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| Module 4: I am ready! | | Level: MLD/SEMH | |
| Unit 4B: Different skills to help me achieve | | Preparation for Adulthood: Employment | |
| Lesson 4B7: Knowing how to use a phone at work | | | |
| Objectives | | Learning Outcomes | |
| <p>To understand how to make and receive work-related phone calls using a phone.</p> <p>To develop skills for using a phone effectively and appropriately in a work setting.</p> | | <p>Students will:</p> <p>Demonstrate the ability to use a phone to make and receive calls related to work tasks.</p> <p>Apply basic phone usage skills and practice these skills.</p> | |
| Activities | | Resources | Assessment/Evidence |
| <p>Introduction: Explain the activities for the lesson and start with a discussion about the importance of knowing how to use a phone and how to use it appropriately in a workplace setting.</p> <p>Phone Skills Checklist: Discuss key phone skills needed for effective communication in a work setting. Demonstrate each phone skill using the phone. Show how to speak clearly, how to listen actively, and how to manage the conversation's flow. Ask students to use the real/toy phone to practice each skill from the checklist. Have students mark off each skill as they practice it and use the timer to simulate real-time practice. Ensure students are comfortable with each skill. Once practiced, review the worksheets with each student. Review their performance and provide feedback on areas where they did well and areas that need more practise.</p> <p>Work-Related Phone Call Practise: Divide students into pairs and provide them with a 'Work Related Independent Living Task' card and a 'When I Am at Work' card. Ask students to take turns practising making and receiving calls using the cards as prompts for the scenario. Guide students as they use the phone to stay on topic and focus on speaking clearly, listening, and responding appropriately. After each role-play, provide feedback, discussing what went well and any areas for improvement.</p> <p>Plenary: Gather students and reinforce the importance of knowing how to make a phone call and how to manage a phone call in a workplace setting. Ask students to share what they enjoyed from the lesson and how they can apply these new skills in real-life situations.</p> | | <p>Provided:</p> <ul style="list-style-type: none"> • Work Related Independent Living Tasks cards • Before I Go to Work cards • When I Am at Work cards <p>Materials Needed:</p> <ul style="list-style-type: none"> • Real/toy phones • Checklist of phone skills • Timer • Checklist worksheet | <p>Suggested mediums:</p> <p>Evidence sheets: Take photos/videos of the students working together and acting out their scenarios.</p> <p>Direct questions: Keep asking different questions throughout the lesson with prompts and pauses.</p> <p>Prompting Recall: Knowledge through minimal verbal instructions.</p> <p>Student planner: Lesson marked as introduced and dated.</p> |
| <p>Teacher Guidance Notes: This approach aims to show students how to make and answer phone calls and how to act appropriately during this in a workplace setting. Offer support when needed and relate the activities to real-world situations to keep students engaged and reinforce the usefulness of the tasks. Ensure each activity is accessible and engaging for students' needs.</p> | | | |