Enhancing speaking and listening skills online
What is your experience of speaking and listening online?
English online for health professionals

- Moodle
- VoiceThread
Going Mobile

Create dynamic conversations around documents, snapshots, diagrams and videos, on your iPhone, iPad, and iPod touch.

Available on the App Store

- Multi-sensory collaboration now mobile and touch driven
- Time shifted conversations that are more effective than live
- Capture and share your presence, not just your comments
- Accessible from a computer web browser + iPhone/iPad/iPod touch
- Integrated authentication with LDAP, Active Directory, Shibboleth, Moodle SSO, built-in authentication and more

Learn more...

http://voicethread.com/mobile/

http://www.ollapp.com/app/voicethread/android
Course content

Topic 1

Structuring a Consultation

First we will examine how a consultation is structured, practise question forms and record a consultation. There are two pronunciation reference tools.

Files: 5  Pages: 3  Book: 1  Quiz: 1  Assignments

Topic 2

Taking a history - asking questions

Here we will practice the language that is used in a consultation, in particular when taking a history.

Files: 4  Assignment: 1  Books

Topic 3

Explanations – diagnosis and procedures

This unit deals with explanations; you will listen to a consultation, practise phrasal verbs, word stress and lay medical words.

Books: 3  Pages

Topic 4

Discussing treatment options

Center for Adult Education Transforming lives through the power of learning
One topic unpacked…

Giving advice and making suggestions

In this section we will focus on assisting patients to make changes to their lifestyle that will positively impact on their health. It is important to make suggestions and give encouragement regarding lifestyle changes rather than telling patients what they should do.

Activities and Assessment

Table of contents

1 Giving advice and making suggestions on lifestyle changes
2 Making suggestions/giving advice
3 Alcohol Consultation - note taking
4 Australian vocabulary connected with drinking
5 Smoking cessation consultation
6 Expressions and vocabulary - stress and relaxation
7 Tag questions - Confirming or questioning intonation
8 Pronunciation

Dealing with Grammar

<table>
<thead>
<tr>
<th>Symptom Questions</th>
<th>Record Your Attempt</th>
<th>Listen and Repeat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asking about symptoms and PMH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. When/ first notice/symptoms?</td>
<td>Try this sentence by recording your voice on your mobile phone</td>
<td></td>
</tr>
<tr>
<td>2. When/the pain/first start?</td>
<td>You will find help on our course front page.</td>
<td></td>
</tr>
<tr>
<td>3. How long/feel like this?</td>
<td></td>
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<tr>
<td>4. How long/the pain usually last?</td>
<td></td>
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<tr>
<td>5. ...describe/ the pain to me? ...thumping? stinging?</td>
<td></td>
<td></td>
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<tr>
<td>6. Where/feel the pain the most?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. How bad/pain? On a scale of...</td>
<td></td>
<td></td>
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<tr>
<td>8. ...anything make/better/worse?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. ...anything else come along with/pain?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. ....take anything/for the pain?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


http://studentweb.bhtafe.edu.au/bhi/pluginfile.php/197807/mod_resource/content/2/present_perfect_oral_exercises.html
Dealing with pronunciation

- Word stress
- Sentence stress
- Intonation
- Linking
- Sounds

Emphatic Stress

Understanding emphasis in sentences

In English we generally stress the "content" words.

How often do you **clean** your **teeth**? (stress on often, clean teeth)

We normally do **not** stress "grammar" words:

For example:
- pronouns (e.g. your, his, her)
- the verb to be (is, was, were)
- auxiliary verbs (have, can, would)
- articles (the, a)
- conjunctions (and, but, or)
- prepositions (to, in, with)

However, we often stress different words when we want to emphasise, especially when we are persuading, advising and convincing.

**How often do you clean your teeth?** (stress on often, clean teeth)

In emphatic stress, we stress different words according to the meaning, but often:
- auxiliaries (do, should, must, can’t)
- adverbs of degree, frequency (extremely, definitely, totally, rarely, always)

Practise Exercise

Read the sentences below and decide where the stress would be, then listen to the sentences and repeat.

a. You really should brush your teeth more often. At least twice a day.
   b. You do need to finish the course of antibiotics.
Listening practice…listening for…

- Content
- Language
- Lexis
- Pronunciation

Procedure
1. Watch the YouTube Video. This video shows various motivational interviewing skills with a client who needs help developing a quit smoking plan.
2. As you watch the video, use the Smoking Cessation document to:
   a) Complete the gaps the summary with an appropriate word or phrase.
   b) Order the 10 questions and phrases that the doctor uses in the order that you hear them.
A role play....

1. You will find a role play for each profession.
2. Download and print the appropriate role play for your profession. Choose from:
   Pharmacy
   Medicine
   Dentistry
   Nursing
   Physiotherapy
3. Find a partner who is (preferably) a different profession from you.
4. Prepare your role play.
5. Record your role play, taking the part of the health professional (in your profession) and the patient – for your partner. Your role play should be 5 – 6 minutes long.
6. Upload the recording onto the VoiceBoard forum below.
7. Listen to your own recording and make comments on
   - what went well
   - what didn’t work well what to focus on for improvement on the discussion forum.

Listen to at least one another classmate’s recording and comment (you can record your voice or write your response) on the Voice Board on their performance.

Listen to the following sample answers for selected professions.

<table>
<thead>
<tr>
<th>Profession</th>
<th>Audio Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td><img src="https://example.com/medical.mp3" alt="Audio" /></td>
</tr>
<tr>
<td>Dental</td>
<td><img src="https://example.com/dental.mp3" alt="Audio" /></td>
</tr>
<tr>
<td>Nursing</td>
<td><img src="https://example.com/nursing.mp3" alt="Audio" /></td>
</tr>
</tbody>
</table>
...linking to VoiceThread

http://voicethread.com/?#u1529268

VoiceThread for assessment
Other VoiceThread activities

4. In the VoiceThread below, add your comments about this video:
- Do you think this nurse communicated well with the patient?
  If yes, why? (Give examples)
- If no, what could be improved?
- listen and respond to the comments from your co-learners.

https://voicethread.com/?#u1529268
Moodle and VoiceThread for speaking and listening

- Activities were tailored to specific learning needs of the group
- Worked well in supporting and revising speaking and listening material covered in face to face classes
- Students liked having the opportunity to do extra speaking and listening practice at home
- Moodle looked attractive – students really liked the images
- Listening to each other’s speaking samples fostered collaboration and a supportive learning environment
Student feedback

• “I can’t wait to go home and show my fantastic learning to my kids”
• “I love listening to Merra because she sounds like music - so I’m learning from Merra”
• “If you don’t know what homework to do, you can always do online.”
• “It’s great to listen to things a few times to hear what you missed the first time.”
• “It was so embarrassing at first to listen to my voice – but I am learning from hearing myself and everyone else and I feel OK now”
Lessons learnt

• Technical difficulties do need to be worked through
• Sourcing authentic materials is a challenge
• Students need even more opportunity to practice structures orally
• Students would benefit from even more focus on pronunciation
• Answer keys are needed need to ensure so that students can genuinely learn independently
Any questions?
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