

Seminars Edition



Group Core Skills Certification

Instructor Certification
Service Quality Department
Instructor Services Division



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Gaba Group Method

What is the Gaba Group Method based on?



Instructor Can-dos Statements

Goal-based Lesson Planning	1	Can plan a lesson that demonstrates the function and the materials, with a focus on the end goal application
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	6	Can deliver an engaging and effective Ice-breaker or Warm-up activity
	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
	11	Can give clear lesson instructions and deliver a summary of what clients are able to do at the end of the lesson
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
GO Lessons		
Set-up	14	Can smoothly start, maintain and end a GO 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 GO lesson
	20	Can effectively manage the group dynamic whilst using Zoom, utilizing pair work and/or group work

People Skills

How do we display the following traits in a group lesson?

- ▶ Presence

- ▶ Charisma

- ▶ Leadership

- ▶ Support

- ▶ Professionalism

- ▶ Other

Empathy & Feedback

What do we say to display empathy and give regular feedback throughout the lesson?

Show Empathy	Give Feedback (Praise)

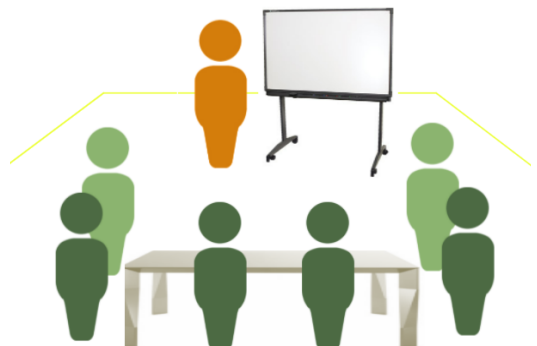
Lesson Environment

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Lesson Environment - GO Seminars

How do we utilize Zoom for our GO Seminars?

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Group Warm-ups

What is the purpose of the Warm-up?

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As you conduct your Warm-up, take notice of your clients'...

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How do we build rapport in a GO Lesson?

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Icebreakers

Warm up

What were you like as a child?

- ➔ What was the name of your first pet?
- ➔ What's the name of the town where you grew up?
- ➔ Who was your favorite teacher?
- ➔ What was your favorite toy?
- ➔ What were you most scared of?
- ➔ What food did you love the most?
- ➔ What was your best friend's name?
- ➔ Who was your hero?

2

Introduction & Icebreaker

0:00-0:10

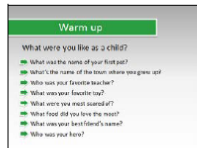
(Group size: Whole class, Time: 10 minutes, Materials: Slides 1-3)

1. Show Slide 1.



Welcome the attendees.

