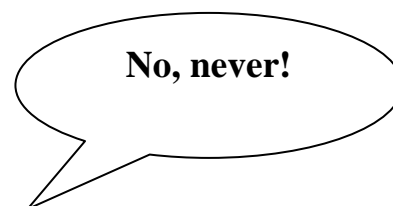


<i>900 exercises in vocational communication</i>	Notes for teachers	C3- 15
<i>General aim</i>	C: Understand a message	
<i>Level of difficulty</i>	3	
<i>Intermediate aim</i>	1: Analyse a message	
<i>Operational aim</i>	5: Recognise the elements of communication in a document Secondary aims: 1.0: example and explanations 2.0: identify the receiver of a message 3.0: identify the sender of a message 4.0: identify the context; identify the intention	
<i>Pre-requirements</i>	<i>None</i>	
<i>Number of exercises</i>	For “identify the receiver of a message”: 2 exercises For “identify the sender of a message”: 2 exercises For “identify the context / the intention”: 2 exercises	
<i>Summing-up exercise</i>	C3/15-4.3	
<i>Comments</i>		

Here is an extract from a dialogue:



Reading these sentences, you have made your own idea of a situation.
If you had to read them aloud, what intonation would you give this dialogue?

You realise that you do not have enough information to imagine this situation.

You would need information about the people:

- Who are these two people?
- What gender are they?
- What links them together? Friendship? Love? Mother and son? Are these people friends or enemies? Etc.

You would need information about the situation:

- Are they in conflict?
- Are they happy or sad to be parting?
- Where does the scene take place? In a house? In a shop? In a café? On a station platform? Etc.
- What happened before they spoke these sentences?

The example continues on the next page

Now say these two sentences taking account of the communication situations given below.

Feel the differences according to the contexts.

- 1- It is a couple. The man and the woman have just argued. She is crying. He is angry. They are on a station platform. The man is on the train. She remains on the platform. The train is about to leave.

- 2- Two friends have gone mountain climbing. The first is experienced and very good at the sport. For the second, it's the first time. The climb was difficult, long and dangerous. On the way back, the experienced climber asks his friend if he will come climbing again. He is exhausted, he's had enough and he answers no.

- 3- Two friends of 15 discover a new clothes shop that has just opened in their town. They realise that all the clothes are for women of over 60! They had a good laugh pretending that they were going to buy some dresses and wear them the next time they went out! Once out of the shop, they say these words, in fits of laughter!

In any communication situation, several elements have to be taken into consideration:

The sender is the person who sends out a message.

The receiver is the person who receives the message.

The context is the situation in which the communication takes place, the circumstances which lead to this communication. This context will determine an **intention** for communication.

The code used can be written or oral. Sometimes, not a word is spoken but the facial expressions or the posture of the sender communicate a message: this is non-verbal language.



The sender: the lady

The receiver: the waiter

The context: a restaurant, asking for information about puddings.

The sender's intention: obtain some information politely.

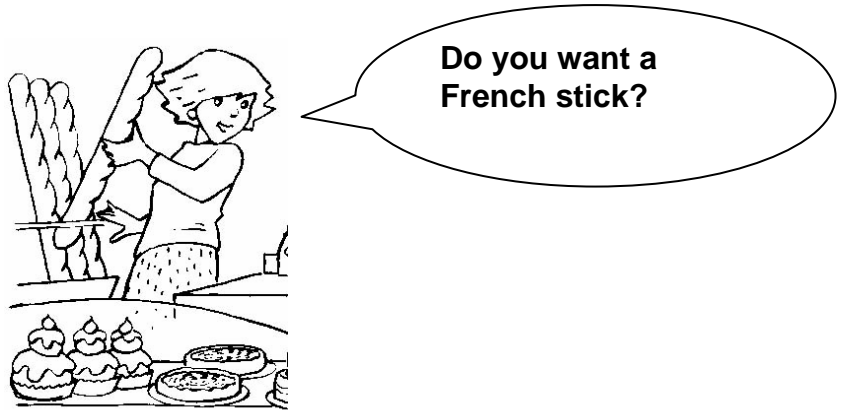
The code: oral.

