

MODUL 4 – KOMMUNIKATIVE KOMPETENZEN

EINLEITUNG

Höflichkeit bedeutet mehr als das Befolgen von Benimmregeln. Stattdessen geht es um die positive Gestaltung von Beziehungen insbesondere in Erst- und Zweitbegegnungen. In der interkulturellen Begegnung ist Höflichkeit keine leichte Übung, denn einschlägige Konventionen unterscheiden sich von Kultur zu Kultur oft recht deutlich: Was in einer Kultur als passend und richtig angesehen wird, kann in einer anderen als völlig inakzeptabel gelten – und umgekehrt. Wer daher positive Beziehungen in interkulturellen Begegnungen wünscht, sollte erstens über Wissen verfügen (Welche Konventionen und Regeln gelten für meine Gesprächspartner?), zweitens offen sein für Andersheit und Signale der Irritation, drittens aber in der Lage sein, sich angemessen zu verhalten. Die Fähigkeit, in der eigenen oder einer Fremdsprache angemessen zu kommunizieren, ist somit eine Kernkompetenz interkultureller Kommunikation.

Die folgenden Übungen stellen Formen des höflichen Diskurses auf Englisch in den Mittelpunkt, die in vielen internationalen Begegnungen als angemessen gelten dürften. Geübt wird nicht zuletzt höfliche Kommunikation in unklaren oder stressbesetzten Situationen. Rückgriffe auf Übungen im Modul 1 (z.B. Blatt 20) und Modul 2 (z.B. Blätter 6 und 7) können angebracht und hilfreich sein.

INHALTSÜBERSICHT MODUL 4

		Seite
1	MEETING SOMEONE (A)	Gesprächseröffnung, sichere Registerwahl 95
2	MEETING SOMEONE (B)	Gesprächseröffnung, sichere Registerwahl 97
3	MEETING SOMEONE (C) – SMALLTALK	Gesprächseröffnung, sichere Registerwahl 100
4	BUILDING RAPPORT	Gesprächseröffnung, Begegnungsszenarien 102
5	EMAIL TIPS	Merkblatt für Schüler/innen 105
6	WRITING EMAILS	Register: Anfänge und Schlussformulierungen 106
7	BAD EMAILS	Register 108
8	WELCOMING GUESTS	Gesprächseröffnung, Begegnungsszenarien 110
9	KEEPING A CONVERSATION GOING	Gesprächseröffnung, -führung, -beendigung 112
10	WHAT I THINK AND WHAT I SAY (1) (2)	Höflichkeitsregister 114
11	MAKE THESE COMMENTS MORE DIPLOMATIC (1)	Höflichkeitsregister 117
12	MAKE THESE COMMENTS MORE DIPLOMATIC (2)	Höflichkeitsregister 119
13	ARE YOU A TOLERANT PERSON?	Eigene Wertvorstellungen, höflicher Diskurs 121
14	TELEPHONING PHRASES	Standardformulierungen am Telefon 123
15	TELEPHONING (1) (2) (3)	Telefondialoge 125
16	TELEPHONING: ROLE PLAY	Telefondialoge 129
17	A DIALOGUE (1): BOOKING A ROOM	Einfacher Dialog, Registerwahl 131
18	A DIALOGUE (2): AT THE LOST AND FOUND	Einfacher Dialog, Registerwahl 133
19	INVITATION TO A JOB INTERVIEW	Formelle Korrespondenz 135
20	A JOB INTERVIEW	Vorstellungsgespräch 137
21	THE INTERCULTURAL GAME	Resümee: soziolinguistische Kompetenz 139

1. MEETING SOMEONE (A)

TO DO

Das Arbeitsblatt 1 (A) sollte gesondert abgeheftet und wiederholt zu Rate gezogen werden.

1. MEETING SOMEONE (A)

A) FORMAL	INFORMAL
Hello, my name is ... [John Lipton]	Hi, I'm ... [John]
Good evening sir / madam. I'm ... [John Lipton] of ... [Smith & Co.]	How're you doing?
May I introduce myself. My name is ...	I'm really pleased to see you.
How do you do? / How is your ... [husband / wife / friend / colleague]?	
Pleased to meet you.	



Foto: www.donkey1.de/stock

B) QUESTION	ANSWER
Good afternoon madam / sir / John. What can I do for you?	I have an appointment with ...
Anything I can do for you?	

KOPIERVORLAGE

Where do you come from?	I live in ... [Saarbruecken]
What company do you work for?	I work for / I represent ...
Where do you work?	
What [exactly] are you in charge of?	I'm in charge of ...
What's your job?	I'm doing an internship with ... [company]
What kind of things do you produce?	We make / produce / offer ...
Is this your first visit to ... [Saarbruecken / Germany]?	Yes, this is my first visit [in fact]. / No, I've been to [Germany] before, I've been here several times ...
Have you been to ... [Saarbruecken / Germany] before?	
How do you like ... [Saarbruecken / Germany / it here]?	Yes, I love the city / country / my stay.
Where are you staying?	I'm staying at ... [Saarbruecken] / the Hilton.
Do you travel a lot?	Yes, I travel a lot ...

96

ZIEL: Gesprächseröffnung, Sicherheit in der Registerwahl, Standarderöffnungen, höflicher Diskurs in Begegnungsszenarien.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen ... **B2**: Kann sich so spontan und fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

- A. Warm-up: "What do you think is important when meeting someone for the first time?"
- B. Formulierungen A) und B) einzeln durchgehen und von S in Paarbeit wiederholen lassen. Bei der Vorstellung werden i.d.R. Vor- und Nachnamen genannt. Im Umgang mit Erwachsenen gilt es als unhöflich, nur den Vornamen zu nennen. Ausnahme: In privaten Situationen, z.B. bei Erstbegegnung mit Gasteltern.
- C. S finden weitere Gesprächseröffnungen zu B)

Beispiele:

- *Do you like football? Which team do you support?*
- *Do you support Bayern [Munich]?*
- *Have you seen the latest film / movie with ... ?*
- ...

1. MEETING SOMEONE (A)

A) FORMAL	INFORMAL
Hello, my name is ... [John Lipton]	Hi, I'm ... [John]
Good evening sir / madam. I'm ... [John Lipton] of ... [Smith & Co.]	How 're you doing?
May I introduce myself. My name is ...	I'm really pleased to see you.
How do you do? / How is your ... [husband / wife / friend / colleague]?	
Pleased to meet you.	



Foto: www.aboutpixel.de/svair

B) QUESTION	ANSWER
Good afternoon madam / sir / John. What can I do for you? Anything I can do for you?	I have an appointment with ...
Can I help you [sir / madam]?	I would like to talk to your manager / director
Would you be so kind as to give me your name? You are Mr / Ms ... ?	... I'm expected. / He / She's expecting me.
What company do you represent / are you from?	I'm ... [John Lipton]. I work for ... [company]
Where do you come from?	I live in ... [Saarbruecken]
What company do you work for? Where do you work?	I work for / I represent ...
What [exactly] are you in charge of? What's your job?	I'm in charge of ... I'm doing an internship with ... [company]
What kind of things do you produce?	We make / produce / offer ...
Is this your first visit to ... [Saarbruecken / Germany]? Have you been to ... [Saarbruecken / Germany] before?	Yes, this is my first visit [in fact]. / No, I've been to [Germany] before , I've been here several times ...
How do you like ... [Saarbruecken / Germany / it here] ?	Yes, I love the city / country / my stay.
Where are you staying?	I'm staying at ... [Saarbruecken] / the Hilton.
Do you travel a lot?	Yes, I travel a lot ...

2. MEETING SOMEONE (B)

TO DO

2. MEETING SOMEONE (B)

1A You are Jack / Jacqueline Millington from Fresno, California. This is your first visit to Germany. You are enjoying your visit but you don't really like the weather and least of all the rain.	1B You are Jimmi / Jessi Lauer from Saarbrücken, where you have been living for many years. What you like about your home is the mild climate, so you don't mind the rain. What you enjoy most are long rides on your motor bike and jogging along the banks of the river Saar.
2A Your name is Frank / Francine	2B Your name is
3A You are at a basketball camp in New York. You aren't enjoying the camp because you are not really interested in basketball.	3B You are at a basketball camp in New York. You think the camp is fantastic because you get to play basketball all the time.

98

KOPIERVORLAGE

ZIEL: Gesprächseröffnung, Sicherheit in der Registerwahl, Standardöffnungen, höflicher Diskurs in Begegnungs-Szenarien.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen ... **B2:** Kann sich so spontan und fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

ROLLENKARTEN: Je 2 Karten (A, B) gehören zusammen. Die S arbeiten in Paaren und erhalten je eine Karte. Anweisung an S: Karten durchlesen, Notizen anfertigen (was werde ich sagen?), Dialog von 2 - 3 Minuten.

Vor dem zweiten Durchgang wechseln die Paare ihre Karten mit den Karten eines anderen Paares.

Mit Hilfe der freien Karten 6A und 6B sollen S aufgefordert werden, Rollen selbst zu definieren.

2. MEETING SOMEONE (B)



1A

You are **Jack / Jacqueline Millington** from Fresno, California. This is your first visit to Germany. You are enjoying your visit but you don't really like the weather and least of all the rain.

1B

You are **Jimmi / Jessi Lauer** from Saarbrücken, where you have been living for many years. What you like about your home is the mild climate, so you don't mind the rain. What you enjoy most are long rides on your motor bike and jogging along the banks of the river Saar.



2A

Your name is **Frank / Francine** and you meet a friend from your old school days in Bristol who you haven't seen for the last 5 years.

2B

Your name is **Hubert / Heather**, you are a friend of Frank / Francine from school days in Bristol. You haven't seen him / her for the last 5 years and are surprised to see him / her here.

3A

You are at a basketball camp in New York. You aren't enjoying the camp because you are not really interested in basketball.

3B

You are at a basketball camp in New York. You think the camp is fantastic because you get to play basketball all the time.

2. MEETING SOMEONE (B)



4A

Your name is
Susi / Simon Lehmann.
You are a foreign exchange student at Springfield High School, Illinois. You have an appointment with the school principal, Mr. Mulligan. Introduce yourself at the reception desk.