2. Show Slide 2.



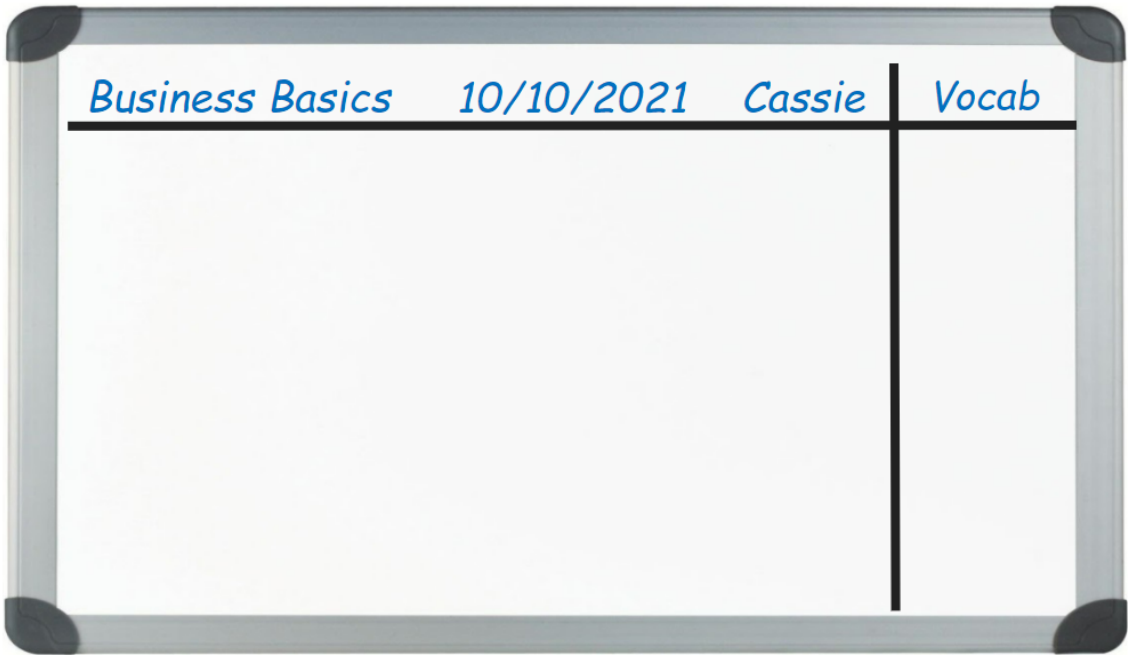
What were you like as a child? Ask for a volunteer. Reveal the first question and get the volunteer to ask the question to the person sitting next to them. Reveal question 2 and ask the person who answered question 1 to ask the person next to them. Go around the room revealing each question until everyone has had a turn to ask and answer a question (Click slide 8 times).

This exercise is designed as a light-hearted way to help clients feel at ease before beginning the seminar. Tell your clients that this is a warm-up activity before beginning the seminar. Do not spend more than a few minutes on this activity.

For classes with only one client:

Take it in turns to ask and answer each question with the client.

Use of Resources - Whiteboard



Use of Resources - Zoom Chat

How do we utilize Chat in a GO Seminar?

Use it in a similar fashion to a whiteboard

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Meeting People

- ➔ Saying hello and introducing yourself
- ➔ Exchanging business cards
- ➔ Small talk
- ➔ Saying goodbye

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Meeting People: Introductions

Useful phrases:

- Hi, **nice to meet you.**
- Hi, I'm John Smith. **Pleased to meet you.**



Useful phrases:

- Please come in.
- Can I take your jacket?

Or...

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Activity: Introductions

Example #1:

Client A: **Hi, nice to meet you.**

Client B: **Hi, I'm Michelle Thompson from YJV Systems. It's nice to meet you.**

Client A: **I'm Kanto Nakamura from ELF Learning Solutions.**

Client B: **Would you like something to drink?**

Client A: **Thank you, please.**

Or...

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Group Management

What is reporting out?

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What is cross-participant discussion?

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How do we set up these activities?

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Lesson Management

Using Transitions & Signposting

Look at the Business Basics Run Sheet on the following page.

What would we say to ensure understandable transitions?

Section	Transitions & Signposting Language
Introduction & Icebreaker	
Meeting People: Introduction & Overview	
Meeting People: Small Talk	
Meeting People: Saying Goodbye	
Application 1 – Meeting People	
Telephoning: Introduction & Answering Responding	
Telephoning: Responding	
Telephoning: Messages & Hanging Up	
Application 2 – Telephoning	
Closing	

<u>Business Basics</u>				
Page	Section	Slides	Length	Running Time
3	Introduction & Icebreaker	1-3	10 min	0:00-0:10
4	Meeting People: Introduction & Overview	4-6	10 min	0:10-0:20
5	Meeting People: Small Talk	7-9	15 min	0:20-0:35
6	Meeting People: Saying Goodbye	10-11	10 min	0:35-0:45
7	Application 1 – Meeting People	12	10 min	0:45-0:55
8	Telephoning: Introduction & Answering Responding	13-14	10 min	0:55-1:05
9	Telephoning: Responding	15-17	15 min	1:05-1:20
10	Telephoning: Messages & Hanging Up	18-19	20 min	1:20-1:40
11	Application 2 – Telephoning	20-21	15 min	1:40-1:55
12	Closing	22-23	5 min	1:55-2:00

Time Management

How do we manage time effectively?

