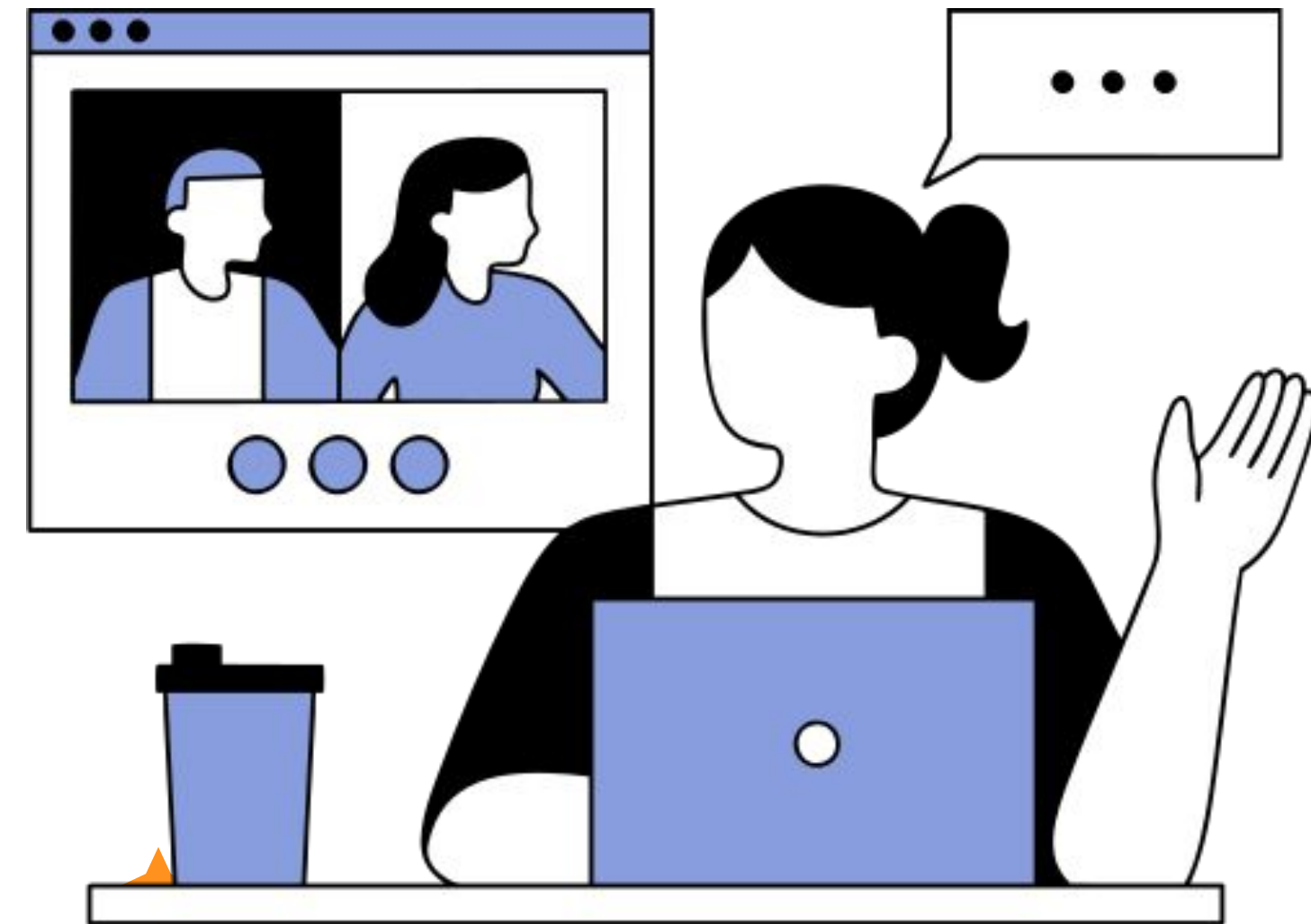
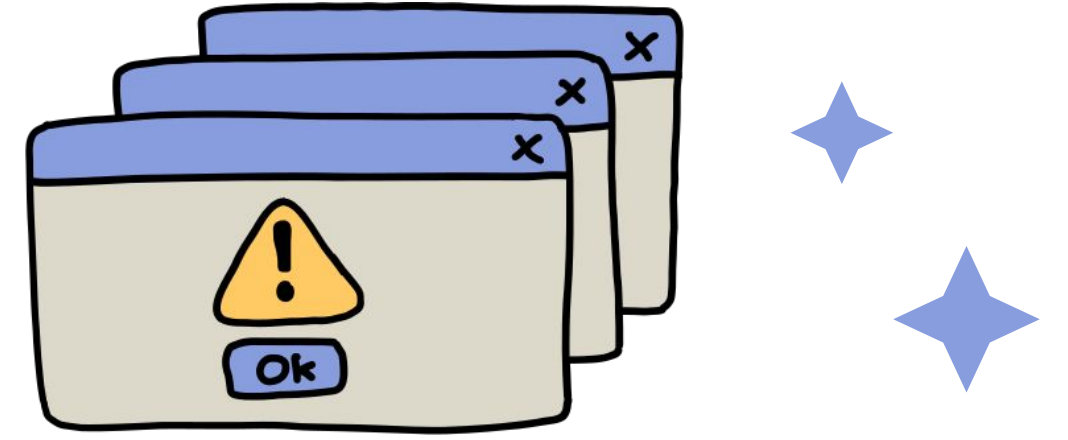