Go to the next page

<i>900 exercises in vocational communication</i>	Exercise	C3 / 15 – 2.1
		Eval:

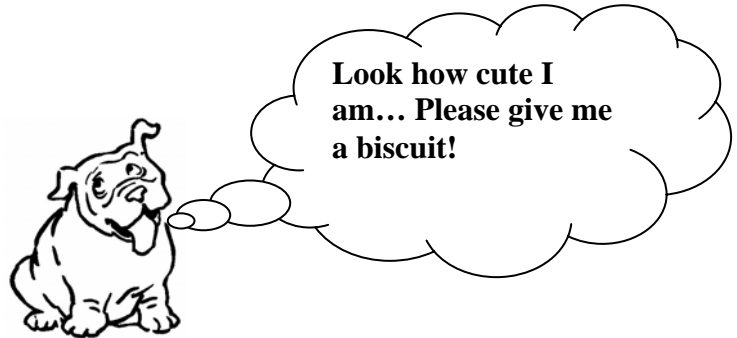
Identify le receiver d'un message

Situation 1:



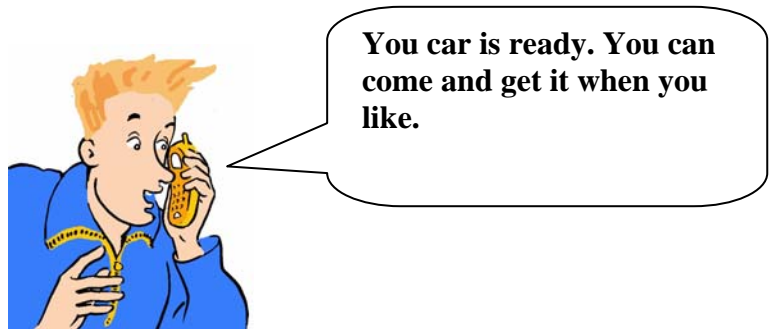
Receiver of the message:

Situation 2:



Receiver du message:

Situation 3:



Receiver of the message:

Look at the answers for C3/15-2.1

Identify the receiver of a message

Situation 1:



Do you want a
French stick?

Receiver of the message: **a customer in a baker's shop.**

Situation 2:



Look how cute I am...
Please give me a
biscuit!

Receiver of the message: **this dog's master or someone who is interested in him.**

Situation 3:



Your car is ready. You can
come and get it when you
like.

Receiver of the message: **a client of a garage who has left their car to be repaired.**

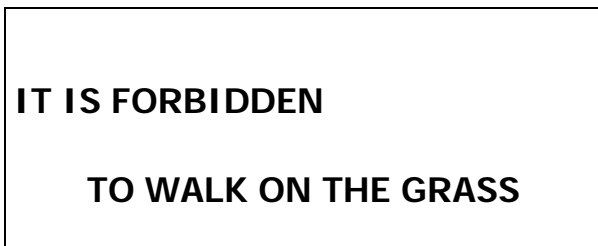
<i>900 exercises in vocational communication</i>	Exercise (Page 1)	C3 / 15 – 2.2 Eval:
--------------------------------------------------	-----------------------------	--------------------------------------

Identify le receiver d'un message

For each of the signs below, you will indicate:

- 1) who the message might be addressed to, i.e. the receiver(s) ;**
- 2) the place(s) where they might be found.**

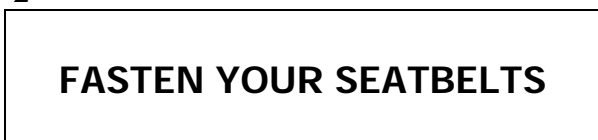
1-



➤ Receiver(s):.....

➤ Place(s):.....

2-



➤ Receiver(s):.....

➤ Place:.....

