

# VIDEO CONFERENCE CALLS

Watch the [video](#) titled "A Video Conference Call in Real Life" by Tripp and Tyler.

## 1 WARM UP

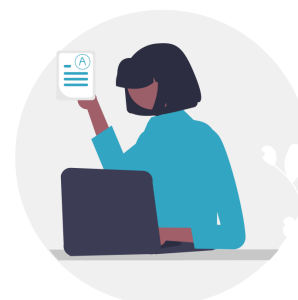
**Task 1: Study the different methods of communication in the box. Rank the methods in order of frequency of use in your daily life, with "1" being the method you use the most and "8" being the method you use the least.**

Facebook messenger	Video call	Email	Face-to-face meeting
Whatsapp messenger	Text message	Phone call	Instagram PM

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

**Task 2: Study the following scenarios, then rank the methods of communication in order from the most appropriate (1) to least appropriate (8). Explain your reasoning.**

- a) Performance review with your manager.
- b) Arranging your birthday party.
- c) Disciplinary meeting with a member of your team.
- d) Arranging after-work drinks with colleagues.



## 2 PHRASAL VERBS FOR VIDEO CALLS

**Task 1: Match the phrasal verbs from the box to their definitions.**

drop off      speak up      bring up      dial in      wrap up      circle back

1. To introduce a topic for discussion during the call. **Bring up.**
2. To disconnect or lose connection. **Drop off.**
3. To speak louder or more clearly. **Speak up.**
4. To connect to a video or phone call. **Dial in.**
5. To bring something to an end or conclusion, usually a meeting or call. **Wrap up.**
6. To return to a topic that was earlier discussed. **Circle back.**

**Task 2: Complete the following sentences using the phrasal verbs.**

- a) I'm sorry, my internet connection is weak and I might **drop off** during the call.
- b) Can you please **speak up** a bit, I'm having trouble hearing you.
- c) Make sure to **dial in** at the scheduled time to avoid any delays.
- d) Let's try to **wrap up** the meeting on time to respect everyone's schedule.
- e) I'll **circle back** with everyone later this week to go over the next steps.
- f) I'm going to **bring up** the topic of employee training during the staff meeting.

**Task 3: Let's discuss:**

1. Has your connection ever dropped off during an important meeting?
2. How can you ask someone to speak up during a video call without seeming rude?
3. How do you bring up a new topic or idea without interrupting the flow of the call?
4. How do you ensure you're on time and connected properly before dialling in?
5. How do you ensure a conference call or meeting is wrapped up effectively?
6. Do you think it's important to circle back to topics to ensure everybody understands?



### 3 A VIDEO CONFERENCE IN REAL-LIFE

**Task 1:** Watch the [video](#). How many problems can you identify? List them below.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_



**Task 2:** Discuss the following questions as a class.

- a) Which of those problems occur most often during your video calls?
- b) Describe what people can do to avoid each of the problems listed.
- c) What should the chairperson of a meeting do if many problems occur during the same meeting?
- d) Do you prefer in-person or virtual meetings? Explain.
- e) Have you experienced less and less problems during video conference calls as people get more accustomed to them?
- f) In the future, do you think all meetings will be done virtually?



## 4 VIDEO CONFERENCING ETIQUETTE

**Task 1: Match the heading from the box to the correct paragraphs.**

Dress appropriately	Be punctual	Appropriate location	Follow up
Check camera and microphone	Good eye contact	Mute when not speaking	
Appropriate body language	Avoid distractions	Raise your hand to speak	

**Be punctual:** Arrive on time for the video conference, just as you would for an in-person meeting - this shows that you value everyone's time and that you are reliable.

**Appropriate location:** Find a quiet place for the video conference to reduce background noise and distractions. It's also important to let others in the household know that you are in a video conference to avoid interruptions.

**Check camera and microphone:** Ensure this technology is working correctly before the meeting. Doing so can make a huge difference in the overall video conferencing experience.

**Good eye contact:** The best way to do this is by looking into the camera when speaking, rather than at your screen. This shows you are paying attention and are engaged in the discussion.