UNIT 5: WORK

Lesson 3:

You're on mute!



LESSON OBJECTIVE:

TO DESCRIBE PROBLEMS AND SUGGEST SOLUTIONS.

Vocabulary:

- *Vocabulary about video conference calls.*

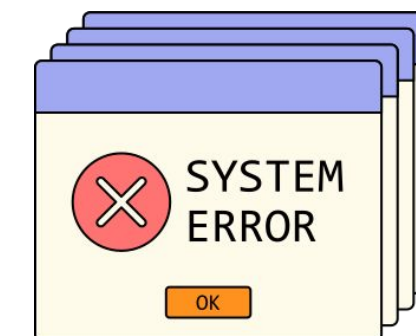


Reading

- *“10 golden rules of video conferencing”*

Speaking:

- *Problems during a video conference.*





1A. Work in groups. Discuss the questions.

1

How often do you have video calls? What for?

2

Face-to-face meetings or video calls — which do you prefer? Why?

3

Is there any behaviour during video calls that annoys you?

Turn your video on!

10 golden rules of video conferencing

You've probably heard some funny video conferencing stories: the professor whose small children came into the room during a live BBC interview, the executive who accidentally shared a beach holiday photo instead of a work document, and the lawyer whose child had changed the settings so he appeared as a cartoon cat during a trial. You can't predict everything that might go wrong, but there are some basic rules you should follow.

- 1** Respond to the **invite** and be on time, as you would be for a face-to-face meeting.
- 2** Check the technology is working. Check your settings and your **internet connection**.
- 3** Make sure your face is lit from the front and not behind, so you aren't in shadow. Check the webcam is at eye level.
- 4** Make sure your background is suitable. A white wall or a bookshelf is fine. Piles of dirty dishes or a busy office are not.
- 5** Keep your camera turned on and look into it when speaking. This gives the impression of eye contact with others.
- 6** Put yourself **on mute** if you aren't speaking, so no one has to hear your dog barking or your toddler screaming. Remember to **unmute** yourself when talking.
- 7** Focus on the meeting. Switch off notifications and messaging services, and don't start answering emails. People will notice if you're not focused.
- 8** If you're the **host**, know your responsibilities. Check the **chat box** regularly, make sure everyone can **get in** at the beginning, and check no one **is frozen**. Stay until the end, as if hosting a meeting in person.
- 9** If you need to post a **link** or show a document, have the right file ready. The other participants won't want to wait while you try to locate it.
- 10** Check the sound. Make sure there isn't an **echo** or a **delay**, and that your **volume** is up so you can hear everyone.

READING

VOCABULARY



1B. Read the article.