4B

You are the secretary at the reception desk of Springfield High School, Illinois. The new foreign exchange student from Germany is coming for an interview with the principal, Mr. Mulligan. You know that Mr Mulligan will be 10 minutes late for the appointment.



5A

You are **John / Jackie Guilford** working for MediaCom based in Mainz. At an international trade fair in London you meet someone you are sure you have met before but are not sure what his / her name is and for which company he / she works.

5B

You are **Jim / Joane Freemont** of SatisMedia Ltd., Bristol. At an international trade fair in London you meet John / Jackie Guilford who you met on holiday in Spain. John / Jackie doesn't seem to remember who you are.

6A


6B

3. MEETING SOMEONE (C) – SMALL TALK

TO DO

3. MEETING SOMEONE (C) – SMALL TALK

Please note: In small talk it is not usual to ask direct questions but to address things more indirectly.



You want to find out the following things, but are not allowed to ask directly. Start a conversation and try to find out who ...

- has met a famous person / celebrity.
- can tell you three things worth seeing in Sydney.
- knows something about music.
- can speak three languages.
- has been to the U.S.
- is a good cook.

Examples:

- "So you worked in Quebec for a year? Your French must be very good."
- "I'd like to go to Australia for my holiday next year."

KOPIERVORLAGE

101

ZIEL: Gesprächseröffnung, Sicherheit in der Registerwahl, höflicher Diskurs in Begegnungs-Szenarien.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen ... **B2**: Kann sich so spontan und fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

- Wiederholung der Strukturen von Blatt 1A.
- Partnerarbeit: Die S werden aufgefordert aufzustehen und sich wechselnde Gesprächspartner zu suchen. Zu zweit eröffnen sie ein Gespräch unter Verwendung der Strukturen von Blatt 1A. Wichtig: Direkte Fragen sollten vermieden und stattdessen indirekte Gesprächs-Strategien gesucht werden.
- QUARTETT: Die S suchen in Vierergruppen Gemeinsamkeiten: „Banale“ Gemeinsamkeiten wie "We are all students" sind nicht erlaubt. Ideen geben: Essen, Sport, Musik, Eltern, Schulfächer, Film, ... Die 4. Person (Referee) achtet darauf, dass ausschließlich auf Englisch und höflich kommuniziert wird.

3. MEETING SOMEONE (C) – SMALL TALK

Please note: In small talk it is not usual to ask direct questions but to address things more indirectly.



You want to find out the following things, but are not allowed to ask directly. Start a conversation and try to find out who ...

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- can tell you three things worth seeing in Sydney.
- knows something about music.
- can speak three languages.
- has been to the U.S.
- is a good cook.

Examples:

- *“So you worked in Quebec for a year? Your French must be very good.”*
- *“I’d like to go to Australia for my holiday next year.”*

4. BUILDING RAPPORT (A) (B)

TO DO



KOPIERVORLAGEN

ZIEL: Gesprächseröffnung, Sicherheit in der Registerwahl, höflicher Diskurs in Begegnungs-Szenarien.

GERR: B1 Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen ...

B2: Kann sich so spontan und

fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

- Warm-up: "What do you think rapport is? How can you build rapport with someone you don't know well?" – Ideen sammeln.
- Die 6 Sätze werden einzeln durchgenommen, um sicherzustellen, dass jeder Punkt verstanden wird. Beispiele sammeln.
- Gesamtgruppe wird in 3 Teilgruppen aufgeteilt (Hosts / Visitors / Referees), die sich jeweils gemeinsam auf den ‚Besuch‘ vorbereiten. Jeder S wählt einen prominenten Namen (z.B. Brad Pitt, Halle Berry etc.).
Die Gruppen 1 und 2 bereiten getrennt 5 offene Fragen vor. Gruppe 3 (Referees) erhält den Feedback-Bogen ausgehändigt und wird in die Kriterien eingewiesen.
- Gruppen 1 und 2 erfüllen die Anweisungen 1. bis 6. in Form einer TRIADE, d.h. 1 Gastgeber, 1 Gast, 1 "Referee". Im Einzelnen werden folgende Aufgaben erfüllt:
 - sich selbst vorstellen
 - Blickkontakt und freundliches Lächeln
 - Namen des/der Gesprächspartner einprägen
 - offene Fragen stellen

Die „Schiedsrichter“ bewerten das kommunikative Verhalten mit Hilfe des "Feedback"-Formulars auf Blatt 4B. Für originelle offene Fragen und fantasievolle Erwidern können Sonderpunkte vergeben werden.

- TRIADE (nach Rollen-Wechsel: Referee wird Gast) - Gegensätzliche Meinungen höflich ausdrücken.

HINTERGRUND:

"Building rapport" = "establishing a positive relationship". In den meisten Begegnungen, seien sie **intrakulturell** oder **interkulturell**, kann dies als das entscheidende Kriterium von Kommunikationskompetenz angesehen werden. Demgegenüber ist linguistische Korrektheit zwar nicht unwichtig, kommt aber erst an zweiter Stelle. Denn selbst mit „fehlerhaftem“ Englisch kann ein positiver Beziehungsaufbau gelingen – und umgekehrt.

4. BUILDING RAPPORT (A)

1. Be the first to introduce yourself.
2. Keep eye contact and smile at the person you are greeting.
3. Try to remember the names of the people you are speaking to.
4. Ask open questions (avoid closed questions which only allow yes / no answers).
5. Look for common interests: activities, interests which you enjoy talking about.
6. Be tolerant if the person you are talking to doesn't share all your opinions.

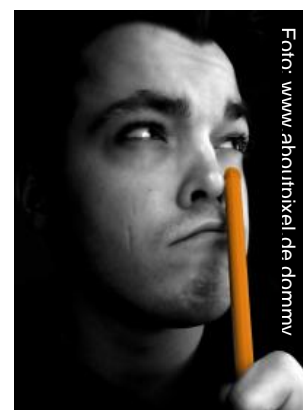


Foto: www.istockphoto.com

Here is what the REFEREE will be looking for:

- Are you polite at all times?
- Do you manage to say what you want?
- Do you manage to keep the conversation going smoothly?
- Do you manage to clear up misunderstandings/problems without mixing languages?

4. BUILDING RAPPORT (B) – FEEDBACK FORM



Name of student:	Yes always	Yes on the whole	Not really	No
Polite at all times?				
Manages to say what he / she wants?				
Manages to keep the talk going smoothly?				
Clears up problems without mixing languages?				
Name of referee:	Date:			

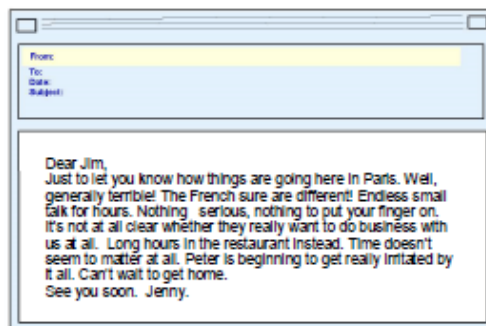
Name of student:	Yes always	Yes on the whole	Not really	No
Polite at all times?				
Manages to say what he / she wants?				
Manages to keep the talk going smoothly?				
Clears up problems without mixing languages?				
Name of referee:	Date:			



5. EMAIL TIPS

It might be a good idea to keep this sheet in a separate file and to refer to it when necessary.

In emails it is important to write well and be understood.



Start

- The best way to start an email is *Dear ...*
- If you don't know the person (well) write *Dear Mr/Mrs/Ms ...*
- *Ms* is used when you don't know if a woman is married or not. Women choose their titles themselves (*Ms, Mrs, Miss*)
- You can write *Dear John/Mary* or even *Dear John Smith/Mary Brown* the first time you write to someone. This sounds polite and respectful but friendly.
- You can even write *Dear Jane (may I?)* if you think first names are okay.

Tip: see how the emails you get start!

- Titles are not often used in English. *Dr* is usually only for medical doctors. Titles are not combined.
- The first sentence of an email or a letter begins with a capital letter.
- It is okay to start an email with *I* or *We*.

Continue

Good emails have few commas and short sentences. Commas are used more often in the USA than in Great Britain. It is easier to use them as little as possible.

Keep emails short.

End

Here are some endings which you can use in most emails.

- Yours sincerely
- Best wishes
- Best regards

If you have a company signature in English make sure it is correct and non-German speakers can understand it.

Re-read your email before you send it!

Useful phrases

- Thank you for your email of (date) about ...
- I/We am writing to ask ...
- I am/We are afraid that ...
- I/We would be grateful if you ...
- I have attached
- I am sending the report as an attachment.
- Could you please ... as soon as possible?
- If you need any more information, please get in touch.
- If you have any further questions, please write to me/us.
- I look forward to meeting you/seeing you/hearing from you.

6. WRITING EMAILS

TO DO

6. WRITING EMAILS

Opening and closing
Draw lines matching the email beginnings (1-8) with the endings (a-h).

Beginnings ...

- Dear Arthur, Thank you very much for letting me know the news so quickly. I have been thinking of you and want to tell you how sorry I am. I know how much ...
- Dear Bookcluster, This is about my order of May 4th which was for three books. Two arrived this morning but ...
- Dear Claire, Thank you very much for the book you sent me for my birthday. It was a lovely surprise. I have heard of the author but haven't ...

... Endings

- But anyway, I am sure that everything will be alright in the end. Get in touch when you feel like it. All the best, Helen
- Do let me know when you have time for a drink and we can meet up. Thanks again! Love from Maria
- Have a great time and see you soon. Benny

KOPIERVORLAGE

... however we do have ...

- Hi Linda and Bob, Great! We're really looking forward to the celebration. Would you like us to ...
- Hi Phil, Thanks for the invitation. I'd love to come but we are leaving for San Francisco that morning so I'm afraid it won't be possible. We're going to see ...
- I would be interested in more details of your courses as described on your website. I am particularly ...
- Phil, I just heard from Jim about your success. What good news and well done! Do tell me ...

- I hope you can supply me with the information I need and look forward to hearing from you soon. Sincerely, Luis Rogero
- So, see you on the 15th! Looking forward to it. Love from Sue and Bill
- We would be pleased if this suited you and look forward to hearing from you. With best regards, Stephan Martin
- What's next? I can't wait to hear. Let me know! Andy

107

ZIEL: Emails, Sicherheit in der Registerwahl.

