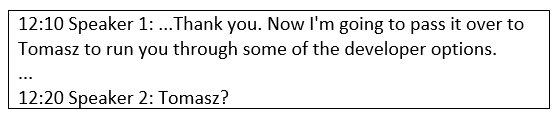
**FILLING SILENCES**

***1.*** *Read the excerpt from a conference call script below:*

**

*What are some of the reasons why Tomasz is not responding? What effect does such a silence create?*

***2a****. Watch video (1) and answer the questions:*

* *Where is the speaker going to run the game?*
* *Is he commenting on what he's doing?*

*[Video 1](https://youtu.be/_w4mKF8X_1o?t=22m21s)* [22:21 - 22:56]

*Listen again and fill in the gaps with what you hear.*

>>Ian: Oh. We'll go into Chrome then.  
>>Dan: We're going into Chrome. Let's see. [Dan sings]  
All right. (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ into Chrome, let's cut to something else. But however this game  
is, this game is really fun. And I thought I had Chrome on here. Do I not actually have Chrome on here?

***b.*** *Watch video (2). The speaker is booting up the Hangout. Answer the questions:*

* *It is booting up instantly?*
* *Is the speaker commenting on what he's doing?*

*[Video 2](https://youtu.be/-mvOcTMyUPE?t=3m42s)* [3:42 - 4:07]

*Listen again and fill in the gaps with what you hear.*

So with that, I'm going to try to tie-in my presentation here. So (2)\_\_\_\_\_\_\_\_\_\_\_\_ one second while I boot up the Hangout. (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ here, none of this stuff ever works quite out of the box. (4) \_\_\_\_\_\_\_\_\_\_\_\_\_ though, I'm willing to take a live question, so if anybody has one, now is a great time to ask.

***c.*** *Watch video (3) and answer the questions:*

* *Is everything running smoothly?*
* *Is the speaker commenting on what he's doing?*

*[Video 3](https://youtu.be/1KYdBd4tl0Y?t=7m13s)* [[7:13 to 8:02]](https://youtu.be/1KYdBd4tl0Y?t=7m13s)

*Listen again and fill in the gaps with what you hear.*

SETH LADD: And so I want to lead in today with just showing off our package manager. So I'm going to go ahead and (5) \_\_\_\_\_\_\_\_\_\_\_\_\_ here. OK. So…

…

JOHN MCCUTCHAN: Looks a little blurry.  
SETH LADD: Sorry, (6) we’re having \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ here with the font here. I'm going to try (7)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a moment, and we’ll try it again.

***3.*** *Look at the phrases below that will help you to avoid silent pauses. What are the missing letters?*

(a) Please \_\_ \_\_ \_\_ \_\_ with me while (I'm Ving)

(b) \_\_ \_\_ \_\_ me share my screen with you.

(c) I'm going to share my screen. \_\_ \_\_ \_\_ everybody see [the first slide]?

(d) Sorry, I'm \_\_ \_\_ \_\_ \_\_ \_\_ \_\_ some technical difficulties here.

(e) I'm going to stop s\_\_ \_\_ \_\_ \_\_ \_\_ \_\_ my screen and try again in a second.

(f) I'm going to switch o\_\_ \_\_ \_\_ to [the Chrome window] now.

(g) \_\_ \_\_ \_\_ me just refresh the page and \_\_ \_\_ y again.

(h) Our internet connection s\_\_ \_\_ \_\_ \_\_ to be slow. Please \_\_ \_\_ a \_\_ with me w\_\_ \_\_ \_\_ \_\_ the page is loading – it m\_\_ \_\_ \_\_ \_\_ take [a few minutes].

(i) Sorry for the \_\_ \_\_ \_\_d air here.

***4a****. Cover the phrases above. Match the beginnings from (A) to the endings in (B).*

|  |  |
| --- | --- |
| ***A*** | ***B*** |
| 1. I’m having 2. Please bear with me 3. Sorry for the dead 4. I’m going to switch 5. Our connection seems 6. I’m going to stop 7. Let me just refresh 8. So bear | 1. air here. 2. sharing my screen [for a moment] 3. to be slow. 4. the page and try again 5. some technical difficulties here. 6. with me one second. 7. over to [the Chrome window] now. 8. while the page is loading. |

*****4b****. Student A, pick a phrase from either column (A) or (B) and say it to your partner. Student B, say the whole phrase. Swap roles.*

***5****. Think of the last demo you did for the customer. Imagine you need to do it again and speak for 3 minutes. Think of what you’re going to say and what you’re going to show (make a few simple drawings on a piece of paper).*

**Student A,** deliver your demo. Comment on what you’re doing. Make sure you **avoid dead air.**

**Student B**. At some point during A’s speech, say the image on the screen is blurry.

**Student A**. Deal with this situation.

*Swap roles.*

***6****. Pick an app on your phone that you’re familiar with. Imagine you’re doing a demo where you need to share your screen and show your teammates how this app works. Think what features/ benefits / drawbacks of this app etc you’re going to talk about. Think what target language you can use. When you’re ready, work in groups of three.*

**Student A,** “Share your screen” and show your partners how the app works. Make sure you **avoid dead air**.

**Student B**. At some point during A’s speech, ask him/her for clarification or check your understanding.

**Student A**. Clarify/confirm and continue speaking

**Student C**. At some point during A’s speech, say you can’t see the screen / hear the speaker.

**Student A**. Deal with this situation and finish your demo.

*Swap roles.*