Go to the next page

3-

Doctor PALOMBE
General Practitioner
Consultations:
Monday, Tuesday, Wednesday 1-7pm
Thursday and Friday by appointment

Tel.: 0143 679 921

➤ Receiver(s):

➤ Place:

4-

MANDELA LIBRARY

Tues. - Wed. - Thurs.: 10am - 6pm
Fri. - Sat.: 10am - 10pm
Closed Sundays and Mondays

➤ Receiver(s):

➤ Place:

Look at the answers for C3/15-2.2

1-

IT IS FORBIDDEN

TO WALK ON THE GRASS

- Receiver(s): **walkers in a park or garden**
- Place: **in a park or public garden.**

2-

FASTEN YOUR SEATBELTS

- Receiver(s): **car drivers or airline passengers.**
- Place: **on a signpost at the side of a road or in a plane.**

3-

***Doctor PALOMBE
General Practitioner***

Consultations:

Monday, Tuesday, Wednesday 1-7pm

Thursday and Friday by appointment

Tel.: 0143 679 921

- Receiver(s): **the doctor's patients, the inhabitants of a neighbourhood.**
- Place: **in front of the doctor's surgery or on the front door.**

4-

MANDELA LIBRARY

Tues. - Wed. - Thurs.: 10am - 6pm

Fri. - Sat.: 10am - 10pm

Closed Sundays and Mondays

- Receiver(s): **readers who use the library or anyone else who might want to look at the books.**
- Place: **on the front door or a window of the library.**

<i>900 exercises in vocational communication</i>	Exercise (Page 1)	C3 / 15 – 3.1
		Eval:

Identify the sender of a message

**Who might have signed these letters?
If you can think of several possibilities, write them all down.**

1-

*You're 18 years old today, my daughter!
What a wonderful age!
You are beautiful and I'm proud of you.
I wish you every happiness in life.
I'll always be here for you.*

With all my love. ☀ ☀ ☀ ☀

Sender(s):

2-

25 September 2007.

Dear Sir or Madam,

I regret to inform you that your son Jimmy has not been at school for the last 3 days, and has not given us any justification.

Our regulations require a valid excuse to justify a prolonged absence.

Please could you settle this situation tomorrow morning with the Secretary.

Sender(s):

Go to the next page

<i>900 exercises in vocational communication</i>	Exercise (Page 2)	C3 / 15 – 3.1
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3-

Our association is looking for new volunteers to add to our team of listeners. This is a 24/7 service, where volunteers take it in turns to be there, on the phone, for people who feel the need to talk to someone. The call is free.

All volunteers receive training and develop human relation skills. Your commitment would be 14 hours a month, so it is quite compatible with a working life.

If you are interested, contact us on 081 33 33 33.

Sender(s):

4-

For all unemployed people, who have been on benefit for at least 1 year, we are offering training courses in communication. The courses will last 50 hours from 15 February to 11 March.

Contact: John Alderton on 01423 453 067, director of studies.

Sender(s):.....

5-

SMS:

Hi Lea! 2night
at 6 at
Tania's. Bring
drinks + CDs.
Love and
kisses♥

Sender:

Look at the answers for C3/15-3.1

1-

*You're 18 years old today, my daughter! What
a wonderful age!
You are beautiful and I'm proud of you.
I wish you every happiness in life.
I'll always be here for you.*

With all my love. ☀ ☀ ☀ ☀

Sender(s): **this is the mother or father of a girl celebrating her 18th birthday.**

2-

25 September 2007.

Dear Sir or Madam,

I regret to inform you that your son Jimmy has not been at school for the last 3 days, and has not given us any justification. Our regulations require a valid excuse to justify a prolonged absence. Please could you settle this situation tomorrow morning with the Secretary.

Sender(s): **a teacher or educator or the head teacher of Jimmy's school.**

3-

Our association is looking for new volunteers to add to our team of listeners. This is a 24/7 service, where volunteers take it in turns to be there, on the phone, for people who feel the need to talk to someone. The call is free.

