

The New Office Protocol

Clarifying Complex Instructions

PART 01 Warm-Up Activity

- Have you ever started a task only to realize you didn't actually understand the instructions? What happened?
- In your culture, is it considered rude to ask someone to repeat themselves three or four times?

PART 02 The Scenario

Your company is implementing a complicated new security procedure for the office. One person knows the steps, and the other must learn them perfectly to avoid a "security breach."

THE TASK & GOAL

Successfully document a 5-step security process by asking for clarification and repetition.

1. Listen to the multi-step process provided by your partner.
2. Interrupt politely whenever the information is too fast, too quiet, or confusing.
3. Write down the final 5-step process and check with your partner if it is 100% correct.

ROLES & PERSPECTIVES

A: THE MANAGER

You have a list of five complicated steps (e.g., "First, rotate the keycard 90 degrees, then input the 8-digit alpha-numeric code, then wait for the blue light..."). Speak at a natural pace. If your partner doesn't ask you to slow down, keep going quickly!

B: THE NEW EMPLOYEE

You must write down the instructions. The Manager is in a hurry and speaks quickly. You must use the phrases from the "Useful Language Box" to slow them down and ensure you don't make a mistake.

REFERENCE Useful Language

CHECKING UNDERSTANDING	ASKING FOR REPETITION	DEALING WITH NOISE/SPEED
I'm not quite sure what you mean.	Could you talk me through that again?	Sorry, I didn't catch that.
Sorry, I'm not with you.	Can you repeat that more slowly?	What was that?
Can you explain that one more time?	Could you say that again?	Sorry, I didn't hear that.

PLANNING & NOTES

Plan your dialogue here

PART 03 Reflection

1. Which phrase felt the most natural for you to use when you were confused?
2. Did the "Manager" change their speaking style after you used a specific phrase?

The New Office Protocol

Target language practice.

⌚ TIME

30 MINS

📄 OBJECTIVE

To enable students to use clarification strategies and polite requests in a high-pressure workplace scenario.

🎓 GRAMMAR FOCUS

MODALS FOR POLITE REQUESTS

- Could you talk me through that again?
- Can you repeat that more slowly?
- Would you mind explaining that one more time?

📁 KEY VOCABULARY

CATCH

PROCESS

EXPLAIN

TALK THROUGH

MEAN

Procedure

1. **Warmer (5 mins):** Ask the class about "communication breakdowns" at work. Introduce the idea that even native speakers often need to ask for clarification.
2. **The Task (15 mins):** Pair students. Give Student A a "secret" list of 5 complex steps (e.g., a software login process). Tell Student A to speak quickly. Student B must use the target language to successfully write the steps down.
3. **Feedback (10 mins):** Ask the "Employees" which phrases were most effective. Conduct a brief error correction session based on overheard "Could/Can" usage.