



Corporate Off-Site Certification

Instructor Certification
Service Quality Department
Instructor Services Division



Contents

Corporate Off-site Certification	5
Lesson Preparation	6
Whiteboard Use - Review	7
Chat Use - Review	8
Communication Style	9
Gaba Group Method	10
Lesson Flow Concept	11
Warm-up	12
Target Language	13
Vocabulary & Phrases	14
Mistake Correction – Best Practices	15
Mistake Correction – Activity	16
Practice	17
Application	18
Feedback	19
Online Lesson Records	20
Online Lesson - Basics of Zoom	20
Instructor Can-do Statements	21
In-person Client Case Study	22

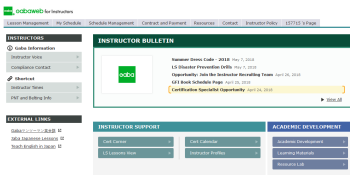
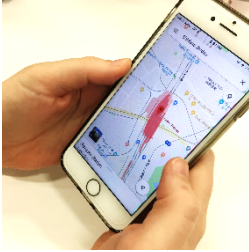
Corporate Off-site Certification

What are Corporate Off-site lessons?



Lesson Preparation

What do you need to do in preparation for your first lesson?



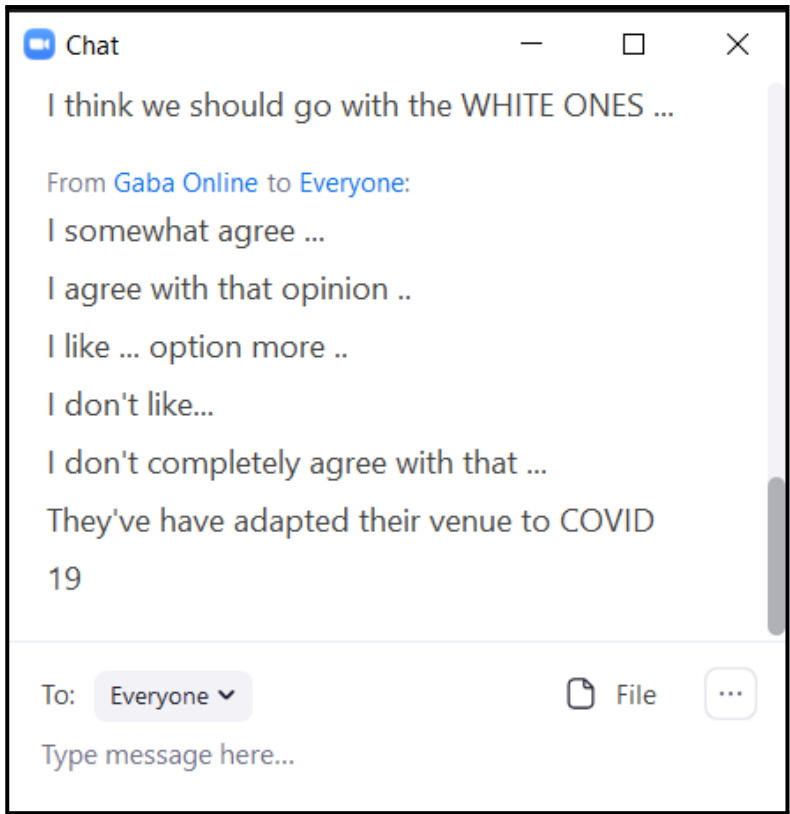
Whiteboard Use - Review



Chat Use - Review

How do we use Chat in an online lesson?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____