All volunteers receive training and develop human relation skills. Your commitment would be 14 hours a month, so it is quite compatible with a working life.

If you are interested, contact us on 081 33 33 33.

Sender(s): **an association whose volunteers listen to people's problems.**

4-

For all unemployed people, who have been on benefit for at least 1 year, we are offering training courses in communication.

The courses will last 50 hours from 15 February to 11 March.

Contact: John Alderton on 01423 453 067, director of studies.

Sender(s): **the director of studies of an organisation that trains unemployed people.**

5-

SMS:

Hi Lea! 2night
at 6 at
Tania's. Bring
drinks + CDs.
Love and
kisses ♥

Sender: **Lea's boyfriend**

<i>900 exercises in vocational communication</i>	Exercise	C3 / 15 – 3.2
		Eval :

Identify the sender of a message

Situation 1:



SPECIAL OFFER

on all tropical destinations!

- 30 % !

**Flight + hôtel full board for two people.
Car hire available on site.**

The sender of the message:

Situation 2:



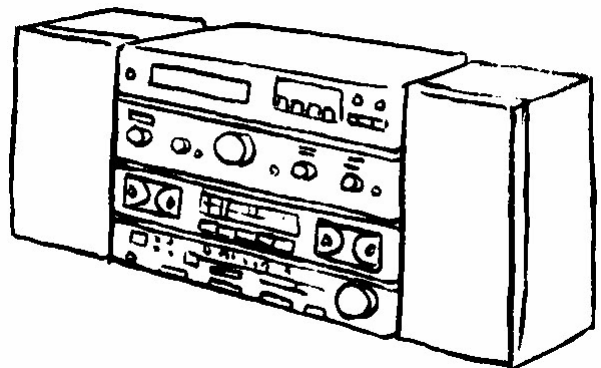
*This present is for you, my darling!
I hope you will like it.
I want you to know how much I love you
and how happy I am to be with you each
and every day.*



The sender of the message:

Situation 3:

This evening on Culture 4, we will be interviewing the Education Minister live in the studio.
Don't miss it at 7.20!



The sender of the message:

Look at the answers for C3/15-3.2

Identify the sender of a message

Situation 1:



SPECIAL OFFER

on all tropical destinations!

- 30 % !

**Flight + hôtel full board for two people.
Car hire available on site.**

The sender of the message: **a travel agency.**

Situation 2:

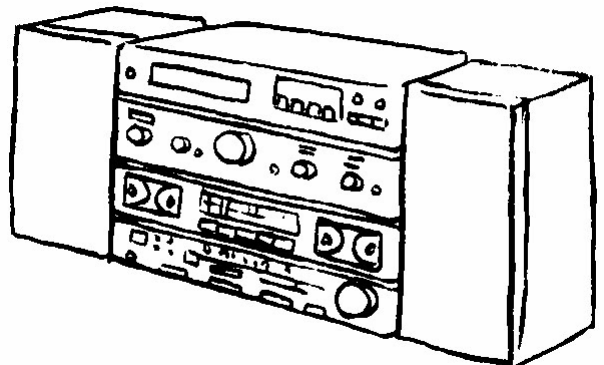


*This present is for you, my darling!
I hope you will like it.
I want you to know how much I love you
and how happy I am to be with you each
and every day.*

The sender of the message: **a person who wants to tell their life partner how much they love him/her.**

Situation 3:

This evening on Culture 4, we will be
interviewing the Education Minister
live in the studio.
Don't miss it at 7.20!



