.



Place in the correct order

A

Prepare to answer the phone call.

B

End the call with a pleasant and professional tone.

C

Pick up the receiver and state your name and professional title.

D

Identify the purpose of the call

1. First ...

2. Next ...

3. After that ...

4. Finally ...



Explain

Explain the following processes to a partner. Make sure you use sequencers in your explanation

Making a cup of
tea

Your trip to work

Preparing for a
work meeting

Preparing for a
job interview



Preparing a presentation

Write down the steps you need to take to prepare for a presentation at work. Be as detailed as possible!

- Go through your list with the teacher when you are finished
- Remember to use as many sequencers as possible



Imperatives

Use the imperative mood when giving instructions and commands.

How do you form the imperative? Look at the examples below:



Open the email client!

Do not tell your boss about the problem!

before

Use **before** to sequence a step of the process preceding the following one.



Review your presentation **before** the meeting.

after

When you want to sequence a specific step to follow another, use **after**.



Check your spelling **after** you write an email.



Training day

A



Wants to learn how to use the photocopier

B



Wants to learn how to write an email to a customer

C



Needs to learn how to use the work messaging app

D



Wants to learn how to answer customer calls

It's training day at work.

Give instructions to your colleagues to teach them what they need to know.



Write an email

Choose one of the examples from the previous slide. Write notes to summarise your instructions.

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To: Jane

Subject: Our work messaging app

Hi Jane,

Here are my instructions on how to use the work messaging app.

First you need to....

Then...



Discuss

Think of a familiar process that you complete at work. Explain to your teacher how to complete the task





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise 2, p.16

A, C, D, B

Then, click on the sign-in button.
It worked! Thank you for your help.

Next, write your username and password.
I entered my details. Now what?

First of all, you need to open the application. Double click it.
Ok, the application is open now.
Can you help me access my online account please?

Exercise 1, p.10





Reflect on the lesson

Write some instructions on how to use sequencers and give instructions.

Use the vocabulary below to reflect on the material.

First

Following that

Next

Then

Imperative
mood

Finally





Give instructions

Write an email to a colleague explaining how to cook your favourite dish.

Give clear instructions using the vocabulary from the lesson.

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To: Tom@lingoda.com

Subject: Recipe



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