Communication Style

Appropriate
Reactions

Professional
Body Language

Displaying
Confidence

Dealing with
Questions

Gaba Group Method

Based on CLT

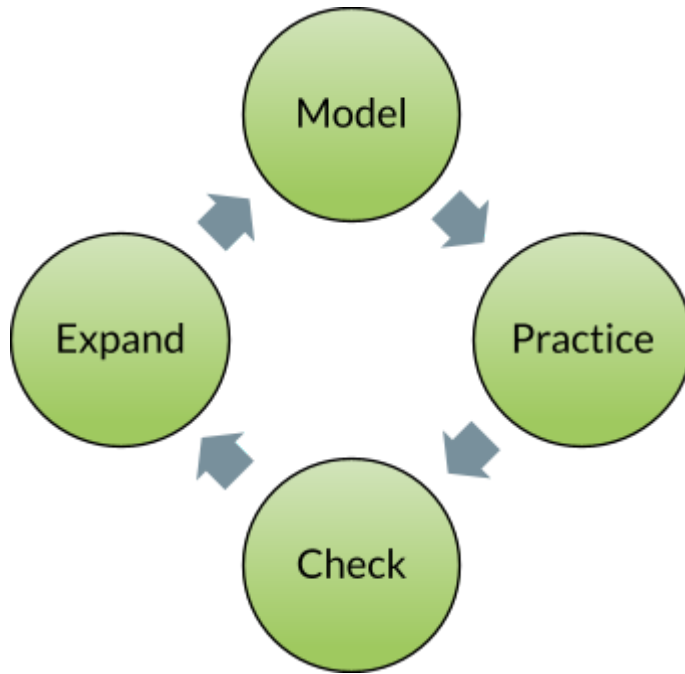
- ✓ Natural Usage
- ✓ True Communication
- ✓ Customization
- ✓ Relevant

Applicable & useful

- ✓ Goal-based Structure
- ✓ Work-in the company goals and HR expectations
- ✓ Informed on individual needs

Corporate Off-site Lesson Flow	Timing
Warm-up <ul style="list-style-type: none"> ● Icebreaker / Introduce Topic ● Connects Client with the function/topic 	
Target Language <ul style="list-style-type: none"> ● Dialogue ● Give example of functional language 	
Practice <ul style="list-style-type: none"> ● Exercises and activities to introduce new language ● Allow Client to practice the function in a logical manner 	
Application <ul style="list-style-type: none"> ● Group Role-play ● Allow the Client to perform the function independently 	
Feedback <ul style="list-style-type: none"> ● An interactive lesson summary ● Homework ● Online lesson record 	

Lesson Flow Concept



Model:

Practice:

Check:

Expand:

Target Language

Target Language (10 minutes)

- ▶ Piggyback dialogue reading
- ▶ Have 2 Clients model the dialogue

Dialogue.

- ▶ **Pair work:** Have the Client's address the questions Where, Who & What
- ▶ **As a class:** Each pair shares their answers with the rest of the group – Discuss
- ▶ **Pair work:** Identify language associated with today's lesson function
- ▶ **As a class:** Each pair shares their answers with the group

.....

.....

.....

.....

.....

.....

.....

.....

.....

For Online Lessons

Vocabulary & Phrases

Circle any words and phrases in the Target Language that might be difficult to teach in a group setting

How might you use the whiteboard?

Mr. Johnson : Okay, so first I'll introduce you. *[Clears his throat]* Good afternoon, I'd like to introduce Mr. Kawaguchi from our Tokyo office. He'll be updating us on our sales figures in Asia.

Mr. Kawaguchi : Thank you, Mr. Johnson. Everyone, please take a look at this graph. Our sales rose dramatically in the first quarter due to our New Year's sales campaign.

Mr. Johnson : How many products did you sell?

Mr. Kawaguchi : We sold over five hundred thousand products between November and January.

Mr. Johnson : That's impressive. How did this year's profits compare to last year?

Mr. Kawaguchi : Profits rose significantly this year. They increased by \$500,000 from the same time last year.

Mr. Johnson : How are things going now?

Mr. Kawaguchi : Our production costs decreased slightly at the beginning of this year and leveled off in December. I'll talk about our expenses in the presentation this afternoon.

Mr. Johnson : Good job! I think you're ready to present to the guys in Atlanta.

Mr. Kawaguchi : Thanks for your help!

Mistake Correction – Best Practices

How do we give corrections in a group setting?

Do's	Don'ts
1	1
2	2
3	3
4	4
5	5
6	6

Mistake Correction – Activity

C Use the “Practice C” line on this graph to answer your colleague’s questions about profit levels and trends.