GERR: **B1** Kann in persönlichen Briefen und Mitteilungen einfach Informationen von unmittelbarer Bedeutung geben oder erfragen und dabei deutlich machen, was er/sie für wichtig hält. / Kann in einem persönlichen Brief Neuigkeiten mitteilen und Gedanken zu abstrakten oder kulturellen Themen (z. B. Musik, Film) ausdrücken. **B2**: Kann Neuigkeiten und Standpunkte effektiv schriftlich ausdrücken und sich auf solche von anderen beziehen. / Kann in Briefen verschieden starke Gefühle zum Ausdruck bringen und die persönliche Bedeutung von Ereignissen und Erfahrungen hervorheben. Sowie Mitteilungen oder Ansichten der Korrespondenzpartner kommentieren. (S. 86)

METHODE:

- Gespräch mit Gesamtgruppe: Wie beginnt und wie endet man Emails? Was ist zu beachten? (Register!)
- Beispiel 1.a erläutern.
- Einzelarbeit: Die S ziehen Verbindungslinien zwischen Email-Anfängen und Schluss-Formulierungen.
- Besprechung mit der Gesamtgruppe.

LÖSUNGSSCHLÜSSEL:

- a
- d
- b
- g
- f
- c
- e
- h

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Opening and closing

Draw lines matching the email beginnings (1-8) with the endings (a-h).



Beginnings ...

1. Dear Arthur, Thank you very much for letting me know the news so quickly. I have been thinking of you and want to tell you how sorry I am. I know how much ...

Dear Bookcluster, This is about my order of May 4th which was for three books. Two arrived this morning but ...

2. Dear Claire, Thank you very much for the book you sent me for my birthday. It was a lovely surprise. I have heard of the author but haven't read anything by him yet so I'm really looking forward to ...

3. Dear Mr Brown, Thank you for your email. I am very sorry to have to tell you that there are no rooms free at the time you would like to visit Edinburgh. However we do have ...

4. Hi Linda and Bob, Great! We're really looking forward to the celebration. Would you like us to ...

5. Hi Phil, Thanks for the invitation. I'd love to come but we are leaving for San Francisco that morning so I'm afraid it won't be possible. We're going to see...

6. I would be interested in more details of your courses as described on your website. I am particularly ...

7. Phil, I just heard from Jim about your success. What good news and well done! Do tell me ...

... Endings

- a. But anyway, I am sure that everything will be alright in the end. Get in touch when you feel like it. All the best, Helen

- b. Do let me know when you have time for a drink and we can meet up. Thanks again! Love from Maria

- c. Have a great time and see you soon. Benny

- d. I hope this can be sorted out and look forward to hearing from you. With best wishes, Marc Legrande

- e. I hope you can supply me with the information I need and look forward to hearing from you soon. Sincerely, Luis Rogero

- f. So, see you on the 15th! Looking forward to it. Love from Sue and Bill

- g. We would be pleased if this suited you and look forward to hearing from you. With best regards, Stephan Martin

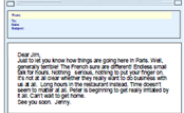
- h. What's next? I can't wait to hear. Let me know! Andy

7. BAD EMAILS

TO DO

7. BAD EMAILS

These are all important emails but they are not perfect. There are no language mistakes in them. Find a good subject line for these emails and rewrite them to make them better.



1. Hello,
We have overbooked our hotel so there is no room for you next week. You must stay in the Royal Hotel next door. It is not far.
Bye bye

2. Mr Brown,
I cannot come to the class tomorrow. I will come next time if I can. When is the next class?
XY

3. I am on holiday now. Ring 9876 098 if you want anything

5. To all club members,
Our party is next week and we want to invite you. Let us know if you can come. The party is on Tuesday 24th at 5 p.m. in the club.

6. Carlos,
Our meeting next week is at 10 o'clock in my office. I hope you come on time because I am very busy and have the next meeting at 12:30.
See you
Hans

7. Dear Jane,
Your presentation yesterday was good but you spoke too long. Some people were bored. Also you should speak louder and more clearly. Better luck next time!
Sylvie

KOPIERVORLAGE

108

ZIEL: Emails, Sicherheit in der Registerwahl.

GERR: **B1** Kann in persönlichen Briefen und Mitteilungen einfach Informationen von unmittelbarer Bedeutung geben oder erfragen und dabei deutlich machen, was er/sie für wichtig hält. / Kann in einem persönlichen Brief Neuigkeiten mitteilen und Gedanken zu abstrakten oder kulturellen Themen (z. B. Musik, Film) ausdrücken. **B2:** Kann Neuigkeiten und Standpunkte effektiv schriftlich ausdrücken und sich auf solche von anderen beziehen. / Kann in Briefen verschieden starke Gefühle zum Ausdruck bringen und die persönliche Bedeutung von Ereignissen und Erfahrungen hervorheben. Sowie Mitteilungen oder Ansichten der Korrespondenzpartner kommentieren. (S. 86)

METHODE:

- Email-Beispiele mit Gesamtgruppe besprechen: Was ist an diesen Formulierungen unhöflich und unpassend? Wie können Sie höflicher gestaltet werden?
- Beispiel einer höflichen Formulierung.
- Partnerarbeit: Die S formulieren angemessen höfliche Emails.

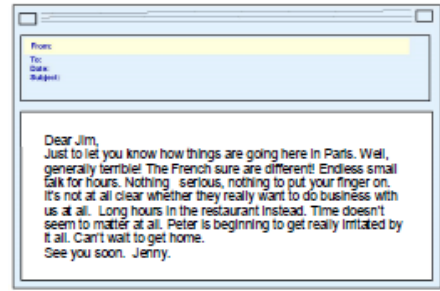
D. Besprechung mit der Gesamtgruppe

LÖSUNGSVORSCHLÄGE:

- Dear ..., We are very sorry but we have overbooked our hotel. We can offer you a room in the Royal Hotel which is next door and hope this is acceptable. Looking forward to hearing from you. With best regards, Stephan Martin
- Dear Mr Brown, I'm afraid I cannot come to the class tomorrow because I have an appointment with the doctor. I will come next time if I can. Thanks for your understanding.
- Thank you for your mail. I'm on holiday until June 6, but my colleague [no. ...] will help you if it's urgent. With best wishes. ...
- Dear club members, Attached you can find the agenda for the meeting next week. We would like to start punctually and would be grateful if you could come on time. With best wishes. ...
- Dear ... , We would like you to invite you to our party on Tuesday, 24 January at 5 p.m. in our club. Please let us know if you can come. We are looking forward to seeing you. ...
- Dear Carlos, I'm looking forward to our meeting next week at 10 o'clock in my office. I have another meeting at 12.30, but if we start at 10 we will have plenty of time for our discussions. Best regards. ...
- Dear Jane, I enjoyed your presentation yesterday. I thought you made some good points, but perhaps there were a bit too many for one presentation. If you like, we can talk about it some time. Best wishes. ...

7. BAD EMAILS

These are all important emails but they are not perfect. There are no language mistakes in them. Find a good subject line for these emails and rewrite them to make them better.



1. Hello,
We have overbooked our hotel so there is no room for you next week. You must stay in the Royal Hotel next door. It is not far.
Bye bye

2. Mr Brown,
I cannot come to the class tomorrow. I will come next time if I can. When is the next class?
XY

3. I am on holiday now. Ring 9876 098 if you want anything.

4. To all club members,
Here is the agenda for the meeting next week. Please come on time.
With best wishes

5. To all club members,
Our party is next week and we want to invite you. Let us know if you can come. The party is on Tuesday 24th at 5 p.m. in the club.

6. Carlos,
Our meeting next week is at 10 o'clock in my office. I hope you come on time because I am very busy and have the next meeting at 12:30.
See you
Hans

7. Dear Jane,
Your presentation yesterday was good but you spoke too long. Some people were bored. Also you should speak louder and more clearly. Better luck next time!
Sylvie


8. WELCOMING GUESTS

TO DO

8. WELCOMING GUESTS

A. Host and visitors
Work in groups of 3 or 4. You have been invited for dinner. One of you is the host. The guests arrive individually or in twos.

Make notes – what do you say? Continue the conversation.



HOST	GUESTS
You exchange greetings.	You exchange greetings.
You welcome your guests.	You thank your host for the invitation.
You ask your guests if they found the place alright.	You compliment your host on his/her house, apartment, garden etc.
You suggest a drink.	You accept or refuse.

KOPIERVORLAGE

In groups of three (host, visitor, referee)

111

ZIEL: Gesprächseröffnung, Sicherheit in der Registerwahl, höflicher Diskurs in Begegnungsszenarien.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen. **B2:** Kann sich so spontan und fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

- Anweisungen einzeln durchgehen und Beispiele geben lassen.
- Triade bzw. Quartett: Gruppe einteilen in Dreier-/Viererguppen; Gastgeber/Gäste bestimmen. 1 "referee".

Konversation 3 Minuten ohne Pause in Gang halten.

Gruppe wechseln und zweiter Durchgang.

8. WELCOMING GUESTS

A. Host and visitors

Work in **groups of 3 or 4**. You have been invited for dinner. One of you is the host. The guests arrive individually or in twos.

Make notes – what do you say? Continue the conversation.



HOST	GUESTS
You exchange greetings.	You exchange greetings.
You welcome your guests.	You thank your host for the invitation.
You ask your guests if they found the place alright.	You compliment your host on his/her house, apartment, garden etc.
You suggest a drink.	You accept or refuse.
You ask your guest for news of his/her family, about his/her job,

B. Role play: Host and visitors

In groups of three (host, visitor, referee)

9. KEEPING A ONVERSATION GOING

TO DO

9. KEEPING A CONVERSATION GOING

It's not always easy to keep a conversation going. A good way of encouraging someone to continue talking is by asking him/her questions. Start a conversation with your partner and don't forget to ask questions!

A. First read these examples:

Hi. I don't think we've met. I'm Jim, Jim Britton.
Hi. My name is Frank, Frank Meier.

Where do you come from?
I'm from Frankfurt, Germany.

Frankfurt am Main?
No, Frankfurt an der Oder, actually.

Ah, that's interesting. That's in east Germany, I believe?
Exactly, that's correct. It's right on the border to Poland.

