

Lesson: Respect Others – Confrontation

Level: Upper intermediate

Age: Secondary / Adult

Time: 10 - 20 minutes

Language objectives: to practise past tenses, to practise complaining, criticizing and explaining

Key life skills: handling criticism, receiving and giving feedback

Materials: one cut out conversation per pair of students



Teacher's notes

Procedure

1. Write the word *confrontation* on the board and ask the students if they can think of situations in business where confrontations take place.
2. Tell them they are going to practise some confrontational situations.
3. Divide the class into pairs.
4. Give each pair one of the dialogues from the worksheet.
5. Ask them to look at the situation together, to decide who the two people are and to talk about how the conversation could continue. Why is there a problem between the two people? Allow 2-3 minutes.
6. Tell them they all have different cards. Ask them to act out the conversations, starting with the dialogue on the card and continuing from there.
7. Circulate as they do the activity and choose a pair who you think are acting out an interesting conversation.
8. As the conversations finish, ask the pair you have chosen to act out their conversation again.
9. Ask other pairs to talk about their conversations and how they ended.
10. Ask how can tone of voice / body language make the situation better / worse?
11. Ask students to think about a time when they received feedback that was helpful. How was it structured and presented?
12. For homework, ask students to write alternative mini-dialogues for the six situations, giving feedback in a less confrontational way.



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Worksheet



You wanted to see me?
Yes that's right. Come in, take a seat. I'm afraid I've got some bad news.
 What is it?
We've had a complaint from a customer about you. He says you weren't very helpful.
 Well, what does he say happened exactly?
Well, ...



Are you the manager?
Good afternoon. Yes, I am. What can I do for you?
 It's about an order we made four weeks ago and which we've still not received.
Have you contacted us before?
 Yes ...



Have you got a minute?
 Yes, sure.
I don't want you to think I'm watching you all the time but I can't help noticing that you were late this morning. Was there some kind of problem?
 Ah, well, you see...
You do know the starting time don't you?
 Yes, but ...



Have you got the report on the Parkinson contract?
 No, not quite.
What do you mean ... 'not quite'?
 Well, I need another couple of days.
It was supposed to be finished on Monday. Why didn't you tell me you if were having problems?
 Well, the thing is ...



There you are. My resignation.
You're leaving?
 I certainly am. I've had enough of this place and what you did last week was the last straw.
I thought you were happy here.
 Well, I'm not. And I'll tell you why ...



So what went wrong?
 What do you mean?
Well, four days in Saudi, where's the contract?
 They didn't actually sign but ...
They didn't sign. Why not?
 I'm trying to tell you ...
Look, you're a salesperson aren't you? Correct me if I'm wrong but isn't selling your job? So where's the sale?
 Listen ...

RESPECT OTHERS