**Telephoning at work**

In your company there has been a growing number of telephone calls with other countries. Many of your colleagues feel that they need to learn more about international telephoning at work. You as a trainee want to gain more knowledge in this work field, too.

Follow the lesson plan step by step and you will be the champion of telephoning at work!

**Lesson plan:**

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|  | who and how | time available | Tick off when completed (√) |
| 1. Look at the pictures. What do all these people have in common? | everybody |  |  |
| 1. Brainstorming: what is important when telephoning at work. Create a mindmap together with your teacher in which you collect all the aspects that have to do with telephoning. | everybody |  |  |
| 1. Check your skills and knowledge with the questionnaire. | individually | 15 min. |  |
| 1. Read the text “Telephoning across cultures” and do the tasks. | first individually; then in pairs;  then everybody | 30 min. |  |
| 1. Work on your own – you can choose material according to your level of competence:   Must-do-tasks (1 of each category):   * Basics * making a telephone call * taking a message * listening to a phone call   Can-do-tasks (at least 2 of the 3 following tasks):   * basics * small talk on the phone * dealing with difficult customers | individually; sometimes in pairs | 180 min. |  |
| 1. Create a leaflet / present a telephone call   (see other plan later) | group work | 90 min. |  |
| 1. Presentation of 6. | everybody |  |  |