Ah, I see. I've never been there. Is it a nice place, Frankfurt?
Well, actually, I like the place. After all, I've lived there most of my life.

Are you staying here for the rest of the week?
No, I'm afraid I have to leave directly after the conference.

So you're returning on Saturday?
Yes, exactly, I'm leaving on Saturday.

And how are you enjoying the conference?
Oh, it's fantastic. I'm enjoying it very much.

KOPIERVORLAGE

B.

1. START A CONVERSATION	2. SHOW YOU'RE INTERESTED	3. FINISH A CONVERSATION
Hi. You must be ... ? I don't think we've met. I'm ... I thought you worked for ... Aren't you ... ? Didn't we meet in ... ?	That's interesting! How fascinating! Why don't you tell me a bit more about ... I'm extremely interested in hearing more about that.	Oh is that the time?! Oh it's getting late! I really enjoyed talking to you. Excuse me, but I must have a word with my colleague ... over there. I'm terribly sorry, but I must go now. It was a pleasure meeting you. I'd love to see you again.

113

ZIEL: Gesprächseröffnung und -beendigung, Sicherheit in der Registerwahl, höflicher Diskurs in Begegnungsszenarien.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. Kann ohne Vorbereitung an Gesprächen über vertraute Themen teilnehmen, persönliche Meinungen ausdrücken und Informationen austauschen. ... **B2**: Kann sich so spontan und fließend verständigen, dass ein normales Gespräch und anhaltende Beziehungen zu Muttersprachlern ohne größere Anstrengung auf beiden Seiten gut möglich ist. (S. 79)

METHODE:

Konferenzsituation erklären.

Wie kann ein Gespräch eröffnet werden? Beispiele sammeln und als Tafelanschrieb sichern.

Dialog A in Paaren üben.

Dialog beenden üben (s. Kasten 3.).

BEISPIELE FÜR OHP-ANSCHRIEB ODER FOLIE:

Empfehlung: von S abschreiben lassen.

Start a conversation by asking questions:

- What sort of company do you work for?
- Do you travel a lot for your work?
- Have you ever been to Asia?
- Did you do anything interesting at the weekend?
- How is work going at the moment?
- What is the weather like where you come from?
- Do you know many people here?
- Do you know what there is to do here in the evenings?
- ...

9. KEEPING A CONVERSATION GOING

It's not always easy to keep a conversation going. A good way of encouraging someone to continue talking is by asking him/her questions. Start a conversation with your partner and don't forget to ask questions!

A. First read these examples:

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Hi. My name is Frank, Frank Meier.

Where do you come from?

I'm from Frankfurt, Germany.

Frankfurt am Main?

No, Frankfurt an der Oder, actually.

Ah, that's interesting. That's in east Germany, I believe?

Exactly, that's correct. It's right on the border to Poland.

Ah, I see. I've never been there. Is it a nice place, Frankfurt?

Well, actually, I like the place. After all, I've lived there most of my life.

Are you staying here for the rest of the week?

No, I'm afraid I have to leave directly after the conference.

So you're returning on Saturday?

Yes, exactly, I'm leaving on Saturday.

And how are you enjoying the conference?

Oh, very much. I think it's really interesting.

What did you think of ... ?

...



Foto: www.istockphoto.com

B.

1. START A CONVERSATION

Hi.

You must be ... ?

I don't think we've met. I'm ...

I thought you worked for ...

Aren't you ...?

Didn't we meet in ...?

2. SHOW YOU'RE INTERESTED

That's interesting!

How fascinating!

Why don't you tell me a bit more about ...

I'm extremely interested in hearing more about that.

3. FINISH A CONVERSATION

Oh is that the time?!

Oh it's getting late!

I really enjoyed talking to you.

Excuse me, but I must have a word with my colleague ... over there.

I'm terribly sorry, but I must go now.

It was a pleasure meeting you. I'd love to see you again.

10. WHAT I THINK AND WHAT I SAY

TO DO

KOPIERVORLAGEN

10. WHAT I THINK AND WHAT I SAY (1)

WHAT I THINK	WHAT I SAY
I hate this food. 	It looks very nice, but I'm afraid I'm not hungry.
Can't you read! This is a no smoking area!	Excuse me, but perhaps you haven't noticed that this is a no smoking area.

10. WHAT I THINK AND WHAT I SAY (2)

WHAT I THINK	WHAT I SAY
I heard you were expelled from your college.	Is it true you are no longer a college student?
I want a coke.	Could I (possibly) have a coke, please?

10. WHAT I THINK AND WHAT I SAY (3)

Oh God! I can't stand this for much longer!	That's really interesting, but would you excuse me for a moment. I must just talk to someone over there.
I really don't want to go out with you!	I'm terribly sorry, but I have already agreed to see a friend tonight.

10. WHAT I THINK AND WHAT I SAY (4)

I want an orange juice, not apple juice.	I would prefer a glass of orange juice.
I've got to puke.	I'm not feeling well.

ZIEL: Bewusstmachen von Höflichkeitsregistern, Üben von höflichem Diskurs.

GERR: **B1** Ist sich der wichtigsten Höflichkeitskonventionen bewusst und handelt entsprechend. Ist sich der wichtigsten Unterschiede zwischen Sitten und Gebräuchen, den Einstellungen, Werten und Überzeugungen in der betreffenden Gesellschaft und in seiner eigenen bewusst und achtet auf entsprechende Signale. **B2** Kann Beziehungen

zu Muttersprachlern aufrechterhalten, ohne sie unfreiwillig zu belustigen, zu irritieren oder sie zu veranlassen, sich anders zu verhalten als bei Muttersprachlern. Kann sich situationsangemessen ausdrücken und krasse Formulierungsfehler vermeiden. (S. 122)

METHODE:

Kartenspiel. Je nach S-Zahl werden mehrere Kartensätze benötigt. Zwei Karten gehören jeweils zusammen: Eine direkte / unhöfliche, eine indirekte / höflichere Formulierung. Um Sicherheit in der Registerwahl zu erreichen, sollten die Karten-Sätze im Abstand von mehreren Wochen zwei- bis dreimal in verschiedenen Varianten eingesetzt werden.

Variante 1: Zwei S arbeiten zusammen. Die Karten werden aufgedeckt auf dem Tisch ausgebreitet. Die S suchen die zusammenpassenden Karten und ordnen sie den beiden Registern zu.


Variante 2: Die Karten werden umgekehrt auf dem Tisch ausgebreitet. S decken abwechselnd eine Karte auf und haben je einen Versuch, die entsprechende Karte zu finden (vgl. „Memory“). Wer die richtige Karte findet, darf das Kartenpaar behalten. Sieger ist, wer zum Schluss die meisten Karten hat.

Variante 3: Karten an S verteilen, S laufen umher und suchen Partner mit passender Karte.


Variante 4: S erhalten ausschließlich Karten mit direkten / unhöflichen Formulierungen und schreiben entsprechende indirekte / höfliche Formulierungen aus dem Gedächtnis auf.

10. WHAT I THINK AND WHAT I SAY (1)



WHAT I THINK	WHAT I SAY
<p>I hate this food.</p> 	<p>It looks very nice, but I'm afraid I'm not hungry.</p>
<p>Can't you read! This is a no smoking area!</p>	<p>Excuse me, but perhaps you haven't noticed that this is a no smoking area.</p>
<p>I have no idea who you are.</p>	<p>I'm terribly sorry but I can't remember your name.</p>
<p>Oh God! I can't stand this for much longer!</p>	<p>That's really interesting, but would you excuse me for a moment. I must just talk to someone over there.</p>
<p>I really don't want to go out with you!</p>	<p>I'm terribly sorry, but I have already agreed to see a friend tonight.</p>

10. WHAT I THINK AND WHAT I SAY (2)

WHAT I THINK	WHAT I SAY
I heard you were expelled from your college.	Is it true you are no longer a college student?
I want a coke.	Could I (possibly) have a coke, please?
No! I've got enough. 	No thanks. It is lovely, but I can't eat more.
I want an orange juice, not apple juice.	I would prefer a glass of orange juice.
I've got to puke.	I'm not feeling well.

11. MAKE THESE COMMENTS MORE DIPLOMATIC (1)

TO DO

11. MAKE THESE COMMENTS MORE DIPLOMATIC (1)



1. Repeat that. _____

2. Open the window. _____

3. I don't want any more wine. _____

KOPIERVORLAGE

5. What's your name? _____

6. I don't understand. _____

Here are some phrases you can use:

- Could you please ...
- Thanks / thanks a lot ...
- I'm terribly sorry / I regret to say / I'm afraid ...
- Pardon me / excuse me ...
- ...

Use as many different phrases as possible.

118

ZIEL: Höflichkeitsregister bewusst machen und üben.

GERR: **B1** Ist sich der wichtigsten Höflichkeitskonventionen bewusst und handelt entsprechend. Ist sich der wichtigsten Unterschiede zwischen Sitten und Gebräuchen, den Einstellungen, Werten und Überzeugungen in der betreffenden Gesellschaft und in seiner eigenen bewusst und achtet auf entsprechende Signale. **B2** Kann Beziehungen zu Muttersprachlern aufrechterhalten, ohne sie unfreiwillig zu belustigen, zu irritieren oder sie zu veranlassen, sich anders zu verhalten als bei Muttersprachlern. Kann sich situationsangemessen ausdrücken und krasse Formulierungsfehler vermeiden. (S. 122)

METHODE: Einzelarbeit schriftlich. Die S finden eigene Beispiele. Anschließend PA und Klassen-Diskussion.

LÖSUNGSVORSCHLÄGE:

- Repeat that.
- Open the window.
- I don't want any more wine.
- Explain that.
- What's your name?
- I don't understand.

Would you mind saying that again. / Please say that again.

Does anybody else feel a bit hot? Maybe we could open the window for a while?

No, thanks a lot. I'm alright.

Excuse me, but I didn't quite get that. Could you explain that to me?

I'm terribly sorry, but I didn't catch your name.

I'm afraid I didn't quite understand that.

11. MAKE THESE COMMENTS MORE DIPLOMATIC (1)



1. Repeat that.

2. Open the window.

3. I don't want any more wine.

4. Explain that.

5. What's your name?

6. I don't understand.

Here are some phrases you can use:

- Could you please ...
- Thanks / thanks a lot ...
- I'm terribly sorry / I regret to say / I'm afraid ...
- Pardon me / excuse me ...
- ...