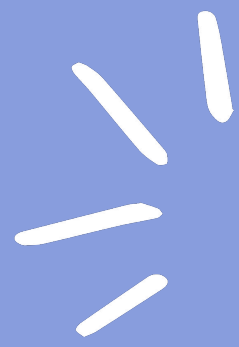
- **Which rules do you think are the most important? Why?**
- **What other rules can you think of?**

1C. Work in pairs. Answer the questions about the words in bold in the article.

Which...

1. two phrases mean 'silent' and 'change so you're not silent'? **mute**, **unmute**
2. two words mean there is something wrong with the sound? How are their meanings different? **echo**, **delay**
3. phrase refers to something you need so you can get online? **internet connection**
4. phrase refers to a place where you can post messages? **chat box**
5. word refers to something you receive when someone asks you to go to the meeting? **invite**
6. phrase means your picture on screen has stopped moving? **is frozen**
7. word refers to something that takes you to a page on the internet? **link**
8. phrasal verb means you can access a virtual meeting? **get in**
9. word refers to the person who invited everyone and usually controls the meeting? **host**
10. word means the level of sound? **volume**





KEY VOCABULARY

video conference calls



SOUND

mute / unmute
turn sound off / on

on mute
your sound is off

echo
sound repeats

delay
sound is late / laggy

volume
the level of sound



CONNECTION & SCREEN

internet connection
what you need to get online

(be) frozen
your picture stopped moving

link
takes you to a page

get into
access a meeting



PEOPLE & PLACES

host
runs the meeting

invite
request to join

chat box
where you post messages

VOCABULARY

1A. Choose the correct word to complete the sentences.



1. I need to turn the _____ up because I can't hear you.

☐ a. echo

☒ b. volume

☐ c. delay

2. I'm always forgetting to _____ myself and no one can hear me speaking.

☒ a. unmute

☐ b. unfreeze

☐ c. mute

3. I've accepted your _____ to the meeting but I don't seem to have the right link.

☐ a. host

☐ b. connection

☒ c. invite

4. I think Jay's lost his _____. He seems to have disappeared from the call.

☒ a. internet connection

☐ b. delay

☐ c. link

5. Can you type that in the _____ so I can check the spelling?

☐ a. link

☐ b. invite

☒ c. chat box

VOCABULARY

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1B. Complete the article about video conferencing with the correct form of the words in the box.

a link

be frozen

delay

get into

host

on mute

Video conferencing for fun

Virtual get-togethers

Carolina's away on business, Mike's got a cold he doesn't want to spread, and Ali's on a long distance train journey. But they still want their weekly chat. Sure, there may be sound (1) **delays**, and there will be lots of times when you (2) **are frozen** on screen with a silly expression on your face, but you don't have to miss out on the fun.

Watching weddings

If you can't get to a wedding because you live halfway across the world, you can still be a guest by being invited to attend online. One click on (3) **a link** and you'll (4) **get into** the venue virtually, from thousands of kilometres away.

Games nights

Compete with family and friends who live in different areas by tuning in to live online quizzes. Why not take it in turns to be the (5) **host** of the meeting – and you get to choose the quiz! Don't forget to put yourself (6) **on mute**, so other teams can't hear you discussing your answers!

SPEAKING ACTIVITY



Join the Meeting!

Discuss, collaborate and solve problems together.



JOIN CALL



BEFORE SPEAKING

useful language

PROBLEMS & SUGGESTING SOLUTIONS



Describe a problem

- My screen's frozen.
- My mic isn't working.
- I can't open the document.
- There's an echo / a delay.

Suggest a solution

- Have you tried turning it off?
- You could try logging in again.
- Maybe you could send a link.
- It might be worth checking the chat box.

Respond

- Great, that works!
- That didn't work...
- Any other ideas?
- Let's try that.



4A. Work in pairs. Imagine you are taking part in a video conference. Student A: Choose one problem and have the conversation with Student B.

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 **Student A**

 **Student B**

A **Explain a problem** — frozen / mic / document

B **Suggest a solution** — + say why it might work

A **Say it doesn't work** — ask for other ideas

B **Make another suggestion** — try something new

A **Say it works!** — problem solved 🎉



4B · SWAP ROLES

New problem, new partner.
B explains, A solves.



TIP

Create a written script to support the dialogue.

★ GOOD
CLASS! ★

