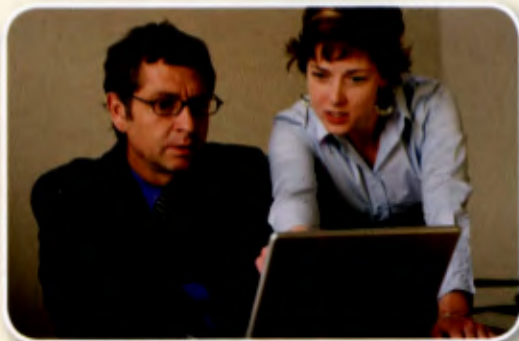


Listening: Giving instructions

1 Work in pairs. How do you like to receive instructions? Answer these questions.



- 1** You buy a piece of furniture that you need to assemble. What will you do when you open the box and why?
- Read the instructions.
 - Look at the pieces and try to work out how they fit together.
 - Something else (what?)



- 2** A co-worker needs to teach you how to do something on the computer. What would you like them to do and why?
- Take the mouse and show you.
 - Give you the mouse and tell you what to do.
 - Something else (what?)



- 3** Your boss needs to explain a complicated process to you. How do you want them to begin and why?
- Start with the first step, and then go on to the second step.
 - Ask you what you already know about the process and start from there.
 - Something else (what?)

2 **1.28** Listen to someone explaining a work task. Complete the missing instruction. Do you think they explained it well?

How to schedule a meeting

- Open Meeting Manager.
- Select the date, room and time.
- _____.
- Click 'enter'.

3 Listen again and complete these sentences.

- Oh, it's easy. First, _____ open up your Meeting Manager program.
- _____ select the date. _____, choose a room ...
- Now select a time. _____. Now click 'enter'. _____. That's strange.
- Hang on. _____ slow down.
- _____ click too fast.
- I see the problem. _____ type the cost centre number in the box on the left.
- Then _____ ask your manager to give you ...

4 Compare the written instructions in exercise 2 with the spoken instructions in exercise 3.

Which ones are ...

- shorter?
- more detailed?
- more friendly?

5 Here are some things people often do when they give spoken instructions. Find examples of these things in exercise 3.

- They explain in what order to do things.
- They say 'You'. So instead of 'Do this', they say 'You need to do ...' or 'You want to do this'.
- They also say 'We ...' and 'Let's ...' when they're working together with someone.
- They say 'Try not to ...' to warn about things you shouldn't do.
- They give praise.

6 Complete the table with words and phrases from the box.

Let's try After that That's great You want to ... Try not to ...

Giving instructions

Explaining the order of steps:	First, ..., Then ..., 1 _____, 2 _____ ...
Explaining what to do:	3 _____ select the date. Then you select the time.
Working together:	4 _____ again. We have to type the number in the box.
Giving gentle warnings:	5 _____ forget the number.
Giving praise:	That's right. / 6 _____ / Good