

# Communication skills

## Workbook

Your reflective journal and  
additional resources



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# Foreword

We're delighted you've chosen to continue your professional development with TeachingEnglish training and look forward to learning with you over the coming weeks.

In this workbook you'll find additional learning materials to complement your course, places to note ideas of interest, encouragement and guidance in applying them within your teaching practice. Whether you prefer to save and update it on your device, to keep handwritten notes, or use it as a prompt for your on-the-go reflection, do what works for you. We hope you and your learners find it beneficial.

If you haven't signed up for the free course, go to [the course training page](#) to enrol.

Happy learning.

**The British Council open learning team.**



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# Your learning goals, your course

Develop beginner digital skills and learn how to use documents, worksheets, search, presentations and videoconferencing to enhance your teaching.

During this TeachingEnglish training, you'll engage with learning content in five modules, supported by a series of live events and extra learning content in our Facebook community. You'll find practical support and encouragement from course tutors and other members of the [British Council courses for teachers global learning community](#) as you work to introduce new teaching ideas within your classroom.

Just as every classroom is unique, so is your learning journey. Ensure you're heading in the right direction by reflecting upon and noting your reasons for taking this course and learning goals. Keeping these in mind will help you focus on the most beneficial content and discussions for you.

## Your goals and reasons for learning

Introduce yourself and your learning goals by replying to [the welcome post](#).



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# Your learning tools

## Online learning modules

After completing the introductory Getting started module, work through three modules, each exploring a different area of teaching and learning. Involving an average of 12 hours of study, this course blends theory, practical teaching suggestions and case studies that explore new ways of teaching. Repeat, return to and review activities as often as you like before the end of your course. Learn how to access the online learning modules by visiting the [courses page on TeachingEnglish](#).

## Courses for teachers community

Join course tutors and other educators working on their professional development in our supportive, Facebook-based learning community. Gain access to a wide selection of additional learning resources and engage in developmental discussions while getting the support and encouragement you need to successfully bring ideas from the course into your classroom. Access all the discussions and content related to your specific course in the [Guides section](#) on the [community Facebook page](#).

## Live events

Attend live community events and webinars led by expert educators, or watch the recordings on the [community Facebook page](#). Focusing on different aspects of your course, these sessions provide you with an opportunity to seek answers to your questions - and share your own expertise and insights. Recordings of all live sessions are available on [TeachingEnglish](#) and on the [community Facebook page](#).

## Workbook

Use this workbook to record useful course and community content, questions you'd like to ask in the community, links to resources, or to note ideas from any of the extra resources or recorded events. Save a version online or print the workbook - or both.



# Module 1: Introduction to dialogue

## Overview

The aim of this module is to identify and define what dialogue means. It looks at how the word 'dialogue' is used. You will explain why dialogue is so important, select activities you can use in your classroom to encourage dialogue as well as reflect on your own classroom activities around building dialogue.

By the end of the module, you'll be able to:

- define what dialogue is
- explain why it is so important
- identify how it can help your learners.
- select activities you can use in your classroom to encourage dialogue
- reflect on your own classroom activities around building dialogue.

## Further reading, teaching, and learning resources

Type	Resource description (tap/click to open)	Time to access (mins)
Use	<a href="#">Task-based speaking lesson</a>	60
Use	<a href="#">Lesson plan about the English language and other languages</a>	60
Read	<a href="#">Article about classroom dialogue</a>	10
Read	<a href="#">Facilitating dialogue in the classroom</a>	10
Read	<a href="#">How English conversation works</a>	5
Read	<a href="#">Strategies for supporting students' speaking and listening skills</a>	10
Read	<a href="#">Developing speaking skills: a focus on Interactive Communication</a>	10
Read	<a href="#">How to use classroom conversation to improve learning</a>	10
Read	<a href="#">Dialogic Teaching: A classroom guide for better thinking and talking across your school</a>	20
Read	<a href="#">Teaching speaking: Developing conversation skills</a>	10



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Read	<a href="#">Developing real conversation skills</a>	10
Watch	<a href="#">Oracy in the classroom: strategies for effective talk</a>	6
Watch	<a href="#">Teaching speaking - Accuracy versus fluency</a>	4
Watch	<a href="#">Fostering dialogue through active listening</a>	60



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# Your learning

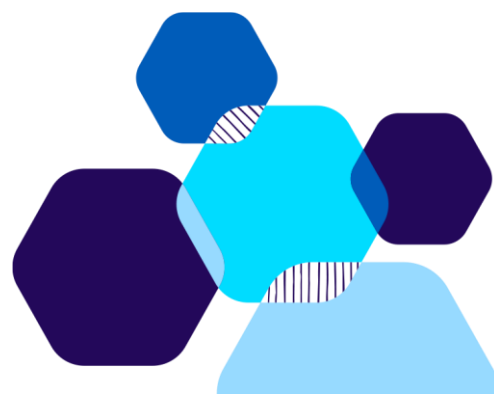
Which new ideas in Module 1 are most useful for you? Note them here together with any questions you'd like to ask in the [British Council courses for teachers learning community](#).