Monitor & Support

Modelling

What is modelling?

Level Awareness

How do we demonstrate language levelling?

When expanding, what are the considerations?

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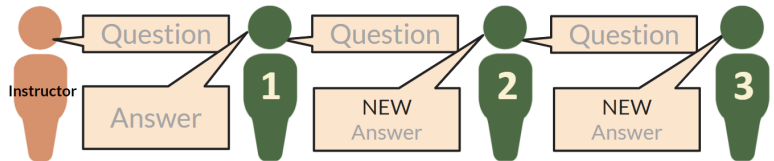
Engagement

What is piggybacking?

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How can we keep activities stimulating and engaging?

- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶

Let's look at Business Basics - Slide 18

Telephoning: Messages

For _____
Date _____ Time _____ A.M.
P.M.
WHILE YOU WERE OUT
M _____
Of _____
 Phone _____
 Fax _____
 Mobile _____
Area Code _____ Number _____ Extension _____

TELEPHONED	PLEASE CALL	
CAME TO SEE YOU	WILL CALL AGAIN	
WANTS TO SEE YOU	URGENT	
RETURNED YOUR CALL	SPECIAL ATTENTION	

Message _____

Signed _____

➔ Ask for information:

- Useful phrases:
- **Could I have your name and number, please?**
 - **Can I take a message?**

➔ Confirm:

- Useful phrases:
- **Is that G-A-R-Y S-T-E-V-E-N-S?**
 - **Is 4-3-8 8-3-5-5 correct?**

How can we keep this activity stimulating and engaging?

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Engagement in GO Lessons

How do we increase engagement in a GO Seminar?

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 - ▶
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Group Comprehension

How do we ensure group comprehension?

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Let's look at the Application set-up slide

What words and phrases might be challenging?

Application: Meeting people

Your instructor will give you each a situation. Use the language covered today to respond to the situation.

1. You are about to meet a client for the first time. Greet and welcome them to your office.
2. You have just met a client who is visiting your office. Make small talk with them, and begin the meeting.
3. Welcome a client to your office. Make sure they are comfortable before beginning the meeting.
4. Your client is visiting your office for the first time. Exchange contact details with your client.
5. You have just finished a meeting and your client is about to leave.
6. You have had a good meeting with a client. Thank your client and show them out.
7. You finished a meeting with a client. You forgot to give her your business card.
8. You have a client who is visiting Japan for the first time. Make small talk with them.

12

How would you clarify the meaning of these words and phrases?

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Lesson Instructions

How do we give clear instructions?



Let's look at Business Basics - Slide 18

Telephoning: Messages

TELEPHONED	PLEASE CALL
CAME TO SEE YOU	WILL CALL AGAIN
WANTS TO SEE YOU	URGENT
RETURNED YOUR CALL	SPECIAL ATTENTION

➡ Ask for information:

Useful phrases:

- **Could I have your name and number, please?**
- **Can I take a message?**

➡ Confirm:

Useful phrases:

- **Is that G-A-R-Y S-T-E-V-E-N-S?**
- **Is 4-3-8 8-3-5-5 correct?**

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“So you’re going to practice telephone calls now, with one of you making a call, and the other writing down any messages that the other one’s leaving. OK?”



How would you give clear and concise instructions?



Mini Lesson Materials

1. Meeting People: Introductions



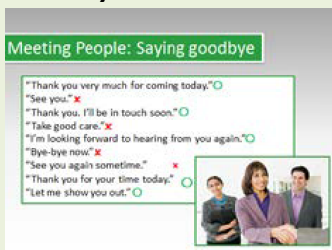
Demonstrate a very basic introduction for your clients. Explain that after a greeting, you may tell the listener your job title, department, or company name. Tell clients that, in some cases, they may wish to explain what they do in one or two sentences, either in addition to or instead of the job title (e.g. “I design the packaging for our products.”). Explain that when meeting someone the speaker can offer their business card or politely offer something to the person they’re meeting depending on the situation (e.g. “Can I take your jacket?” or “Do you want something to drink?”). You may also explain that people don’t always exchange business cards when first meeting, but that this is common in many cases. Also, when people exchange business cards, they may be treated somewhat casually, e.g. given or accepted with one hand, placed in a jacket pocket, etc.

