

Interrupting Politely in Business Meetings Lesson Plan

Level	Intermediate
Student	A business English student
Objective(s)	<p>The learner will</p> <ul style="list-style-type: none"> • Identify two situations where they may want to interrupt a speaker during a business meeting; • Practice using English statements in order to interrupt politely; and • List statements that are impolite when interrupting a speaker.
Target Language	<p>10-15 polite interrupting statements, including:</p> <ul style="list-style-type: none"> • “Sorry to interrupt...” • “I have a quick question.” • “I’d like to add something.” • “I’d like to clarify a point you made.” • “I understand and I’d like to add...” • “Please continue.” • “Thank you for listening. That’s all I wanted to say.”
Modality/Platform	Online/Microsoft Teams
Duration	30 minutes (1 hour & 10 minutes, including tasks before and after session)
Assumptions	As part of initial needs analysis, student has identified that they want to become a more effective participant in business meetings. Student has identified several reasons why it’s difficult for them to interrupt a speaker.
Possible Issues	None

Lesson

Before Session Tasks			About 10 min
Time	Activities	Tech Notes	
At least 3 days prior to session	<p>Send student a list of polite interrupting statements (TL) that they should practice saying out loud.</p> <p>Also send student a checklist of situations where he might want to interrupt a speaker</p>	Send TL list and checklist via email, post to learning system, or whatever communication	<p>Teacher Prep: Create a chart with 3 columns (Interruption Job Aid) and several rows. The</p>

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	<p>in a business meeting. Checklist includes "You need clarification," "You want to add information," "You notice a mistake," and "You disagree with something speaker says." Student should check all situations that would be most helpful.</p>	<p>channel student uses.</p>	<p>headers are: (column 1) Situation, (column 2) Polite Interruption, (column 3) Impolite Interruption.</p>
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<i>During Session</i>			<i>25 min</i>
<i>Duration</i>	<i>Activities</i>	<i>Tech Notes</i>	
<p>4 minutes</p>	<p>Introduction</p> <p>Ask student how he's feeling today. After initial pleasantries, confirm that they expressed a desire to contribute more effectively in business meetings, particularly with politely interrupting a speaker.</p> <p>Explain that interrupting a speaker in a meeting is a skill that, once learned and practiced, can give the student confidence and help them to be seen as a valuable, respectful member of the team.</p> <p>Ask student if they had an opportunity to say out loud the statements on the list sent prior to the session. If they haven't, take a couple minutes to do that now. Correct for pronunciation.</p>	<p>Log on to Teams 15 minutes prior to session, test volume and video, and pull up in a tab Interruption Job Aid for easy access.</p>	
<p>8 minutes</p>	<p>Activity 1</p> <p>Display on screen the 3-column chart. Ask student to choose one of the situations selected from the checklist.</p> <p>Then ask student to choose any of the statements from the list they practiced that they might use to interrupt the speaker. Talk about each statement and why they would consider it appropriate/polite. Enter ones you both agree are polite in the Polite Interruption column in that row. Then ask student what impolite interruption statements might sound like. Enter those in</p>	<p>Show Interruption Job Aid on screen</p>	

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5 minutes	<p>the Impolite Interruptions column after talking about what makes them impolite.</p> <p>Activity 2</p> <p>Ask student to choose another situation from their checklist. Enter it in the Situation column and follow the same routine as Activity 1. Answer any questions and continue to correct TL-related pronunciation.</p>		
13 minutes	<p>Activity 3</p> <p>Select each of the situations in the first two activities and quickly use it along with information you have learned about the student's job from previous lessons to ad lib scenarios where you are the speaker.</p> <p>Tell student to use statements from the Polite Interruptions column to interrupt. Explain that they should try to practice sounding confident and polite/respectful when they interrupt. Tell them that for purposes of this activity, all the information in the made-up scenario doesn't need to be correct, though they should speak English accurately.</p> <p>After practicing one or both situations (as time allows), explain to student that in a real meeting, they would want to make sure their information and any statements that they make should be accurate.</p> <p>As student if the activities were helpful, how the session went, and set the after-class activity.</p>	<p>Take down Interruption Job Aid and set screen for dialogue, face-to-face</p>	

After Session Tasks			About 30 min
Time	Activities	Tech Notes	
n/a	<p>Have student complete the chart started in Activities 1 and 2. Tell them to feel free to include other Polite Interruption statements that they have heard or that they develop themselves and write them in the column.</p>	<p>Continue face-to-face dialogue</p>	

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	<p>Advise them that you both will discuss the chart next session, finalize it so they can use it as a job aid, and continue practicing interruption strategies.</p>		
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