



# Using proper language

(In-class activity)

German team



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## 0. Introduction

Activity for 2 to 24 students.

## 1. Subject / Skill

Using proper language.

## 2. Type of activity

Working with a partner / role play.

## 3. Objectives

By the end of the activity lesson learners will be more sensitive to what kind of language is appropriate in a professional environment.

## 4. Time to develop the activity

30 minutes + role play.

## 5. Material

**Playing cards** (Print the cards on the next pages and cut them out so that you can fold them along the blue line.)

## 6. Steps / Procedure

There is a set of playing cards. Work with a partner and take turns picking cards. Read out the text on your card and suggest a correction. Then turn the card around and check whether your suggestion is close to the given solution.

## 7. Additional task

Act out the situations in a role play (bad version and correct version). Make sure you involve your body language. Find more situations where it is important to be polite (even if you are angry or upset).

Front page of cards	Back of cards
<p style="text-align: center;"><b>Job interview -1</b></p> <p>Applicant meets boss: "What's up bro? Are you the boss?"</p>	<p><b>Solution:</b> "How do you do. /Pleased to meet you. I am Peter Hansen. I am here for the interview for the job that you advertised ..... Thank you for the invitation."</p>
<p style="text-align: center;"><b>Job interview -2</b></p> <p>At the end of the first interview the interviewer asks whether the applicant still has any questions. The applicant's first and only question is: "How much do you pay?"</p>	<p><b>Solution:</b> After asking some questions that show interest in the company you could ask whether you could talk about the pay.</p>
<p style="text-align: center;"><b>Job interview -3</b></p> <p>The applicant wants to show that he/she likes the working environment: "Cool location for a chill out."</p>	<p><b>Solution:</b> "Everyone seems to be very nice and helpful."</p>
<p style="text-align: center;"><b>Complaints - 1</b></p> <p>An expected package has not been delivered yet. You want to complain about that: "What the hell's happened to that fuck'n package?"</p>	<p><b>Solution:</b> "Excuse me, I would like to ask about a package that should be here by now. Could you please check whether something went wrong."</p>
<p style="text-align: center;"><b>Complaints - 2</b></p> <p>A colleague has printed out wrong documents for an important presentation. After the presentation you tell him: "Is there anything that you are able to do properly?"</p>	<p><b>Solution:</b> "Please, be a bit more thorough/attentive with what you print for me. If you are not sure about the right files, please ask me."</p>

Front page of cards	Back of cards
<p style="text-align: center;"><b>Complaints - 3</b></p> <p>A company has placed you on hold/has kept you waiting on the phone for a long time. When someone finally answers the phone, you say: "I don't have time all day, pumpkin!"</p>	<p><b>Solution:</b></p> <p>"Please don't keep me waiting for such a long time. I'd prefer that you call me back another time then."</p>
<p style="text-align: center;"><b>Communication between presenter and audience</b></p> <p>A speaker is being interrupted/disturbed by the audience: "Just listen and don't be annoying!"</p>	<p><b>Solution:</b></p> <p>"May I ask whether there is a problem? I can see that you would like to say something. Maybe I can help you."</p> <p>"Sir/Madam, if you are not interested in this part of the presentation, you might want to get some of the refreshments and snack that are offered outside in the lounge."</p> <p>"Could you please show some respect and listen, please?"</p>
<p style="text-align: center;"><b>Communication at work - 1</b></p> <p>Pay raise: "Hey boss, what about some more money?"</p>	<p><b>Solution:</b></p> <p>"I would like to talk to you about a pay raise."</p>
<p style="text-align: center;"><b>Communication at work - 2</b></p> <p>Two colleagues gossip. You say: "Shut up and stop chatting!"</p>	<p><b>Solution:</b></p> <p>"Could you please stop talking behind my back."</p>
<p style="text-align: center;"><b>Communication with superiors</b></p> <p>Boss confronts an employee with not having placed a certain order. Employee answers: "What can I do about other people not doing their job?"</p>	<p><b>Solution:</b></p> <p>"I'm sorry Mr/Ms XY. I'm going to check how this could happen. I'm going to place that order as soon as possible."</p>

Front page of cards	Back of cards
<p><b>Communication with superiors</b></p> <p>Employee wants to ask about a pay raise: “I am working my ass off here! With all these extra hours, I should get way more money.”</p> <p><b>Communication with superiors</b></p> <p>Employee thinks that it is unfair that he can't take holidays when his colleagues do. “Those with kids always receive preferential treatment! On top of that, they don't have to work after 12 o'clock.”</p>	<p><b>Solution:</b></p> <p>(Ask for an appointment with your boss.)            “I have been working very hard during the last months. I have successfully ...            For this reason I would like to talk to you about a pay raise.”</p> <p><b>Solution:</b></p> <p>“I would like to talk to you about how we can take our annual holidays. It seems to me that some employees receive preferential treatment and I would like to ask whether I could ... “(You should give reasons and say how you would like to take your holidays.)</p>