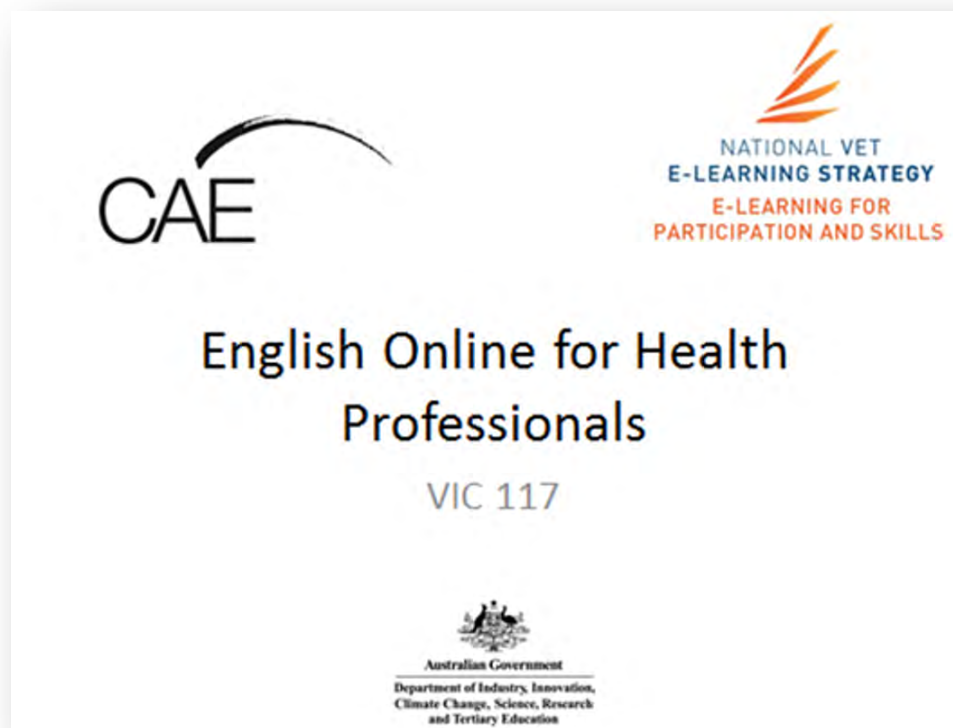




LEARNING
EARNING
BUSINESS
LIVING

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.



- 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

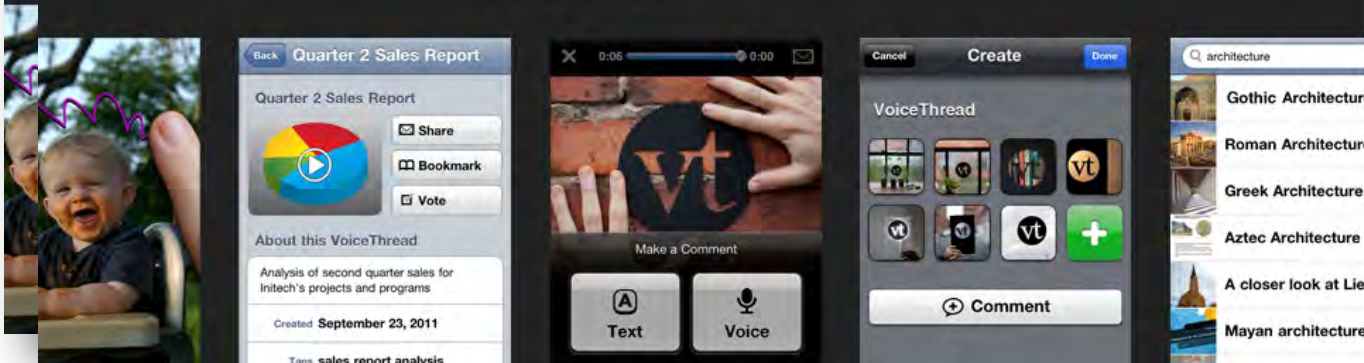
Learn more...

Note: You will need a network connection to use this application, Wi-Fi is recommended.

Bridge image by Glenn via Flickr.

<http://voicethread.com/mobile/>

<http://www.ollapp.com/app/voicethread/android>



English Online for Health Professionals

General



Welcome!



Start Here!



Course
Tour



Help



Resource
Library



Course content



Topic 1

Structuring a Consultation

First we will examine how a consultation is structured, practise question forms and record a consultation. The 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

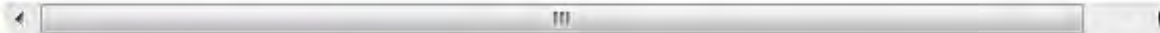


One topic unpacked...



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

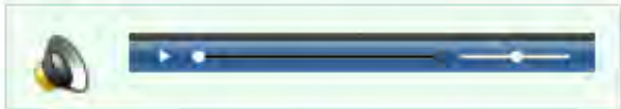
Table of contents

- 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

<http://studentweb.bhtafe.edu.au/bhi/course/view.php?id=6232>



Dealing with Grammar

Sympton Questions	Record Your Attempt	Listen and Repeat
Asking about symptoms and PMH		
<ol style="list-style-type: none"> 1. When/ first notice/symptoms? 2. When/the pain/first start? 3. How long/feel like this? 4. How long/the pain usually last? 5. ...describe/ the pain to me? ..thumping? stinging? 6. Where/feel the pain the most? 7. How bad/pain? On a scale of... 8. ...anything make/better/worse? 9. ...anything else come along with/pain? 10. ...take anything/for the pain? 	<p>Try this sentence by recording your voice on your mobile phone</p> <p>You will find help on our course front page.</p>	<p>Click the play button below to hear the sentences.</p>  <p>Right click to save mp3</p>

<http://studentweb.bhtafe.edu.au/bhi/mod/book/view.php?id=125150>

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.

 Medical	  Right click to save mp3
 Dental	  Right click to save mp3
 Nursing	  Right click to save mp3



...linking to VoiceThread

[http://
voicethread.co
m/?
#u1529268](http://voicethread.com/?#u1529268)

[http://
studentweb.bhtafe.e
du.au/bhi/mod/
page/view.php?
id=126690](http://studentweb.bhtafe.edu.au/bhi/mod/page/view.php?id=126690)

The screenshot displays a VoiceThread interface. At the top, it shows 'Topic 1 role play (1/1)' with a star icon, a share icon, and a close icon. The central content is a video of four surgeons in blue scrubs and green caps, focused on a patient in an operating room. The interface is surrounded by a dark grey border containing several icons: a profile picture of a woman, a car, a chess knight, an hourglass, a hand holding a tray, a chess knight, and a box. At the bottom of the interface, there is a 'comment' button, a play/pause button, a globe icon, and a right-pointing arrow.



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



Any questions?



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