Dealing with technical problems



Lead-in

1A **In pairs, look at the picture and discuss the questions.**

1 Are ground rules necessary during meetings? Why? / Why not?
2 Who should make the ground rules? Why?
3 Do you use ground rules in your meetings or during your English class? Are they successful? Why? / Why not?

ground rules (noun) – basic rules for behaviour during a meeting that everyone agrees to at the start

B **Write two or three ground rules for online meetings.**

Speak clearly.

Listening

2A **Label the pictures with the words in the box.**

blank (screen)	cut out	echo	hang up	mute button	volume settings



1 _____



2 _____

3 _____



4 _____



5 _____



6 _____

B 7.01 **Sam's team are participating in a webinar. Before the Q&A (question and answer) session, Sam sets some ground rules. Listen and complete the rules. Compare them with your suggestions in Exercise 1B.**

1 Give your _____ and division _____ you speak.
2 Keep your questions _____, so everyone has the chance to _____.
3 Help your colleagues by speaking _____ and _____.
4 Use the mute _____ to stop any background _____.

3A 7.02 **Listen and match the participants (1–4) with the correct problem(s) (a–f). Use one of the problems twice.**

1 Donna	a background noise
2 Paul	b bad internet connection
3 Karl	c blank screen
4 Lena	d cutting out
	e echo
	f low volume

B **In pairs, note down the solution to each problem in Exercise 3A. Listen again and check.**

LIVEWORKSHEETS

Signalling and dealing with technical problems

4A **Put the words in the correct order to make sentences or expressions from the audio.**

1 your / switched on / webcam / have you / ?
Have you switched on your webcam?

2 is / your / blank / screen

3 you / out / cutting / keep

4 is / bad / the / connection

5 call you back / would you mind / hanging up / and I'll / ?

6 we can't / I'm afraid / very well / hear you / either

7 to the microphone / could you / move closer / ?

8 please / if you can / your volume settings / just check / ?

9 an echo / bit of / there's a

10 away from / your computer / mobile phone / can you move / your / ?

11 can hear / background noise / I / a lot of

12 the mute button / using / would you mind / ?

B **Write S (*signalling a problem*) or D (*dealing with a problem*) next to each sentence in Exercise 4A.**

Have you switched on your webcam? D *Your screen is blank. S*

C **In pairs, practise signalling and dealing with technical problems. Use the expressions in Exercise 4A. There may be more than one possible combination.**

A: *I can hear a lot of background noise.*

B: *Can you move your mobile phone away from your computer?*

LIVEWORKSHEETS

5A Work in small groups. You are going to hold an online meeting where you will have to deal with some technical problems. Choose a topic for your meeting from the list, or use your own ideas.

1 Organising the next office party.
2 Choosing a guest speaker for the next conference.
3 Ideas for your company's next team-building activity.

TASK



Student A

This is only the second time you have attended an online meeting. You don't have much experience of using the technology. The first time you attended a meeting like this there were a lot of technical problems.

Student B

You are leading the meeting. You hope it will be quick, as you have another meeting immediately afterwards. You know it's important to set some ground rules (you choose the rules) to make the meeting run smoothly. The technical equipment worked well when you checked it yesterday.

Problem cards

Echo	Volume too low	Cutting out
Web cam switched off	Eating during the meeting	_____ _____ (your own idea)
Frozen screen	Background noise	_____ _____ (your own idea)

C Take a few minutes to prepare, then hold your meeting. During the meeting, choose a new problem from the cards on page 138 every 60 seconds. Use expressions from Exercise 4 to signal and deal with the technical problem on the card.

LIVEWORKSHEETS