Example

Colleague : How were profits from February to May?

You : **Profits remained steady from February to April, and declined in May.**

How would you correct these mistakes in a GROUP setting?

“How do you think about the profits in June?”

“Profits went steady after the winter time”

“In September there was a big trend dropping in profits”

Application

Application (15 minutes)

- ▶ Frame the role-play situation, outline goals and parameters
- ▶ Briefly demonstrate/model the role-play

- ▶ **Pair work:** Curriculum based role-play
- ▶ **As a class:** Curriculum based role-play

- ▶ Customized role-play.
Pair work and **Group.** Use the Brainstorm ideas from the warm-up

For Online Lessons

Feedback

Feedback (5 minutes)

- ▶ Collective feedback about today’s class
- ▶ Summary of function and skill learned
- ▶ Recap of new language and phrases

Homework assignments:

- myPrep, myReview, and myRead prior to next lesson
- Think about the ‘Where, Who & What’ for next unit picture speculation
- ‘Real world’ usage of the lesson function - Look for opportunities

For Online Lessons

Online Lesson Records

Online Lesson - Basics of Zoom

Screen Share	
Gallery	
Chat	

Instructor Can-do Statements

Online Lesson Assessment Criteria		
Set-up	14	Can smoothly start, maintain and end a lesson in Zoom
	15	Can understand and administer basic troubleshooting, including confirming audio and video with the client
Utilizing Zoom	16	Can share the lesson materials while maintaining face-to-face interaction
	17	Can utilize the Breakout Rooms function effectively
	18	Can use the chat function effectively and utilize the annotation tool where necessary
Teaching Techniques	19	Can teach the lesson materials comfortably and maintain a professional demeanor throughout the lesson
	20	Can effectively manage the group dynamic whilst using Zoom, utilizing pair work and/or group work

In-person Assessment Criteria		
People Skills	2	Can demonstrate stagecraft (presence, charisma, leadership, support and professionalism)
	3	Can create a lesson environment that encourages full Client participation
Group Management	4	Can allow for reporting out, cross-participant discussion and facilitate group activities
	5	Can model and manage activities and use CLT in a group teaching environment
Lesson Stages & Customization	7	Can customize and expand during the lesson without deviating from the lesson plan
	8	Can customize activities, explanations, and instructions based off clients' levels and abilities, including a natural goal based Application
Teaching Techniques	9	Can keep activities stimulating and engaging using a variety of modelling and practice patterns, including piggybacking, pair work and reporting out
	10	Can use techniques and examples to clarify meaning and ensure clients are able to use the new language and structures
Lesson Management	12	Can deliver a lesson that builds on itself in a structured way while managing time effectively
Use of Resources	13	Can utilize resources in an organized manner for teaching vocabulary and giving correction, delivering a lesson in a structured and appropriate manner

In-person Client Case Study

Curriculum: Business Advantage 4: Unit 5

Function / Topic: Asking and Answering / Directions

Company name	Yamazaki Publishing Ltd.
Location	Tokyo
Address	2-14-23, Kaigan, Minato-ku, Tokyo
Station	Hamamatsucho (Yamanote Line)

Number of lessons	24
Number of clients	4
First lesson date	8-Nov-20**
Last lesson date	14-May-20**

Client name	Group	Level / text	Lesson day	Time
Takashi Sato	Tokyo A	BA4 Pack A	Tue	17:30-19:00
Kosuke Ono				
Mai Kawaguchi				
Yuki Nobu				

Goals / Requests:

- Company publishes books and documents in English based on client request
- Don't need to proofread in English, but often receive phone calls from overseas or English speakers in Japan looking for pricing information, progress updates, sales information, etc.

Instructor Comments:

- Group usually finishes one unit per lesson
- Takashi is the strongest and often asks for expansion
- Yuki is not quite ready for level 4 and often gets Japanese support from her co-workers



Gaba Corporation

www.gaba.co.jp

Helping people achieve their most audacious life goals.