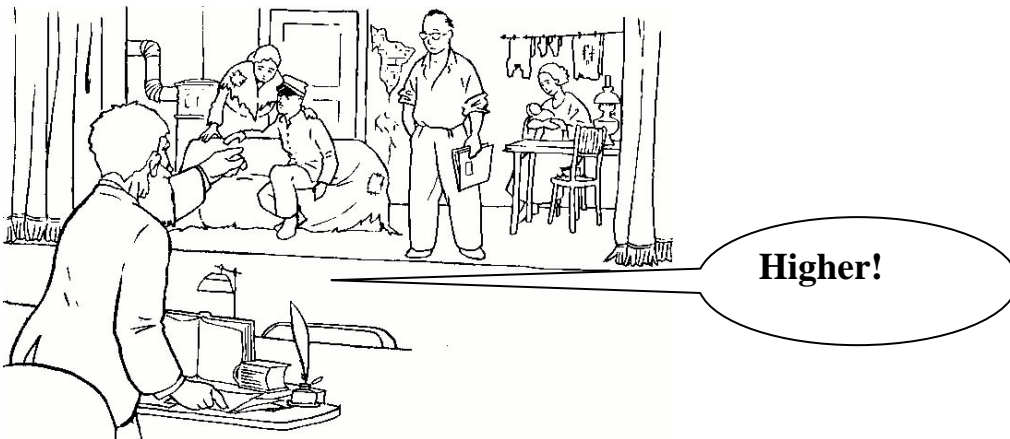
The sender of the message: **a radio journalist.**

Define a context

Here are 3 different situations. However, each character pronounces the same sentence.
For each situation, indicate:

- 1- The sender of the message;
- 2- The receiver of the message;
- 3- The situation.

Situation 1:



The sender of the message:.....

The receiver of the message:.....

The situation:.....
.....

Go to the next page

Situation 2:

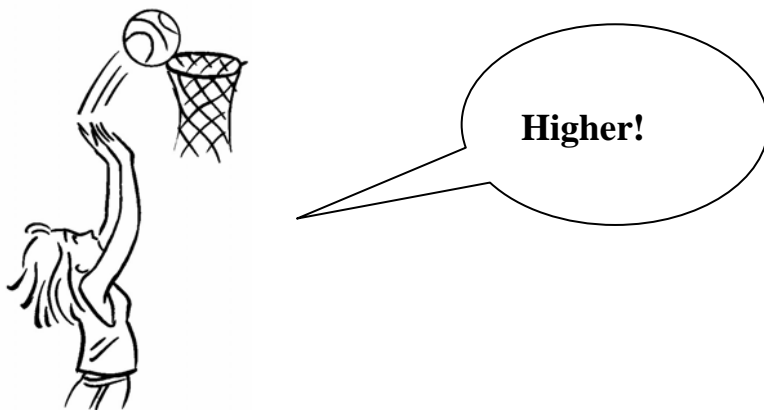


The sender of the message:.....

The receiver of the message:.....

The situation:.....
.....

Situation 3:



The sender of the message:.....

The receiver of the message:.....

The situation:.....
.....

Look at the answers for C3/15-4.1

Define a context

Situation 1:



The sender of the message: the director of a play.

The receiver of the message: an actor who is not speaking high enough.

The situation for communication: a play rehearsal. In this scene, the actor is not speaking high enough and the director does not like it and tells him so.

Situation 2:



The sender of the message: the little girl on the swing.

The receiver of the message: the person pushing her or herself.

The situation for communication: the little girl would like to swing higher and asks to be pushed harder. Or perhaps she is encouraging herself to swing higher.

Situation 3:



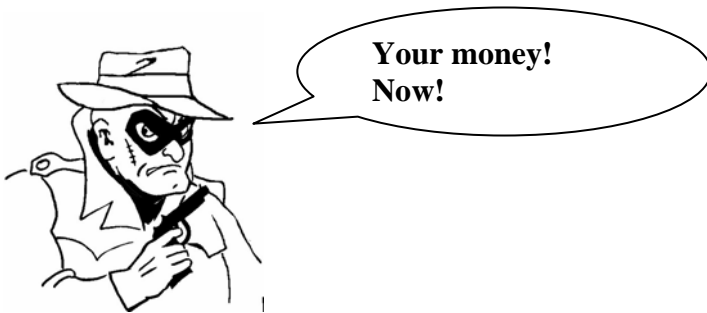
The sender of the message: the basketball player.

