

A.II.62

Basic Skills – Business communication: speaking

Managing business calls – Are you still there?

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Wie geht man in geschäftlichen Situationen mit Gesprächspartnern um, die ungehalten oder unfreundlich sind? Was macht man, wenn die Verbindung ständig unterbrochen wird? Und wie agiert man angemessen in einem schwierigen Videotelefonat? In dieser Unterrichtseinheit lernen die Schülerinnen und Schüler, wie sie die Fassung bewahren, freundlich bleiben und Lösungswege finden, um Eskalationen zu vermeiden.

KOMPETENZPROFIL

Niveau: A2 (Differenzierungsmaterial für A2)

Dauer: 70 Unterrichtsstunden + LEK

Kompetenzen: 1. Hören: Hörtexte verstehen; 2. Sprechen: in Rollenspielen kompetent interagieren; 3. Schreiben: einen Dialog eines Telefonats verfassen; 4. Medienkompetenz: digitale Tools verwenden

Thematische Bereiche: geschäftliche Telefonate führen, Videokonferenzen

Medien: Bilder, Rollenkarten, Hörtexte, Videolink, Feedbackbogen

Zusatzmaterialien: strukturiertes Rollenspiel, Telefonat-Puzzle, Transkripte der Hörtexte

Auf einen Blick

1./2. Stunde

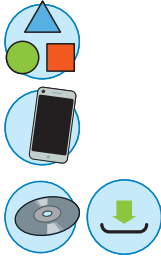
Thema: Talking about business calls

M 1 **Business call or not? – Different types of calls** / Unterscheiden geschäftlicher von privaten Telefonaten (EA, GA)

M 2 **What to say in a business call – Collecting phrases** / Sammeln von Formulierungen für Geschäftstelefonate (GA)

Benötigt:

- CD 43, Tracks 01–04
- ggf. das Transkript ZM 1 für leistungsschwächere Lernende
- ggf. digitale Endgeräte und Internetzugang



3./4. Stunde

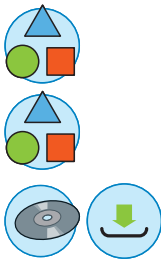
Thema: Working on vocabulary

M 3 **What did you say? – Phrases in business calls** / Kategorisieren von Sätzen aus Geschäftstelefonaten (EA)

M 4 **I beg your pardon? – Completing and improving sentences** / Überarbeiten unpassender Formulierungen (EA)

Benötigt:

- CD 43, Tracks 05–06
- ggf. die Transkripte ZM 2 und ZM 3 für lernschwächere Lernende
- OHP, Dokumentenkamera bzw. Beamer/Whiteboard zur Ergebnissicherung in M 4



5./6. Stunde

Thema: Dealing with difficult people in business calls

M 5 **Dealing with difficult people and difficult situations – A mindmap** / Umgang mit schwieriger Situationen und Gesprächspartner (EA, PA, GA)

M 6 **Don't lose your temper – Responding to difficult conversation partners** / Formulieren und Vorspielen angemessener Reaktionen in schwierigen Situationen (PA)

M 7 **Finding a solution – A role play** / Durchführen eines Rollenspiels (PA)

Benötigt:

- ggf. das strukturierte Telefonat in ZM 4 für lernschwächere Lernende
- ggf. digitale Endgeräte und Internetzugang



7./8. Stunde

Thema: Succeeding in making difficult business calls

M 8 **Bad connection – A listening comprehension** / Überprüfen des Hörverstehens eines schwierigen Telefonats (EA)

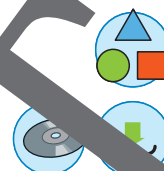
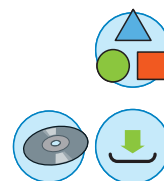


M 9 Improving the situation – A checklist turned into a role play /

Evaluieren eines Telefonats und Erarbeiten eines Rollenspiels (GA)

Benötigt:

- CD 43, *Track 09*
- ggf. das Transkript ZM 5 für lernschwächere Lernende
- ggf. die Alternative ZM 6 für lernschwächere Lernende

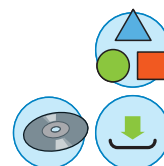
**9./10. Stunde****Thema:** Succeeding in video calls**M 10 A video call gone wrong – A listening comprehension** Erkennen von Fehlern in einer Videokonferenz (EA, GA)**M 11 Hello, can you hear me? – A disrupted telephone call /** Verstehen einer schwierigen Situation in einem szenischen Spiel**M 12 Evaluating what you saw – A feedback sheet /** Geben von Feedback mithilfe eines Kriterienkatalogs (GA)**Benötigt:** digitale Endgeräte und Internetzugang**LEK****Thema:** **Managing business calls** / Schreiben eines Dialogs und Bearbeiten von Hörverstehensaufgaben**Benötigt:** CD 43, *Track 10*
 ggf. das Transkript ZM 7 für lernschwächere Lernende**Minimalplan**

