



SPEAKER

Scenario 1: Schedule change

- **You are:** An administrator in an office team.
- **You are doing:** Explaining a recent change.
- **You are speaking to:** Your colleagues.
- **You need to speak about:** A change to the team schedule.
- **Information you can use:**
 - The team now starts 15 minutes earlier on Mondays.
 - This was introduced to reduce pressure later in the day.
 - Some team members were confused about the change.

Plan your spoken message

Use this structure. You can write keywords only.

Opening

What are you going to talk about?

.....

Key point

What is the main issue or message?

.....

Example or short story

What concrete example will help the listener?

.....

Close

Why does this matter for the team?

.....



LISTENER

Your role as the listener

- You are not judging content.
- You are listening for **clarity and structure**.

While listening, notice:

Opening

Did the speaker make it clear what they were talking about at the start?

☐ Yes ☐ No

Key point

Could you clearly identify the main message?

☐ Yes ☐ No

Example or short story

Did the example help you understand the point?

☐ Yes ☐ No

Close

Did the speaker explain why the issue matters?

☐ Yes ☐ No

After listening, you may tell your partner:

- One thing that was easy to follow
- One part of the structure that was particularly clear

Keep feedback **simple and supportive**.



SPEAKER

Scenario 2: Service improvement idea

- **You are:** A junior employee in a retail or service organisation.
- **You are doing:** Sharing a small improvement idea.
- **You are speaking to:** Your supervisor.
- **You need to speak about:** An idea to improve customer experience.
- **Information you can use:**
 - Customers sometimes wait a long time for help.
 - Peak times are late afternoons.
 - One small change could be clearer staff roles during busy periods.

Plan your spoken message

Use this structure. You can write keywords only.

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Key point

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Example or short story

What concrete example will help the listener?

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Why does this matter for the team?

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Scenario 3: Process update

- **You are:** A member of an administrative support team.
- **You are doing:** Giving an update on how something works.
- **You are speaking to:** A new colleague.
- **You need to speak about:** A simple work process.
- **Information you can use:**
 - Requests are now logged through a new online form.
 - This replaces email requests.
 - The change helps track requests more easily.

Plan your spoken message

Use this structure. You can write keywords only.

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Key point

What is the main issue or message?

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Example or short story

What concrete example will help the listener?

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Close

Why does this matter for the team?

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Scenario 4: Attendance issue

- **You are:** A team member in a business unit.
- **You are doing:** Raising awareness of an issue.
- **You are speaking to:** Your team leader.
- **You need to speak about:** Recent attendance issues in the team.
- **Information you can use:**
 - More absences in the last month.
 - This caused delays during busy periods.
 - Better planning could help cover peak times.

Plan your spoken message

Use this structure. You can write keywords only.

Opening

What are you going to talk about?

.....

Key point

What is the main issue or message?

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Example or short story

What concrete example will help the listener?

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Close

Why does this matter for the team?

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