Use as many different phrases as possible.


12. MAKE THESE COMMENTS MORE DIPLOMATIC (2)

TO DO

12. MAKE THESE COMMENTS MORE DIPLOMATIC (2)

It is often easier to criticise someone openly than to give friendly advice to a colleague. If you want to establish a good relationship with your colleagues you should try to avoid direct criticism and anything that might sound aggressive.

Here are a few sentences which are too direct. Try to find better ways of saying the same thing, but in a less direct way.
Start by thinking how you can do it. Take notes.



1. You mustn't disturb your colleagues.

2. You won't succeed unless you prioritise.

5. Don't use your telephone for private calls.

Here are some phrases you can use:

- It seems to me that ...
- You could maybe ...
- Why don't you ...
- Wouldn't you agree that ...
- Wouldn't it be better to ...
- Actually, I think ...
- Have you ever thought of ...
- If I were you I would / wouldn't ...

120

KOPIERVORLAGE

ZIEL: Höflichkeitsregister bewusst machen und üben.

GERR: **B1** Ist sich der wichtigsten Höflichkeitskonventionen bewusst und handelt entsprechend. Ist sich der wichtigsten Unterschiede zwischen Sitten und Gebräuchen, den Einstellungen, Werten und Überzeugungen in der betreffenden Gesellschaft und in seiner eigenen bewusst und achtet auf entsprechende Signale. **B2** Kann Beziehungen zu Muttersprachlern aufrechterhalten, ohne sie unfreiwillig zu belustigen, zu irritieren oder sie zu veranlassen, sich anders zu verhalten als bei Muttersprachlern. Kann sich situationsangemessen ausdrücken und krasse Formulierungsfehler vermeiden. (S. 122)

METHODE:

Verhaltensregeln am Arbeitsplatz (Büroregeln) sammeln und an der Tafel notieren.

Höfliche Diskursstrategien sammeln und an der Tafel notieren (s.u.).

Einzelarbeit schriftlich: höfliche Formulierungen finden. Anschließend PA: Abgleich der Lösungen.

Klassendiskussion: Abgleich der Lösungen mit Musterlösungen (s.u.).

HINTERGRUND: Bei allen Beispielsätzen können Fragen der Hierarchie eine entscheidende Rolle spielen: Ein Chef wird auf der Ausführung seiner Anweisungen bestehen, gleich ob sie direkt oder indirekt formuliert wurden. Ein/e Kollege/in wird dagegen eher indirekte Formulierungen suchen und meistens bemüht sein, die Beziehung nicht dauerhaft zu beschädigen.

ANSCHRIEB ODER HANDOUT: 4 Strategien, allzu direkte Sprache zu vermeiden:

- Fragen sind besser als Anweisungen. (Have you ever thought about ...?)
- Über sich selbst sprechen. (Personally, I would .../ I'm not really sure myself ...)
- Aus eigener Perspektive gesprochene Sätze sind besser als direkte Kritik oder Instruktion. (What strikes me is ... / It seems to me that ...)
- Fakten, Regeln, allgemeine Praxis erwähnen. (It is company policy that ... / The management/director/CEO expects ... / He/she insists on ...)

LÖSUNGSVORSCHLÄGE:

- You mustn't disturb your colleagues. I like the friendly atmosphere in our office, but your colleagues might prefer to leave private discussions for the lunch break.
- You won't succeed unless you prioritise. Maybe it's a good idea to think about priorities, that could make work easier and help you to meet deadlines.
- Get organised or you won't finish in time. Have you thought of using a different system? / You've got so many things on your desk, that I wonder if you have room to work properly.
- You mustn't eat in the office. I don't think it's a good idea to eat in the office. We are expected to have our lunch only in the cafeteria.
- Don't use your telephone for private calls. If I were you I wouldn't make my private calls here in the office. The office regulations don't really allow it, you know.

12. MAKE THESE COMMENTS MORE DIPLOMATIC (2)

It is often easier to criticise someone openly than to give friendly advice to a colleague. If you want to establish a good relationship with your colleagues you should try to avoid direct criticism and anything that might sound aggressive.

Here are a few sentences which are too direct. Try to find better ways of saying the same thing, but in a less direct way.

Start by thinking how you can do it. Take notes.



1. You mustn't disturb your colleagues.

2. You won't succeed unless you prioritise.

3. Get organised or you won't finish in time.

4. You mustn't eat in the office.

5. Don't use your telephone for private calls.

Here are some phrases you can use:

- It seems to me that ...
- You could maybe ...
- Why don't you ...
- Wouldn't you agree that ...
- Wouldn't it be better to ...
- Actually, I think ...
- Have you ever thought of ...
- If I were you I would / wouldn't ...

13. ARE YOU A TOLERANT PERSON?

TO DO

13. ARE YOU A TOLERANT PERSON?



Fotos: www.aboutpixel.de/goertz, fredster, zickzack, saroti

A. Take notes.
What do you think of someone who ...

- has a stud in his/her tongue?
- has a ring through his/her nose?
- eats horse meat?
- interrupts you all the time?
- doesn't wash his/her hair?

KOPIERVORLAGE

B. Start a conversation.

- Compare your answers to those of your partner.
- Discuss your answers with your partner.
- Try to agree using the following expressions:

Some useful phrases:

- I think ...
- I believe ...
- The way I see it, ...
- You are absolutely right.
- I absolutely / fully agree with you.
- That's correct.
- I see your point / I see what you mean, but ...
- That's true, but ...
- I'm terribly sorry, but I see it a bit differently.
- I'm sorry, I can't really agree with you.
- You are probably right, but ...
- Don't you think that ... ?

122

ZIEL: Auseinandersetzung mit den eigenen Wertvorstellungen, Grundannahmen und Konventionen. Als roter Faden kann die Frage dienen, wie viel von den eigenen Einstellungen und Wertvorstellungen als persönliches Merkmal, wie viel als Ausdruck kultureller Prägung (z.B. „typisch deutsch“) angesehen werden kann.

Die S werden angehalten, ausschließlich höfliche Diskursstrategien anzuwenden für Zustimmung, Widersprechen, zu Bedenken geben, Konsens finden usw. (s. Kasten).

GERR: **B1** Ist sich der wichtigsten Höflichkeitskonventionen bewusst und handelt entsprechend. Ist sich der wichtigsten Unterschiede zwischen Sitten und Gebräuchen, den Einstellungen, Werten und Überzeugungen in der betreffenden Gesellschaft und in seiner eigenen bewusst und achtet auf entsprechende Signale. **B2** Kann Beziehungen zu Muttersprachlern aufrechterhalten, ohne sie unfreiwillig zu belustigen, zu irritieren oder sie zu veranlassen, sich anders zu verhalten als bei Muttersprachlern. Kann sich situationsangemessen ausdrücken und krasse Formulierungsfehler vermeiden. (S. 122)

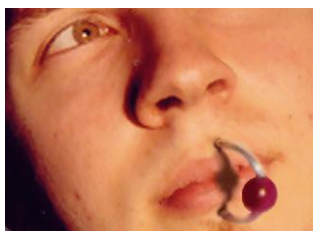
METHODE:

- A. Input: Was heißt „tolerant“? Gibt es Grenzen der Toleranz?
- B. Wortliste an der Tafel zusammen stellen (s.u.).
- C. Einzelarbeit, persönliche Notizen.
- D. TRIADE: Vergleich der Antworten. Dabei sollten die vorgeschlagenen Formulierungen verwendet werden.
- E. Diskussion in der Gesamtgruppe.
- F. S denken sich weitere Beispiele aus (evtl. als Hausaufgabe).

1 S sucht die Wortbedeutung und schreibt sie an:

fürchterlich	horrible	schön	pretty, beautiful
ekelhaft	disgusting	attraktiv	attractive
hässlich	ugly	akzeptabel	acceptable
unverantwortlich	irresponsible	notwendig	necessary
unmöglich	impossible	höflich	polite
unhöflich	impolite	normal	normal
...

13. ARE YOU A TOLERANT PERSON?



Fotos: www.aboutpixel.de/goenz, fredster, zickzack, sarotti

A. Take notes.

What do you think of someone who ...

- has a stud in his/her tongue?
- has a ring through his/her nose?
- eats horse meat?
- interrupts you all the time?
- doesn't wash his/her hair?
- chews chewing gum all the time?

B. Start a conversation.

- Compare your answers to those of your partner.
- Discuss your answers with your partner.
- Try to agree using the following expressions:

Some useful phrases:

- I think ...
- I believe ...
- The way I see it, ...
- You are absolutely right.
- I absolutely / fully agree with you.
- That's correct.
- I see your point / I see what you mean, but ...
- That's true, but ...
- I'm terribly sorry, but I see it a bit differently.
- I'm sorry, I can't really agree with you.
- You are probably right, but ...
- Don't you think that ... ?

14. TELEPHONING PHRASES

TO DO

14. TELEPHONING PHRASES

Foto: www.aboutpixel.de/goenz



Useful phrases:

Marfell Ltd, good afternoon.	Marfell GmbH, guten Tag.
Who's speaking, please?	Wer ist am Apparat? Mit wem spreche ich?
What are you calling about?	Worum handelt es sich?
I'll put you through.	Ich verbinde Sie.

Can I ask him to call you back?
Would you like to leave a message?
Could you call again in about fifteen minutes?
Could you give me your extension number?
Thanks for calling and have a nice day.

Soll ich ihn um einen Rückruf bitten?
Möchten Sie eine Nachricht hinterlassen?
Können Sie in einer Viertelstunde noch einmal anrufen?
Können Sie mir Ihre Durchwahl geben?
Vielen Dank für Ihren Anruf und einen schönen Tag.

124

KOPIERVORLAGE

ZIEL: Standardformulierungen am Telefon.

GERR: **B1** Kann kurze, eingeübte Ankündigungen zu alltäglichen Ereignissen aus dem eigenen Erfahrungsgebiet so vortragen, dass sie trotz fremder Intonation und Betonung klar verständlich sind. **B2** Kann Ankündigungen zu den meisten allgemeinen Themen so klar, spontan und flüssig vortragen, dass man ihnen ohne große Mühe folgen kann. (S. 65)

METHODE:

Einzelne Sätze gemeinsam durchgehen.