2. Meeting People: Small Talk



Ask a confident volunteer from the class what they think some general topics for small talk could be. Continue brainstorming as a class, asking different members of the group. If an answer is inappropriate explain why in simple terms (e.g. “too casual for business”). Write down good responses on the board. This may be challenging, so if clients are not particularly forthcoming with ideas. Indicate that for foreigners, asking questions about their experience in Japan is an easy and polite way to make extended small talk (e.g. “Did you go sightseeing?”, “Do you have jet-lag?”, etc.). If your clients have other ideas that you think are suitable that’s fine.

3. Meeting People: Saying Goodbye



Phrase by phrase, decide together which phrases are and aren’t appropriate for business situations. As you advance the slide, each sentence will show the correct answer before moving on to the next question. If volunteers aren’t forthcoming, have a vote by raising hands (e.g. “Raise your hand if you think this phrase is appropriate for business”). Provide a simple explanation for each inappropriate answer (e.g. “too personal” or “too casual”). Ask the clients to stand. They should divide into pairs and take turns practicing saying goodbye to a client visiting their office. Tell the group to find a different partner and practice again until everyone has practiced with all of the other members of the seminar. Encourage the clients to use different phrases each time.

4. Telephoning: Answering



Ask clients how they answer the phone in English. Write any valid responses on the whiteboard. Tell them that there are many correct ways both with and without using their name and their company’s name. Practice the phone answering phrases with a quick drill. “Call” different clients in the group and have them practice answering the phone using their own phrases.

5. Telephoning: Responding



Have the client “answer” the phone. You will play the role of the caller. Ask the group how they might respond to the caller’s question. If the volunteer answers correctly without being prompted, Tell attendees that the response depends on the situation: is Ken available? Ask the clients what they would say when the requested person is available. After they have given a few responses, click to reveal each individual phrase used for when the requested person is available. Ask the clients what they would say when the requested person is unavailable. Divide the group into pairs and have them take turns being a “caller” (Client B) and the “receiver” (Client A).

6. Telephoning: Messages & Hanging Up



This section keeps the message taking simple - just the caller’s name and number. Have the attendees split into their pairs. They practice asking each other’s contact information and confirming. If clients are comfortable using their own information, encourage them to use that instead. Ask attendees if they know what “hanging up” means. Use gestures to explain. Ask clients what they would say when they are finished on the phone. You will probably get answers like “Goodbye”. Explain that these are acceptable but we can use other phrases as well.

Customizing for Groups

How do we customize and expand a seminar?

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Customized Application

How do we facilitate a customized Application?

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Goal-based Lesson Planning

For ALL GROUP LESSONS, always have a plan...

Knowledge	Gaba Seminars

Closing Summary

How do we give a clear summary of what clients are able to do at the end of the seminar?











Client Case Study

Seminar: **Business Basics**

Function: Meeting People & Telephoning

Client	Level	Social Style	Every Lesson Information
Mayumi	3	Expressive	Office worker - medical company Sometimes has to deal with phone calls in English. Wants to understand and participate in her company's meetings.
Hitoshi	3	Driving	Manager - manufacturing company Needs to prepare for a trip to Germany, including socializing with coworkers and expressing opinions in meetings and discussions.
Saori	4	Analytical	Doctor Has some patients who speak English. Wants to be able to make presentations naturally. This includes handling Q&A afterwards.
Miki	3	Amiable	Government worker - Infrastructure She's a civil servant and she needs to talk to foreigners sometimes. Will need to use English regularly in the near future.
Akira	4	Amiable	Food company R&D Needs to go to a few meetings or conferences a year and would like to be able to handle any situations he might encounter.
Junichiro	4	Analytical	Researcher - pharmaceutical company Attends industry conferences where he watches presentations. Sometimes takes phone calls in English.



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