The receiver of the message: the basketball player.

The situation for communication: the basketball player is encouraging herself to throw the ball higher in order to reach the basket.

Identify the intention

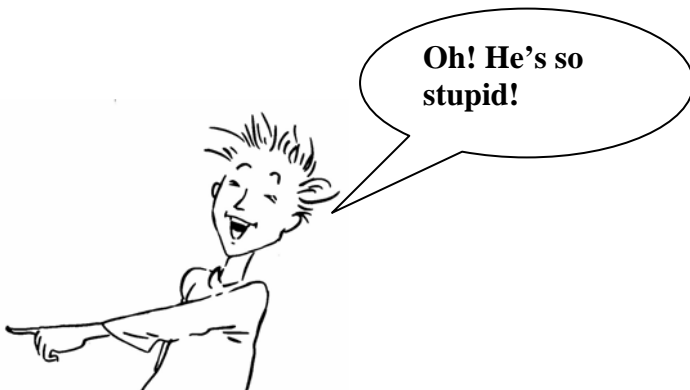
Under each picture, note what the sender's intention might be.



Intention:



Intention:



Intention:

Go to the next page



Intention:



Intention:



Intention:

Look at the answers for C3/15-4.2

Identify the intention

Under each picture, note what the sender's intention might be.



**Your money!
Now!**

Intention: to intimidate, frighten.



BRAVO!!!

Intention: to encourage, congratulate.



**Oh! He's so
stupid!**

Intention: to laugh at

Go to the next page



Intention: to interview, inform



Intention: to get people to buy



Intention: to make people feel sorry, perhaps with a view to obtaining something

Identify the elements of communication



I've told you 10 times already to write on the lines!

Sender:

Receiver:

Context:.....

Sender's intention:.....



Do you think they've seen us?

Sender:

Receiver:

Context:.....

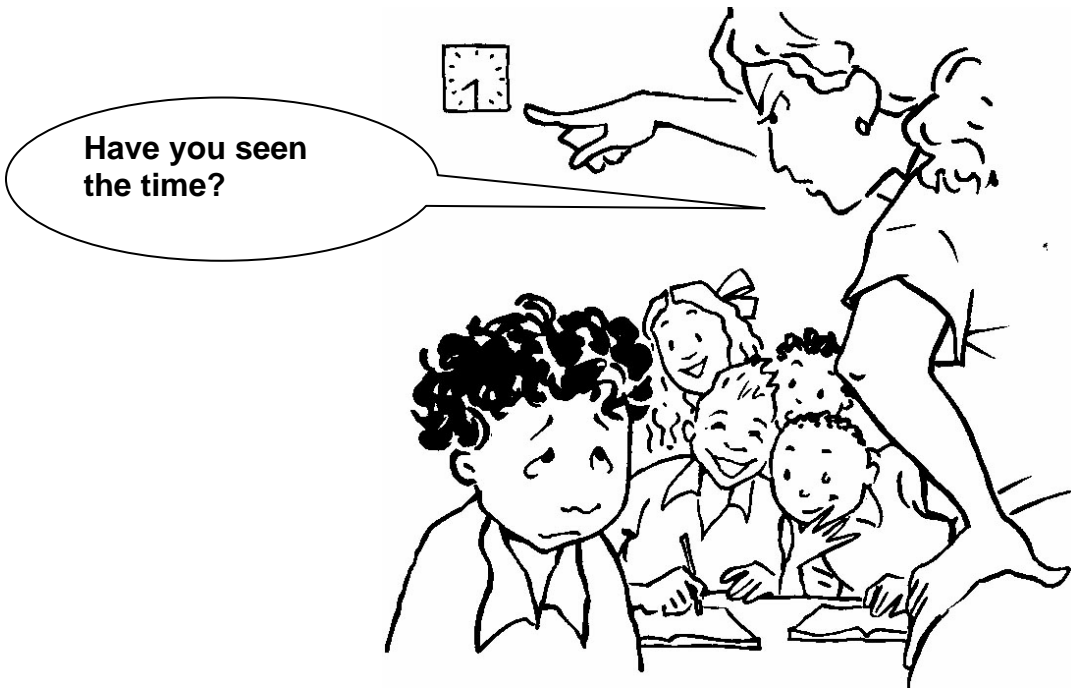
Sender's intention:.....

