

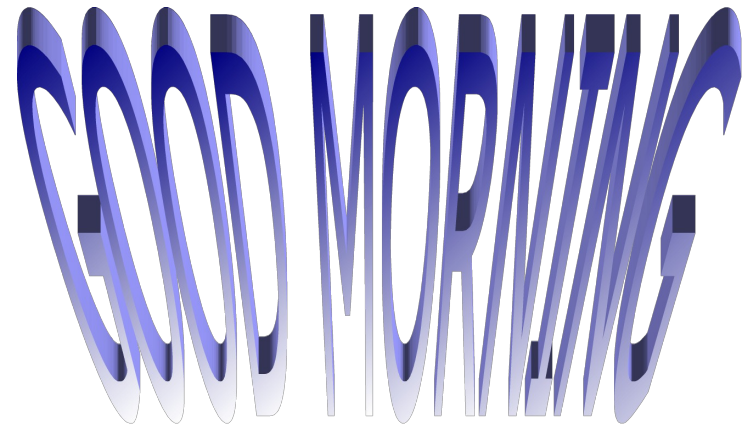
# Don't be stuck for words

**The skill of speaking is more than just the production of oral language**

**A competent speaker is someone who ....**

# has

- sociocultural competence/pragmatic competence
- strategic competence
- interactional competence
- formulaic competence
- linguistic competence



# Competent speakers can

- process speech quickly (chunking, formulaic language, using discourse markers)
- build on previous utterances, monitor understanding, recognize and repair breakdowns
- open/close conversations, initiate topics, take turns, signal intentions
- manage conversation, paraphrase, clarify, reformulate in an appropriate way

Left to their own devices with respect to contact with the target language in and out of the classroom, the majority of learners apparently do not acquire the pragmatics of the language on their own.

Bardovi-Harlig, K. & Mahan-Taylor, R. (2003) Washington DC: English programs

# Examples of CEFR learning objectives

- Can use simple everyday polite forms of greeting and address
- Can introduce themselves and others
- Can take part in social exchanges
- Can use appropriate beginnings and endings in informal and formal emails
- Can write formal emails requesting information

A: I want to make an appointment with Dr. Burns.

B: Who's calling please?

A: Mark Preier.

B: Are you a new patient?

A: Yes, I am. I'm starting a new job and I need a check-up.

B: Can you come in on Monday at 11am?

A: Yes, I can. Thank you.

# Communication Mix: 3 Ps

**People:** Who are they communicating with?

**Place:** Where is the communication taking place? What medium is used?

**Purpose:** Why are they communicating?



# Backchannelling language

**“TO LISTEN”**

Ear

You

Eyes

Undivided  
Attention

Heart

<http://goo.gl/08AcGe>

# Starting and finishing a conversation

- Excuse me, aren't you Camilo Vila?
- Is that the time?
- Here you are. I was looking for you.
- Well, it was nice to meet you.
- I don't think we've met.
- You must excuse me. I have an appointment in five minutes.



# Introducing yourself

- 1 You go to the reception desk. You've come for a job interview.
- 2 You meet a business partner you've only spoken to on the phone up to now.
- 3 You are giving a presentation at a conference.
- 4 It's your first day in a new job and you meet a group of your new co-workers for the first time.
- 5 You are at a conference and bump into someone you haven't seen for years.
- 6 You are welcoming a very important visitor to your company.

Yes, I am, but I don't want to walk over with you.



**Julie**

I expect you're on your way to the meeting with the Italians. Shall we go over there together?



**Jim**

*Source: clipart.co*



# What would you say?

- 1 Jim is your boss.
- 2 You are a new employee.
- 3 You have worked with Jim for five years.
- 4 Jim has come over to your desk.
- 5 The conversation takes place in the corridor.
- 6 You come from a culture which values direct communication.

# Choose a topic and mingle



# What language would be useful in the following scenarios?

- You are stuck in a lift with strangers
- Conversation at a dinner with business partners you know slightly
- Conversation at an assigned table on a cruise ship
- Any other ideas?



<http://www.flanderstoday.eu/living/talking-dutch-get-move>

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