Sie haben nur zwei Doppelstunden zur Verfügung. Sie können Sie die wichtigsten Inhalte erarbeiten:

- | | |
|---|---------|
| 1./2. Stunde: Working on the telephone | M 3–M 4 |
| 3./4. Stunde: Dealing with difficult people in business calls | M 5–M 7 |

Zusatzmaterialien auf der CD 43 bzw. in der ZIP-Datei

- | | |
|----------------------------------|--|
| ZM1_M1_Transcript_Business calls | Transkript der kurzen Dialoge |
| ZM2_M3_Transcript_Business calls | Transkript der beiden <i>business calls</i> |
| ZM3_M4_Transcript_Business calls | Transkript der beiden <i>business calls</i> |
| ZM4_M5_Alternative_Niveau A2 | vorstrukturiertes Telefonat |
| ZM5_M8_Transcript_Business call | Transkript des <i>business calls</i> |
| ZM6_M9_Alternative_Niveau A2 | durcheinandergeratenes Transkript eines Telefonats |
| ZM7_LEK_Transcript_Business call | Transkript des <i>business calls</i> |



M 1

Business call or not? – Different types of calls



People are glued to the phone all day. But are they always making business calls?

Tasks

1. Look at the pictures and describe them. Which ones are taken in business situations?
2. Look at the phrases. Which one could be said in a business call? Why?
3. Listen to the calls to check whether your decisions are correct.
4. Match the phrases with the corresponding pictures. There is more than one possible solution.
5. Work in small groups: When and why do you make business calls? Collect your ideas in a mindmap and present it to the rest of the class.



Picture A



Picture B



Picture C



Picture D



A: © 10'000 Hours/DigitalVision/GettyImages; B: © Luis Alvarez/DigitalVision/GettyImages; C: © 10'000 Hours/DigitalVision/GettyImages; D: © iStockphoto.com/ingersh Photography Inc/DigitalVision/GettyImages

Could you please e-mail your email address?

I'll put you through to Mr Baker.

I'm looking forward to seeing you next week.

Shall we meet for a coffee?

Please fill out form ABD8 and send it to me.

Please let me know when you'll arrive.

I beg your pardon? – Completing and improving sentences

M 4

Sometimes people can be rude in business calls even if they do not plan to.



© LaylaBird/E+/GettyImages

Tasks

1. Describe the picture. In what kind of mood does the woman seem to be?
2. Listen to the two business calls.
3. Fill the gaps in the transcripts with the missing words.
4. Some of the sentences in the second call are rather rude. Highlight them.
5. Re-write the sentences and turn them into more polite phrases.

Business call 1

Maya: Good afternoon, this is Maya Lewinski speaking from *Dayear Tyres*. How can I _____?

Tim: Hello, this is Tim Jones from *Tyre World*. I wanted to speak to Jimmi Blue. Isn't he in today?

Maya: Oh, I am very sorry. Mr Blue is ill. Would you like _____?

Tim: Yes, that would be very nice. Please _____ that we need to order more tyres. We are often run by customers.

Maya: Okay, I've _____ the _____ Mr Jones, does Mr Blue have your _____ or do you want to _____, too?

Tim: I don't think that's necessary. He has all my contact numbers.

Maya: Okay, I'm sure he'll _____ as soon as he is back at work.

Tim: Thank you for your help. That was very _____.

Maya: My pleasure. Have a nice day.

M 6



Don't lose your temper – Responding to difficult conversation partners

Especially when talking to a difficult person you must not lose your patience.

Tasks

1. Read the extracts from business calls with difficult people.
2. Work with a partner. How can you respond to these inadequate comments?
3. How could you reply? Continue the dialogues.
4. Act out the finished dialogues in class.

Extract 1

Mr Ping: So, you are saying my delivery will not arrive before next week?
You: Unfortunately not.
Mr Ping: I'll never order anything from your company anymore. Your service really sucks. You are the worst company ever!
You: ...

Extract 2

Mrs Deerskin: I don't think a meeting is necessary.
You: But obviously we don't follow the same goal. So maybe we should just sit together and discuss the whole project one more time?
Mrs Deerskin: I don't understand your problem. What is your problem? Why should we meet?
You: ...

Extract 3

Mr Turnpenny: I'll be in your company a couple of your la... There i... Could you...?
You: I am so sorry, but I cannot hear you. The connection is interrupted again.
Mr Turnpenny: I ... that ... a couple you give me ...?
You: ...

Need a digital advice from a *Learning Snack*?

If you want to know more about how to deal with difficult people on the phone, just click on the link:

<https://www.learningsnacks.de/share/267727/8b18bd5b00a730a4b28b1febb24f22053e825367>

or scan the QR code.



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