Einüben in PA: Die Schüler fragen sich gegenseitig ab; S 1 sagt den deutschen Satz, S 2 sagt den entsprechenden englischen Satz. Zum sicheren Einprägen mindestens dreimal wiederholen mit jeweils wechselnden Partnern.

Die S sollten dieses Blatt gesondert abheften, um bei Bedarf darauf zurückzukommen.

VARIANTE:

Das Blatt wird längs gefaltet; S 1 sieht nur die englischen Sätze, S 2 sieht nur die deutschen. Einüben in PA: Die Schüler fragen sich gegenseitig ab.

14. TELEPHONING PHRASES



Useful phrases:

Martell Ltd, good afternoon.

Who's speaking, please?

What are you calling about?

I'll put you through.

Hang on. / Don't hang up.

I'm sorry, but Mr ...'s line is occupied.

I'm sorry, but Mr ... is in a meeting [at the moment].

Can I ask him to call you back?

Would you like to leave a message?

Could you call again in about fifteen minutes?

Could you give me your extension number?

Thanks for calling and have a nice day.

Martell GmbH, guten Tag.

Wer ist am Apparat? Mit wem spreche ich?

Worum handelt es sich?

Ich verbinde Sie.

Legen Sie nicht auf.

Ich bedaure sehr, der Anschluss von Herrn ... ist besetzt.

Ich bedaure sehr, aber Herr ... ist in einer Besprechung.

Soll ich ihn um einen Rückruf bitten?

Möchten Sie eine Nachricht hinterlassen?

Können Sie in einer Viertelstunde noch einmal anrufen?

Können Sie mir Ihre Durchwahl geben?

Vielen Dank für Ihren Anruf und einen schönen Tag.

15. TELEPHONING (1) (2) (3)

TO DO

15. TELEPHONING (1)

Viele Telefongespräche folgen immer dem gleichen Muster. Es ist daher hilfreich, die Grundformen vieler Standardformate zu beherrschen. Hier ist ein Muster:

Getting in touch

Dennets Limited: Janet Maurice speaking. What can I do for you?

Mr Froehlich: Hello. This is Mark Froehlich. I'm calling from Saarbrücken, Germany.

15. TELEPHONING (2)

Dennets Ltd. Janet Maurice speaking. What can I do for you?	Hello. This is Mark Froehlich. I'm calling from Saarbrücken, Germany.
What can I do for you, Mr Froehlich?	I'd like to ask whether it is possible to change the dates of my internship with Dennets.
Could you let me know the dates?	Sure. My internship was to start on 15 November.

15. TELEPHONING (3)

Write down a telephone conversation between Michael Pitt who is trying to call Mr Newman's secretary. Mr Newman is not in her office at the moment.

Getting in touch

KOPIERVORLAGEN

15. TELEPHONING (1)

suggesting a solution

Listen. I'll talk to the other side about that and try to find out.
I'll call you back as soon as I get the answer.
OK, let me repeat that: 00 49 661 666 123.

That's very kind. Thank you.
Thanks a lot. I'll give you my number: 00 49 661 666 123.
That's correct, thanks!

Finishing the call

Good bye, Mr Froehlich.

Good bye, Ms Maurice.

15. TELEPHONING (2)

I'll call you back as soon as I get the answer.	Thanks a lot. I'll give you my number: 00 49 661 555 123.
OK, let me repeat that: 00 49 661 555 123.	That's correct, thanks!
Good bye, Mr Froehlich.	Good bye, Ms Maurice.

15. TELEPHONING (3)

Suggesting a solution

Finishing the call

ZIEL: Einfache Telefondialoge, Sicherheit in der Wahl des Registers.

GERR: **B1** Kann kurze, eingeübte Ankündigungen zu alltäglichen Ereignissen aus dem eigenen Erfahrungsgebiet so vortragen, dass sie trotz fremder Intonation und Betonung klar verständlich sind. **B2** Kann Ankündigungen zu den meisten allgemeinen Themen so klar, spontan und flüssig vortragen, dass man ihnen ohne große Mühe folgen kann. (S. 65)

METHODE:

- A. Dialog ggf. „entlasten“, Vokabeln an Tafel schreiben.
- B. Puzzle: Je nach S-Zahl werden mehrere Puzzle-Sätze benötigt. Puzzle-Stücke werden gemischt und verteilt. Die S legen die Blätter in der richtigen Reihenfolge ab.
- C. Einzelarbeit: S schreiben einen Dialog entsprechend der Vorgabe. Anschließend Lösungen vorlesen lassen und Besprechung in der Gesamt-Gruppe.
- D. Paararbeit: Rollenspiele mit freien Varianten der erarbeiteten Dialoge.

15. TELEPHONING (1)

Viele Telefongespräche folgen immer dem gleichen Muster. Es ist daher hilfreich, die Grundformen vieler Standardtelefonate zu beherrschen.

Hier ist ein Muster:



Getting in touch	
Dennets Limited. Janet Maurice speaking. What can I do for you?	Hello. This is Mark Froehlich. I'm calling from Saarbrücken, Germany.
Saying what it's about	
What can I do for you, Mr Froehlich? Could you let me know the dates? And what would you like to change?	I'd like to ask whether it is possible to change the dates of my internship with Dennets. Sure. My internship was to start on 15 November. I'd like to start on the 1 December, if possible.
Suggesting a solution	
Listen. I'll talk to the chief of HR ¹ about that and try to find out. I'll call you back as soon as I get the answer. OK, let me repeat that: 00 49 681 555 123.	That's very kind. Thank you. Thanks a lot. I'll give you my number: 00 49 681 555 123. That's correct, thanks!
Finishing the call	
Good bye, Mr Froehlich.	Good bye, Ms Maurice.

¹ HR = Human Resources [Personalabteilung]

15. TELEPHONING (2)



Dennets Ltd. , Janet Maurice speaking. What can I do for you?	Hello. This is Mark Froehlich. I'm calling from Saarbrucken, Germany.
What can I do for you, Mr Froehlich?	I'd like to ask whether it is possible to change the dates of my internship with Dennets.
Could you let me know the dates?	Sure. My internship was to start on 15 November.
And what would you like to change?	I'd like to start on the 1 December, if possible.
Listen. I'll talk to the chief of HR about that and try to find out.	That's very kind. Thank you.
I'll call you back as soon as I get the answer.	Thanks a lot. I'll give you my number: 00 49 681 555 123.
OK, let me repeat that: 00 49 681 555 123.	That's correct, thanks!
Good bye, Mr Froehlich.	Good bye, Ms Maurice.

15. TELEPHONING (3)

Write down a telephone conversation between Michael Pitt who is trying to call Ms Naiman's secretary.

Ms Naiman is not in her office at the moment.



Getting in touch	
Saying what it's about	
Suggesting a solution	
Finishing the call	

16. TELEPHONING: ROLE PLAY

TO DO

16. TELEPHONING: ROLE PLAY

1A You are Veronica Langley , the secretary of Monica Smith, head of HR ² at Lynn Ltd. Ms Smith is in a meeting and is not accepting calls all day.	1B You are Lesley Friar . You are calling Lynn Ltd to speak to Ms Smith, head of HR. You have important news for her which is absolutely confidential. Start the call.
2A You are Francine Meyer , the receptionist at Smith & Sons. You have no idea what letter the caller is talking about, but you can forward his/her question to the head of the department, Ms Troupier.	2B You are Mark Spitz . You are calling Smith & Sons to complain about not receiving an answer to your letter of 11 November. Start the call.
3A You are taking all calls for your company today. You get a call for Ralf Ground who is out of the office all day.	3B You want to speak to Ralf Ground . You call his office but can't reach him. Ask him to call you back and leave your mobile number. Start the call.
4A You are Robert Langland's secretary . Mr Langland is out of the office but will be back this afternoon.	4B You need to talk to Robert Langland . You want to discuss details of a contract with him. Start the call.

question to Ms Laffer, head of HR. **Start the call.**

² HR = Human Resources [Personalabteilung]

130

ZIEL: Telefondialoge, Sicherheit in der Wahl des Registers.

GERR: **B1** Kann kurze, eingeübte Ankündigungen zu alltäglichen Ereignissen aus dem eigenen Erfahrungsgebiet so vortragen, dass sie trotz fremder Intonation und Betonung klar verständlich sind. **B2** Kann Ankündigungen zu den meisten allgemeinen Themen so klar, spontan und flüssig vortragen, dass man ihnen ohne große Mühe folgen kann. (S. 65)

KOPIERVORLAGE

METHODE:

Je nach S-Zahl werden mehrere Sätze der Rollenkarten benötigt.

Vorbereitung: Tipps zum Telefonieren; Wiederholung der Strukturen von Blatt 12-13.

Einteilung in zwei Gruppen (A, B)

Die S der Gruppe A und B erhalten je eine Rollenkarte und bereiten in Gruppen von 2 bis 3 das Telefonat vor (Notizen anfertigen!).

Je zwei Telefon-Partner (A & B) führen auf der Grundlage der Rollenkarten ein Telefongespräch.

16. TELEPHONING: ROLE PLAY



<p>1A</p> <p>You are Veronica Langley, the secretary of Monica Smith, head of HR² at Lynn Ltd. Ms Smith is in a meeting and is not accepting calls all day.</p>	<p>1B</p> <p>You are Lesley Friar. You are calling Lynn Ltd to speak to Ms Smith, head of HR. You have important news for her which is absolutely confidential. Start the call.</p>
<p>2A</p> <p>You are Francine Meyer, the receptionist at Smith & Sons. You have no idea what letter the caller is talking about, but you can forward his/her question to the head of the department, Ms Trouper.</p>	<p>2B</p> <p>You are Mark Spitz. You are calling Smith & Sons to complain about not receiving an answer to your letter of 11 November. Start the call.</p>
<p>3A</p> <p>You are Frank Morris, secretary to Mr. Mull of SARRYL & Co. You know a young German is coming for an internship. But you have no information about where the person is going to stay. So you suggest passing on the question to Ms Laffer, head of HR.</p>	<p>3B</p> <p>You are Fritz Berg of Homburg. You are getting ready for a four-weeks internship at SARRYL & Co. in London starting next week. You are calling SARRYL & Co. to find out where you could possibly stay in London. Start the call.</p>
<p>4A</p> <p>You are taking all calls for your company today. You get a call for Ralf Ground who is out of the office all day.</p>	<p>4B</p> <p>You want to speak to Ralf Ground. You call his office but can't reach him. Ask him to call you back and leave your mobile number. Start the call.</p>
<p>5A</p> <p>You are Robert Langland's secretary. Mr Langland is out of the office but will be back this afternoon.</p>	<p>5B</p> <p>You need to talk to Robert Langland. You want to discuss details of a contract with him. Start the call.</p>

² HR = Human Resources [Personalabteilung]

17. A DIALOGUE: BOOKING A ROOM (1)

TO DO

17. A DIALOGUE: BOOKING A ROOM (1)

Complete the dialogue

A:

B: Good morning, sir/madam.