Go to the next page



**NO FIRES
ALLOWED**

Sender:
Receiver:
Context:.....
.....
Sender's intention:.....



Sender:
Receiver:
Context:.....
.....
Sender's intention:.....

Look at the answers for C3/15-4.3

Identify the elements of communication



I've told you 10 times
already to write on the
lines!

Sender: a teacher, educator or father

Receiver: a child.

Context: the person is helping the child to do her homework or write correctly.

Sender's intention: to help her to write correctly by scolding a little.



Do you think
they've seen us?

Sender: a child playing.

Receiver: his playmates.

Context: they're playing hide and seek.

Sender's intention: to ask the others' opinions, find out, make sure.

Go to the next page



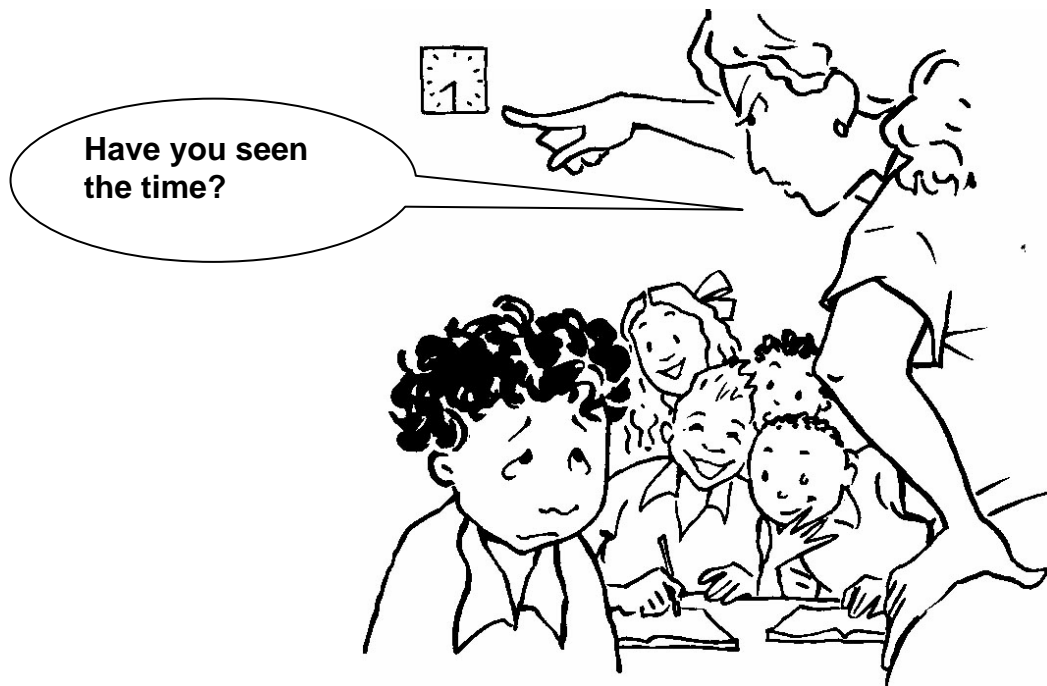
**NO FIRES
ALLOWED**

Sender: forest wardens, people looking after a nature site.

Receiver: walkers or campers..

Context: indication to be found anywhere that needs protection from fires.

Sender's intention: a warning to avoid forest fires.



Sender: a primary school teacher.

Receiver: a pupil.

Context: the pupil was late for school.

Sender's intention: to make him firmly understand that this behaviour is not acceptable.