**Describe three things you learned from...**

**Your online module**

**Resources you found and discussions in the course community**

**Extra resources and recorded events**





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# Plan it

Describe one thing you will change in your teaching. Why have you chosen it?

What problems might happen when you try to make this change?

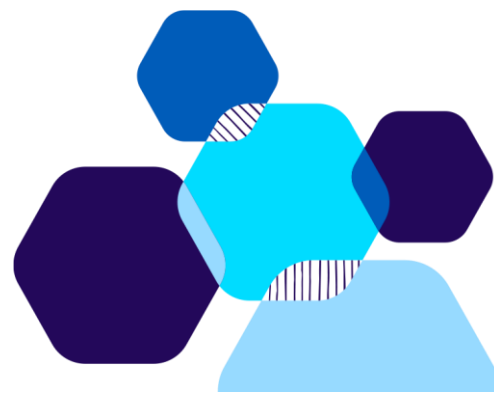
What could you do to solve those problems?

Share your plans in the Facebook community [in this post](#).

# Teach it

Try it out and come back here to reflect on the experience. What did you learn?

Share your reflections in the Facebook community [in this post](#).



# Module 2: Dialogue and active listening

## Overview

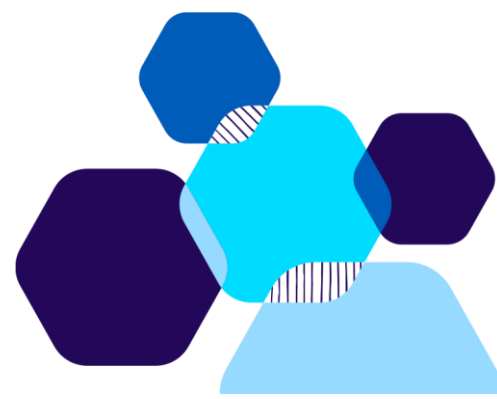
In this module, you'll explore a wider range of issues related to building dialogue and you'll look at some techniques and activities that you can use with your learners to develop their dialogue-building skills. You will identify the subconscious barriers to communication that often cause misunderstanding, evaluate a range of activities to develop active-listening skills as well as reflect on your own classroom activities around active listening.

By the end of this module, you'll be able to:

- identify the subconscious barriers to communication that often cause misunderstanding
- define the listening spectrum
- describe how you direct attention while listening to people
- evaluate a range of activities to develop active-listening skills
- reflect on your own classroom activities around active listening.

## Further reading, teaching, and learning resources

Type	Resource description (tap/click to open)	Time to access (mins)
Use	<a href="#">Lesson plan: My English telephone</a>	3
Use	<a href="#">Lesson ideas: Having fun with dialogues</a>	10
Use	<a href="#">Lesson idea: Vanishing dialogue</a>	5
Use	<a href="#">Lesson plan: Goodbye game</a>	10
Use	<a href="#">Lesson idea: Erase the dialogue</a>	10
Use	<a href="#">Lesson idea: Improvisations</a>	3



Use	<a href="#">Motivating speaking activities for lower levels</a>	10
Use	<a href="#">Lesson plan: Planning an excursion</a>	30
Use	<a href="#">Lesson plan: Rants and raves</a>	15
Use	<a href="#">Lesson idea: Gobbledygook</a>	2
Read	<a href="#">Teaching speaking skills 2 - overcoming classroom problems</a>	15
Read	<a href="#">Teaching speaking skills 1 - real interaction</a>	10
Read	<a href="#">Extended speaking</a>	2
Read	<a href="#">Personalised speaking</a>	10
Watch	<a href="#">Teaching speaking - Debates, stories and information gaps</a>	7



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# Your learning

Which new ideas in Module 2 are most useful for you? Note them here together with any questions you'd like to ask in the [British Council courses for teachers learning community](#).

**Describe three things you learned from...**

**Your online module**

**Resources you found and discussions in the course community**

**Extra resources and recorded events**



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# Plan it

Describe one thing you will change in your teaching. Why have you chosen it?

What problems might happen when you try to make this change?