A:

B: For one person?

A:

KOPIERVORLAGE

B: We have a standard-size room on the fourth floor and a premium-size room on the first floor.

A:

B: The room on the fourth floor would be 75 Euros and the one on the first floor 110.

A:

B: Of course, sir/madam. You can have a look, if you wish.

132

ZIEL: Einfacher Dialog, Sicherheit in der Wahl des Registers.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. **B2** Kann sich spontan und mit guter Beherrschung der Grammatik verständigen, praktisch ohne den Eindruck zu erwecken, sich in dem, was er/sie sagen möchte, einschränken zu müssen; der Grad an Formalität ist den Umständen angemessen. (S. 79)

METHODE:

Situation definieren: Hotelgast an der Rezeption.

Einzelarbeit: S ergänzen den Dialog schriftlich.

Partnerarbeit: S vergleichen ihre Formulierungen untereinander.

Gesamtgruppe: Diskussion mehrerer möglicher Varianten.

Partnerarbeit: Je zwei S üben einen Dialog an der Hotel-Rezeption, dieses Mal evtl. mit unerwarteten Antworten, z.B. „wir sind belegt“, „geschlossene Gesellschaft“...

LÖSUNGSVORSCHLAG:

A: ...Good morning.

B: Good morning, sir/madam.

A: ...Could I have a room? [I'm afraid I didn't make a reservation.]

B: For one person?

A: ...No, that'll be for two.

B: For how many nights?

A: ...For two nights, please.

B: We have a standard-size room on the fourth floor and a premium-size room on the first floor.

A: [That's more or less the same to me.] How much are they?

B: The room on the fourth floor would be 75 Euros and the one on the first floor 110.

A: ...Well, could I see the room for 110 Euros?

B: Of course, sir/madam. You can have a look, if you wish.

17. A DIALOGUE: BOOKING A ROOM (1)

Complete the dialogue

A:

B: Good morning, sir/madam.

A:

B: For one person?

A:

B: For how many nights?

A:

B: We have a standard-size room on the fourth floor and a premium-size room on the first floor.

A:

B: The room on the fourth floor would be 75 Euros and the one on the first floor 110.

A:

B: Of course, sir/madam. You can have a look, if you wish.

18. A DIALOGUE: AT THE LOST AND FOUND (2)

TO DO

18. A DIALOGUE: AT THE LOST AND FOUND (2)

Complete the dialogue

A:

B: When did you lose it?

A:

B: Where?

KOPIERVORLAGE

A:

B: Very well. Your description is really precise. I'm quite sure we'll find it. There's a good chance anyway.

A:

134

ZIEL: Einfacher Dialog, Sicherheit in der Wahl des Registers.

GERR: **B1** Kann ein breites Spektrum einfacher sprachlicher Mittel einsetzen, um die meisten Situationen zu bewältigen, die typischerweise beim Reisen auftreten. **B2** Kann sich spontan und mit guter Beherrschung der Grammatik verständigen, praktisch ohne den Eindruck zu erwecken, sich in dem, was er/sie sagen möchte, einschränken zu müssen; der Grad an Formalität ist den Umständen angemessen. (S. 79)

METHODE:

Situation definieren: Beim Flughafen-Fundbüro (lost and found), bei der Polizei, Hotelgast an der Rezeption. Verloren wurden Handtasche, Autoschlüssel, Zimmerschlüssel, Brille, Geldbörse ...

Einzelarbeit: S ergänzen den Dialog schriftlich.

Partnerarbeit: S vergleichen ihre Formulierungen untereinander.

Gesamtgruppe: Diskussion mehrerer möglicher Varianten.

Partnerarbeit: Je zwei S üben einen Dialog im Fundbüro, bei der Polizei, an der Hotel-Rezeption. Varianten mit unerwarteten Antworten sollten ermutigt werden, z.B. „Ihr Zimmerschlüssel wurde schon abgeholt.“, „Ihre Handtasche wurde gefunden, ist aber leer.“...

LÖSUNGSVORSCHLAG:

A: Hello, I've lost my wallet.

B: When did you lose it?

A: ...About an hour ago

B: Where?

A: I must have lost it in the lobby / on the market square / in my room.

B: Could you please describe it?

A: ...Sure. It's made of black leather. There is a photo of my girlfriend and my credit card inside – a Visa card. There is also my ID card and my driving licence. And approximately 250 Euros.

B: Very well. Your description is really precise. I'm quite sure we'll find it. There's a good chance anyway.

A: ...Oh, thanks a lot. I very much appreciate your help.

18. A DIALOGUE: AT THE LOST AND FOUND (2)

Complete the dialogue

A: -----

B: When did you lose it?

A: -----

B: Where?

A: -----

B: Could you please describe it?

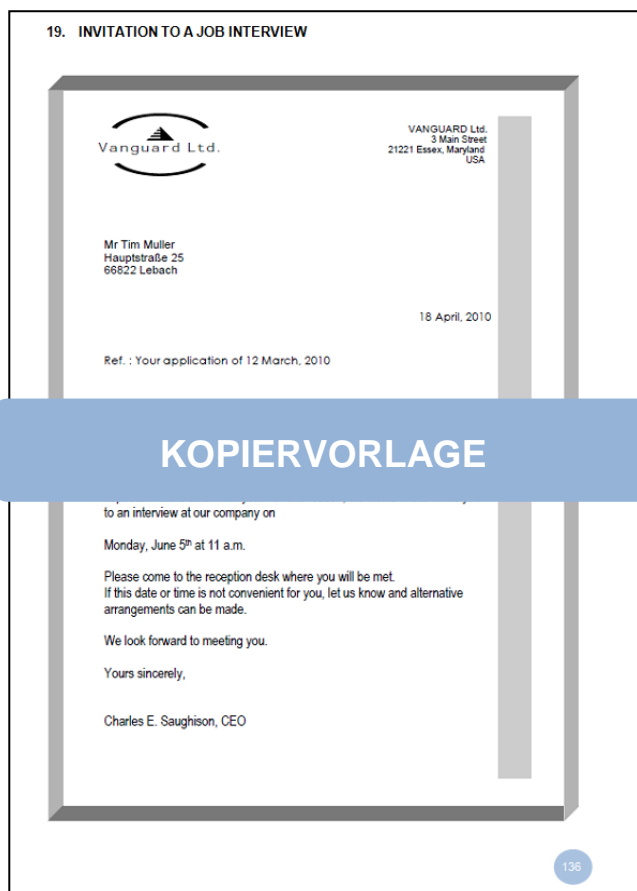
A: -----

B: Very well. Your description is really precise. I'm quite sure we'll find it. There's a good chance anyway.

A: -----

19. INVITATION TO A JOB INTERVIEW

TO DO



ZIEL: Sicherheit in formeller Korrespondenz, Sicherheit in der Wahl des Registers.

GERR: **B1** Kann in persönlichen Briefen und Mitteilungen einfache Informationen von unmittelbarer Bedeutung geben oder erfragen und dabei deutlich machen, was er/ sie für wichtig hält. (S. 86) **B2** Kann klare, detaillierte Texte zu verschiedenen Themen aus einem/ihrem Interessengebiet verfassen und dabei Informationen und Argumente aus verschiedenen Quellen zusammenführen und gegeneinander abwägen. (S. 67)

METHODE:

Situation definieren: Einladung zum Vorstellungsgespräch.

Was muss ein korrektes Antwortschreiben enthalten? – Kurz und präzise, formal und sprachlich korrekt.

Einzelarbeit: S entwerfen ein Antwortschreiben mit Terminzusage.

Partnerarbeit: S vergleichen ihre Entwürfe. Gesamtgruppe: Diskussion mehrerer möglicher Varianten.

Variante: Der Termin passt nicht, ein alternativer Termin muss vereinbart werden.

LÖSUNGSVORSCHLAG:

VANGUARD Ltd.
Attn: Mr Charles E. Saughison
3 Main Street
21221 Essex, Maryland
USA

24 April, 2010

Re. Your letter of 18 April, 2010

Dear Mr Saughison,

Thank you for you letter of 18 April.

It is with great pleasure that I accept your invitation. I am looking forward to meeting you.

Yours sincerely

Tim Muller

19. INVITATION TO A JOB INTERVIEW



VANGUARD Ltd.
3 Main Street
21221 Essex, Maryland
USA

Mr Tim Muller
Hauptstraße 25
66822 Lebach

18 April, 2010

Ref. : Your application of 12 March, 2010

Dear Mr Muller

Thank you for applying for a period of work experience at our company. We have read your application with interest and would like to discuss some aspects in more detail with you. For this reason, we would like to invite you to an interview at our company on

Monday, June 5th at 11 a.m.

Please come to the reception desk where you will be met. If this date or time is not convenient for you, let us know and alternative arrangements can be made.

We look forward to meeting you.

Yours sincerely,

Charles E. Saughison, CEO

20. A JOB INTERVIEW

TO DO

20. A JOB INTERVIEW

Role play
Head of HR

You are head of HR. Two months ago you invited a young person from Germany to do a short-term internship at your company. Today is his/her first day. In an informal interview you want to find out more about his/her

- interests
- qualifications
- competences
- weaknesses
- ...

What other questions would you ask?

Give all the information which the young German will need to know about the internship. Try to get him/her involved in a lively conversation, establishing a positive relationship with him/her.

KOPIERVORLAGE

Role play
Intern from Germany

Two months ago you applied for a short-term internship and were accepted. Today is your first day and you don't know anything about the job or what will be expected from you. The head of HR has an interview with you to find out your ...