**Avoid distractions:** Avoid multitasking during the video conference, such as checking email or browsing the internet. This can be distracting and give the impression that you are not fully engaged in the meeting.

**Mute when not speaking:** When not speaking, mute your microphone to avoid background noise and distractions. This also helps to avoid accidentally interrupting other participants.

**Raise your hand to speak:** Use the "raise hand" feature in the video conferencing platform to signal that you want to speak. This helps to prevent interruptions and ensure that everyone has a chance to speak.

**Appropriate body language:** During the video conference, you should aim to sit up straight and avoid slouching. This helps to convey professionalism and engagement.

**Follow up:** Do this after the video conference to recap any action items or next steps. This helps to ensure that everyone is on the same page and that tasks are completed efficiently.

**Dress appropriately:** Even though you are not in a physical office, it's important to look professional for a video conference. Doing so, not only shows respect for the other participants, but it also helps to put you in the right mindset for a productive meeting.



**Task 2: Decide if the following are true or false based on the info in the text.**

1. It's better to wear casual clothing during a video call to feel more comfortable. **F**
2. Being late to a video conference doesn't affect the meeting's outcome. **F**
3. It's not necessary to use a high-quality camera and microphone for a video conference as long as the speaker is audible. **F**
4. Making noise during a video call is okay, as long as it's not too loud. **F**
5. Looking at your screen while speaking in a video conference conveys attentiveness. **F**
6. In a modern, fast-paced work environment, multitasking during a video conference is necessary. You just need to ensure it doesn't affect the meeting's outcome. **F**
7. Leaving the camera on during a video conference is optional. **F**
8. There's no need to follow up after a video conference if the participants remember the action items. **F**

**Task 3: Let's play the synonym game. Can you think of at least one synonym for each of the following words taken from the text.**

- a) Distractions - **Disturbances**
- b) Professionalism - **Competence**
- c) Punctual - **On-time**
- d) Appropriate - **Suitable**
- e) Participants - **Attendees**
- f) Productive - **Efficient**

**Task 4: Discuss the following questions based on the text as a class.**

1. How do you usually dress for a video conference, and do you think it impacts the way you are perceived by other participants?
2. When leading a conference call, how do you ensure participants are engaged?
3. Do you think maintaining eye contact during a video conference is important, why?
4. Do you think the "raise hand" feature is useful? Explain.
5. In your opinion, what is good body language for a video conference call?
6. If someone is regularly late for meetings, does it negatively affect your opinion of them? Explain.



## 5 VIDEO CONFERENCING LANGUAGE

Task: Match the titles from the box to the correct expressions.

Ending a meeting

Expressing doubts or disagreement

Nominating or asking someone to speak

Checking understanding

Managing the discussion and people

Starting a meeting

### 1. Ending a meeting

- We seemed to have arrived at some sort of consensus.
- I'd like to draw things to a close.
- Does anybody have anything else to add before we finish?

### 2. Managing the discussion and people.

- I think we are digressing a little. Let's stay on point..
- That's interesting, but I think..
- If I could just bring the conversation back to the agenda.

### 3. Expressing doubt or disagreement

- I think we need to reconsider this...
- I'm not fully convinced by...
- With respect...

### 4. Checking understanding

- Am I right in saying that the general opinion is...?
- You're saying that...?
- Can you clarify that to ensure we're on the same page?

### 5. Nominating or asking someone to speak

- John, could you talk us through the next point?
- I'd be interested in hearing what John thinks about this?
- Maybe we can let John answer that.

### 6. Starting the meeting.

- Welcome, everyone. The purpose of today's meeting is..
- Hello everyone, can I just check that everyone has a copy of the agenda?
- Good morning, everyone. Let's start by looking at point 1 on the agenda.

## 6 ROLE PLAY

**Task: You are going to have a conference call with your colleagues to discuss the issues in each of the scenarios below. Follow the instructions below.**

1. Follow the agenda and use all the language and information from today's class.
2. Each person in the group should think of their own suggestion to solve the issues presented in the scenarios, and give their reasoning.
3. For each scenario, you must do at least three of the following:
  - digress
  - check understanding
  - express doubts and disagree.
  - nominate others to talk.
  - interrupt another speaker.
  - Inverne when a speaker has been speaking for too long.