What could you do to solve those problems?

Share your plans in the Facebook community [in this post](#).

# Teach it

Try it out and come back here to reflect on the experience. What did you learn?

Share your reflections in the Facebook community [in this post](#).



# Module 3: Dialogue and speaking up

## Overview

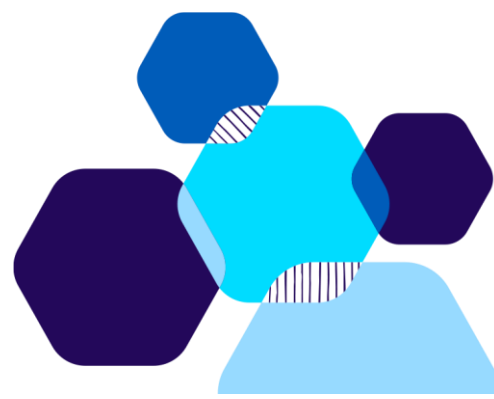
The aim of this module is to look at assertiveness and managing conflict. You'll also gain an understanding of how dealing with issues can help both you and your learners become better communicators. You will describe what it means to be assertive and how assertiveness can enhance your ability to communicate more honestly and openly, use a collection of activities in the classroom to develop assertiveness as well as create SMART plans for autonomous development.

By the end of this module, you'll be able to:

- describe what it means to be assertive and how assertiveness can enhance your ability to communicate more honestly and openly
- use a method for dealing with conflict in a positive and supportive manner
- use a collection of activities in the classroom to develop assertiveness
- reflect on your teaching
- create SMART plans for autonomous development.

## Further reading, teaching, and learning resources

Type	Resource description (tap/click to open)	Time to access (mins)
Use	<a href="#">Lesson ideas: Interactive listening and speaking</a>	5
Use	<a href="#">Lesson ideas: Listening for specific information</a>	5
Use	<a href="#">Improving discussion lessons</a>	3
Use	<a href="#">Lesson plan: Four hats for discussion</a>	40 - 50
Use	<a href="#">Active listening activities</a>	5
Use	<a href="#">Creating Vokis - Online animated characters that speak</a>	90
Use	<a href="#">Three activities for speaking tests</a>	15
Read	<a href="#">Group discussion skills</a>	10



Read	<a href="#">Evaluating speaking</a>	10
Read	<a href="#">Speaking aids</a>	10
Read	<a href="#">Monitoring speaking</a>	15
Read	<a href="#">Using plays in the language class</a>	10
Watch	<a href="#">Teacher talk - Encouraging speaking</a>	2
Watch	<a href="#">Teaching speaking - Unit 8: Feedback</a>	5
Watch	<a href="#">Adrian Holliday: Intercultural communication, part 1</a>	30



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# Your learning

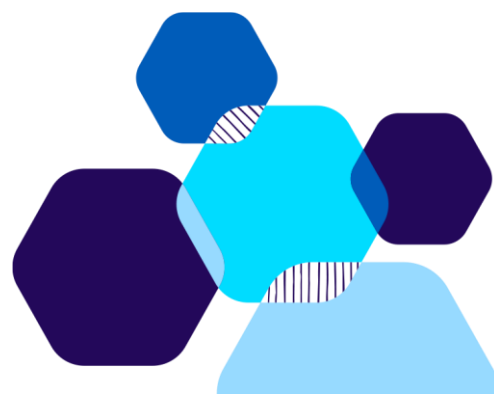
Which new ideas in Module 3 are most useful for you? Note them here together with any questions you'd like to ask in the [British Council courses for teachers learning community](#).

**Describe three things you learned from...**

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**Resources you found and discussions in the course community**

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## Plan it

Describe one thing you will change in your teaching. Why have you chosen it?

What problems might happen when you try to make this change?

What could you do to solve those problems?

Share your plans in the Facebook community [in this post](#).

## Teach it

Try it out and come back here to reflect on the experience. What did you learn?

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# Your action plan

Make an action plan focused on applying learning from this the course. Complete any sentences that help you do this. Come back and reflect on what happened in class.

**In the next two weeks, I am going to...**

**Over the next two months, I'm going to...**

**Before the end of the school year, I'm going to...**

**Next school year, I want to...**



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**Well done — you’ve made it to the end of the course! We hope you’ve found it useful, and you’ll join us on another very soon.**

Learn more about other free teacher training courses with the British Council at: <https://www.teachingenglish.org.uk/training>

Explore our framework for teacher knowledge and skills for inspiration, support and materials: <https://www.teachingenglish.org.uk/professional-development/teachers>