- interests
- qualifications
- competences
- ...

What else would you like to talk about?

Give all the information necessary, so that the Head of HR can get to know you, and try to establish a relationship of trust and good-will.

138

ZIEL: Angemessenes kommunikatives Verhalten im Rahmen eines Vorstellungsgesprächs.

GERR: **B1** Kann in einem Interview- oder Konsultationsgespräch konkrete Auskünfte geben (...), tut das aber mit begrenzter Genauigkeit. **B2** Kann wirksam und flüssig ein Interviewgespräch führen, von vorbereiteten Fragen spontan abweichen, auf interessante Antworten näher eingehen und nachfragen. (S. 85)

METHODE:

Eine angemessene Zahl der Rollenkarten wird benötigt.

Situation definieren: Vorstellungsgespräch mit dem/der Personalverantwortlichen. Worauf muss sich ein Bewerber vorbereiten? Das Bewerbungsschreiben liegt dem Unternehmen zwar vor, dennoch kann nicht davon ausgegangen werden, dass der Inhalt dem/der Personalverantwortlichen im Detail vertraut ist. Das eigene Interesse an der Stelle und die

persönliche Eignung für die Stelle sollte überzeugend dargelegt werden können.

Gesamtgruppe wird in 2 Teilgruppen aufgeteilt, die je eine Rolle vorbereiten und Notizen anfertigen.

2 S demonstrieren das Vorstellungsgespräch, die Gesamtgruppe hört zu.

Diskussion in der Gesamtgruppe.

Anschließend simulieren die S in Paaren das Vorstellungsgespräch.

2. Durchgang mit Rollenwechsel.

20. A JOB INTERVIEW

Role play

Head of HR

You are head of HR. Two months ago you invited a young person from Germany to do a short-term internship at your company. Today is his/her first day. In an informal interview you want to find out more about his/her

- interests
- qualifications
- competences
- weaknesses
- ...

What other questions would you ask?

Give all the information which the young German will need to know about the internship. Try to get him/her involved in a lively conversation, establishing a positive relationship with him/her.

Role play

Intern from Germany

Two months ago you applied for a short-term internship and were accepted. Today is your first day and you don't know anything about the job or what will be expected from you. The head of HR has an interview with you to find out your ...

- interests
- qualifications
- competences
- ...

What else would you like to talk about?

Give all the information necessary, so that the Head of HR can get to know you, and try to establish a relationship of trust and good-will.

21. THE INTERCULTURAL GAME

TO DO

KOPIERVORLAGEN

21. THE INTERCULTURAL GAME (A)		
WHAT DO YOU SAY?	1 You arrive late at a meeting which was to start half an hour ago.	2 You have completely forgotten the name of the man you are talking to. Try to find out his name politely.
6 When the waiter gives you the bill you are sure it is far too high.	7 During a business meeting one of the people present asks whether you mind if he smokes.	8 You have been invited to a meal at your colleague's home. While you are there, you want to go to the toilet. What do you say?
12 During a business meal you	13 An important customer invites you to the theatre. You can't	14 During a conference in Dublin

21. THE INTERCULTURAL GAME (B)		
3 During an evening invitation the person you are talking to keeps interrupting you. You don't want to continue talking to this person. What do you do or say?	4 In which country are you expected to take off your shoes when entering a private home? A) Saudi Arabia b) Cuba c) Belgium d) Australia	5 You are offered a meal and you think it looks absolutely horrible.
9 A colleague invites you to a meal. She calls you to find out if there is anything you don't eat.	10 You are at a reception. Your host offers you a glass of champagne. You don't drink alcohol. What do you say?	11 In which country is touching another person's head considered a serious insult? a) Thailand b) Japan c) Pakistan d) Iraq
15	16 After long negotiations, where could you expect to be asked	17 A visitor wants to take home a

24 Recommend a good restaurant to an important customer.	25 Tell a foreigner how to get to your office from the main station.	26 In which country is it strictly illegal to drink before driving? a) in Sweden b) in France c) in UK d) in the USA.
30 You are about to visit a company in Boston, when you remember you must make an important phone call to Germany. You don't have your mobile phone with you.	31 In which country is it normal to go out for dinner after 10 p.m.? a) in GB b) in the USA. c) in Japan d) in Spain	32 You have an appointment at your bank. Present yourself at the reception desk and say who you are and what you want.

27 You have invited two friends for an evening meal. Introduce your friends to one another.	28 You are on a plane. Start a conversation with the person sitting next to you.	29 Introduce your boss to a visitor to your company.
33 You meet an important business partner at the station. Offer to help him/her with the luggage.	34 At an international conference you meet someone you find very attractive. Start a conversation with him/her.	THE END

ZIEL: Aktivierung, Wiederholung, Überprüfung erworbener soziolinguistischer Kompetenzen.

GERR: **B1** Kann ein breites Spektrum von Sprachfunktionen realisieren und auf sie reagieren, indem er/sie die dafür gebräuchlichsten Redemittel und ein neutrales Register benutzt. **B2** Kann Beziehungen zu Muttersprachlern aufrechterhalten, ohne sie unfreiwillig zu belustigen, zu irritieren oder sie zu veranlassen, sich anders zu verhalten als bei Muttersprachlern. Kann sich situationsangemessen ausdrücken und krasse Formulierungsfehler vermeiden. (S. 122)

METHODE:

Je nach S-Zahl werden mehrere Kopien des „Spielbretts“ benötigt, außerdem Würfel und Spielfiguren.

Die S spielen zu dritt oder viert. Auf jedem Feld wird eine kommunikative Aufgabe gestellt, die vom S zu lösen ist. Die Mitspieler/innen entscheiden, ob die Aufgabe befriedigend gelöst wurde. Im Zweifelsfall entscheidet L. Wer die Aufgabe nicht bewältigt, muss zurück zur letzten Position. Gewinner ist, wer zuerst das Ziel erreicht.

LÖSUNGSSCHLÜSSEL (Fragen zur Landeskunde):

- 4: a) Saudi Arabia
- 11: a) Thailand
- 16: c) Japan
- 26: a) Sweden
- 31: d) Spain

21. THE INTERCULTURAL GAME (A)

<p>WHAT DO YOU SAY?</p>	<p>1</p> <p>You arrive late at a meeting which was to start half an hour ago.</p>	<p>2</p> <p>You have completely forgotten the name of the man you are talking to. Try to find out his name politely.</p>
<p>6</p> <p>When the waiter gives you the bill you are sure it is far too high.</p>	<p>7</p> <p>During a business meeting one of the people present asks whether you mind if he smokes.</p>	<p>8</p> <p>You have been invited to a meal at your colleague's home. While you are there, you want to go to the toilet. What do you say?</p>
<p>12</p> <p>During a business meal you spill a glass of red wine over your customer's trousers. What do you say?</p>	<p>13</p> <p>An important customer invites you to the theatre. You can't go because you have already accepted another invitation. What do you say?</p>	<p>14</p> <p>During a conference in Dublin you meet someone who you believe you have met before.</p>
<p>18</p> <p>When leaving a cinema after a very good film you don't feel you want to go to the hotel immediately. What do you say to your friend who is with you?</p>	<p>19</p> <p>Spell your name.</p>	<p>20</p> <p>Give your phone number.</p>
<p>24</p> <p>Recommend a good restaurant to an important customer.</p>	<p>25</p> <p>Tell a foreigner how to get to your office from the main station.</p>	<p>26</p> <p>In which country is it strictly illegal to drink before driving? a) in Sweden b) in France c) in UK d) in the USA</p>
<p>30</p> <p>You are about to visit a company in Boston, when you remember you must make an important phone call to Germany. You don't have your mobile phone with you.</p>	<p>31</p> <p>In which country is it normal to go out for dinner after 10 p.m.? a) in GB b) in the USA c) in Japan d) in Spain</p>	<p>32</p> <p>You have an appointment at your bank. Present yourself at the reception desk and say who you are and what you want.</p>

21. THE INTERCULTURAL GAME (B)

<p style="text-align: center;">3</p> <p>During an evening invitation the person you are talking to keeps interrupting you. You don't want to continue talking to this person. What do you do or say?</p>	<p style="text-align: center;">4</p> <p>In which country are you expected to take off your shoes when entering a private home? A) Saudi Arabia b) Cuba c) Belgium d) Australia</p>	<p style="text-align: center;">5</p> <p>You are offered a meal and you think it looks absolutely horrible.</p>
<p style="text-align: center;">9</p> <p>A colleague invites you to a meal. She calls you to find out if there is anything you don't eat.</p>	<p style="text-align: center;">10</p> <p>You are at a reception. Your host offers you a glass of champagne. You don't drink alcohol. What do you say?</p>	<p style="text-align: center;">11</p> <p>In which country is touching another person's head considered a serious insult? a) Thailand b) Japan c) Pakistan d) Iraq</p>
<p style="text-align: center;">15</p> <p>A visitor asks you what there is to do in your city / town at night.</p>	<p style="text-align: center;">16</p> <p>After long negotiations, where could you expect to be asked to sing a song from your country? a) Italy b) Austria c) Japan d) Ireland</p>	<p style="text-align: center;">17</p> <p>A visitor wants to take home a souvenir from Germany. What do you suggest he/she should buy?</p>
<p style="text-align: center;">21</p> <p>At an international conference your hotel room is absolutely unsatisfactory. Phone the hotel reception and complain.</p>	<p style="text-align: center;">22</p> <p>Talk about today's weather.</p>	<p style="text-align: center;">23</p> <p>You are going to meet someone at the airport you have not met before. Make a phone call and describe yourself so that he/she can identify you.</p>
<p style="text-align: center;">27</p> <p>You have invited two friends for an evening meal. Introduce your friends to one another.</p>	<p style="text-align: center;">28</p> <p>You are on a plane. Start a conversation with the person sitting next to you.</p>	<p style="text-align: center;">29</p> <p>Introduce your boss to a visitor to your company.</p>
<p style="text-align: center;">33</p> <p>You meet an important business partner at the station. Offer to help him/her with the luggage.</p>	<p style="text-align: center;">34</p> <p>At an international conference you meet someone you find very attractive. Start a conversation with him/her.</p>	<p style="text-align: center;">THE END</p>