### AGENDA

1. Introductions
2. Each participant suggests a solution to the issue.
3. Reach an agreement.

#### Scenario 1

You are all on the executive team of a tech startup called "SmartFit". The company has recently developed a cutting-edge fitness tracker that monitors and analyses various health metrics such as heart rate, sleep quality, and calorie intake. However, despite its advanced features, the product hasn't been selling well. After conducting customer research, it has been discovered that the name "BioSensors" (which was intended to be descriptive) has been seen as too technical and intimidating by potential customers. A meeting has been scheduled to come up with a new name and marketing approach.

#### Scenario 2

You are all on the marketing team of a sportswear company called "FitFrenzy". The company has recently launched a new line of high-performance running shoes with the unique feature of air cushioning technology. However, despite positive feedback on the performance of the shoes, they have not been selling as expected. It has been decided that the name "AirPump" (which was intended to be catchy) has been confusing customers as they associate it with the popular brand of shoes with a similar name. A meeting has been scheduled to brainstorm a new name and marketing strategy.



## 6 LET'S TALK!

**Task:** Study the pictures below related to video conference calls. Take time to consider the questions and prepare an answer. Once you have prepared an answer, you have 2-3 minutes to share your thoughts with the class.

1. Describe the benefits and challenges of each scenario pictured in regards to:
  - a. Team morale and chemistry.
  - b. Communication.
  - c. Productivity.
  - d. Gaining recognition.



## 7 GENERAL MEETING DISCUSSION QUESTIONS

**Task:** Discuss the following questions as a class. Use the new words and information learned in today's class. Have fun!

1. How many meetings do you typically have in a day? In your opinion, what percentage of them are useful?
2. What are some common pitfalls that can derail meetings, how can they be avoided?
3. How important are agendas in ensuring a meeting's success?
4. What are some common elements of a good agenda, and how can they be tailored to different types of meetings?
5. How do different cultures approach meetings?
6. Have you ever experienced cultural differences during meetings? How did you navigate them?
7. How does the size of a meeting affect its dynamics and effectiveness?
8. What are some key etiquette guidelines that should be followed during meetings?
9. What new technologies or approaches are likely to become more common in meetings?
10. Do you feel comfortable in meetings that are solely in English? Describe any challenges and make a plan to overcome them as a class.
11. Would you rather have a meeting that is led by a manager or a meeting that is led by a team member? Why?
12. Would you rather have a meeting that is focused on brainstorming or a meeting that is focused on decision-making? Why?





# HOMework

Watch the [video](#) "Video Call Etiquette For Those Who Work From Home" by Forbes.

## 1 VIDEO ANALYSIS

**Task 1: Watch the [video](#), then decide if the following statements are true or false.**

1. The speaker believes that video conferences can be painful if not done well. **T**
2. The speaker suggests that having everyone on video helps to create a more equal dynamic amongst the group. **T**
3. The speaker believes that using a headset is not important in video conferences. **F**
4. It is easy for people to mentally check out during a video conference. **T**
5. It is not necessary to have any structure during a video conference. **F**
6. Using a headset can help to prevent background noise during a video conference. **T**
7. People should speak uninterrupted for long periods during a video conference. **F**
8. Setting clear rules for a video conference can help to keep people engaged. **T**

**Task 2: On a separate piece of paper, write detailed answers to the following questions.**

- a) Have you ever experienced a poorly executed video conference? What were the most common issues you faced?
- b) What are some other tips that you would add to the list to make video conferences more effective?
- c) Do you think it's important to establish guidelines for video conferences in the workplace? Why or why not?
- d) How do you ensure that all participants are engaged during a video conference?
- e) Have you found any strategies to help you overcome the lack of non-verbal cues during a video conference?
- f) How do you handle technical difficulties that may arise during a video conference, such as poor internet connection or equipment malfunction?
- g) In what ways do you think video conferences will change in the future?
- h) Have you ever been in a situation where you felt uncomfortable turning on your camera during a video conference? Why or why not?