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A P P E N D I C E S

Appendix 1, video analysis results table

1.Video 1: Checking Understanding

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Checking Understanding	00:10-00:20	Paul: "Sorry, Bob, my ears are blocked. I can't hear you very well. Could you say that again, please?"	Analyzing	Paul identifies the cause of misunderstanding (ears blocked) and requests repetition, matching <i>Identifying causes</i> in Analyze.
2	Checking Understanding	00:20-00:30	Paul: "Sorry, Bob, I don't understand. This is the spanner!"	Analyzing	Paul compares the object given (spanner) with the expected item, aligning with <i>Comparing</i> in Analyze.
3	Checking Understanding	00:30-00:38	Paul: "Could you repeat that more slowly, please?"	Analyzing	Paul recognizes his comprehension difficulty and requests slower delivery, linked to <i>Identifying causes</i> in Analyze.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
4	Checking Understanding	00:38-00:45	Paul: " Do you mean the hammer? Is this it?"	Evaluating	Paul checks and confirms his assumption, fitting <i>Justifying decisions</i> in Evaluate.

2.Video 2: Making Suggestions

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Making Suggestions	00:25-00:30	Yuna: " How about starting with social media?"	Creating	Yuna generates a new opening idea, aligning with <i>Planning new solutions</i> in Create.
2	Making Suggestions	00:30-00:35	Yuna: "So let's go for 20 per cent for next month."	Creating	Yuna produces a new target, matching <i>Planning new solutions</i> in Create.
3	Making Suggestions	00:35-00:40	Noelia: "We'll need	Analyzing	Noelia identifies resource needs,

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
			some extra help to make it work."		connected to <i>Identifying causes</i> in Analyze.
4	Making Suggestions	00:40-00:45	Yuna: "Why don't you ask Vanya to help you create a new social media plan?"	Creating	Yuna designs a collaborative plan, linked to <i>Designing new solutions</i> in Create.
5	Making Suggestions	00:50-00:55	Noelia: "Shall we present it at the next team meeting together?"	Evaluating	Noelia judges timing and teamwork approach, matching <i>Justifying decisions</i> in Evaluate.
6	Making Suggestions	00:55-01:00	Yuna: "Good plan. Can you let Paul see it first?"	Evaluating	Yuna checks the plan with a reviewer, linked to <i>Critiquing</i>

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
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ideas in
Evaluate.

3.Video 3: Meeting New People

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Meeting New People	00:10-00:18	Emir: "Are you Paul? ... You must be Vanya."	Analyzing	Emir infers identity using given clues, aligning with <i>Identifying causes</i> in Analyze.
2	Meeting New People	00:20-00:30	Emir: " Can I show you the office?"	Evaluating	Emir judges the situation and chooses an action, linked to <i>Justifying decisions</i> in Evaluate.
3	Meeting New People	01:05-01:15	Yuna: "Welcome to the team!"	Evaluating	Yuna evaluates the social moment and responds

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
					appropriately, matching <i>Justifying decisions</i> in Evaluate.
4	Meeting New People	01:15-01:20	Emir: "Can I get you a coffee?"	Creating	Emir generates a welcoming action, linked to <i>Designing new solutions</i> in Create.

4. Video 4: Talking About Other People

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Talking About Other People	00:15-00:25	Yuna: "Do you work with the digital team?"	Analyzing	Yuna identifies workplace connections, matching <i>Identifying causes</i> in Analyze.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of Interpretation HOTS
2	Talking About Other People	00:25 - 00:30	Yuna: " Do you know Anya Patel?"	Analyzing
3	Talking About Other People	00:30 - 00:40	Yuna: "She's lovely, isn't she? I worked with her in my last job."	Evaluating
4	Talking About Other People	00:35 - 00:45	Yuna: "She's very good at her job. She's an excellent businessperson."	Evaluating

Yuna gathers relational information, linked to *Comparing* in Analyze.

Yuna judges personality based on experience, aligning with *Justifying decisions* in Evaluate.

Yuna critiques and rates professional skills, linked to *Critiquing ideas* in Evaluate.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of Interpretation HOTS
5	Talking About Other People	00:45 - 00:55	Noelia: "I still need to discuss the contract with her."	Creating Noelia plans a future work step, matching <i>Planning</i> new solutions in Create.

5. Video 5: Talking About Where You're From

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Talking About Where You're From	00:05-00:10	Emir: " So where are you from, Vanya?"	Analyzing	Emir identifies background information by asking origin, matching <i>Identifying causes</i> in Analyze.
2	Talking About Where You're From	00:10-00:15	Vanya: "I was born in Cambridge, but I live in Glasgow."	Analyzing	Vanya differentiates between birthplace and current residence— <i>Differentiate</i> in Analyze.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
3	Talking About Where You're From	00:15-00:20	Emir: "I've never been to Glasgow. What's it like? "	Evaluating	Emir judges the quality of a place, linked to <i>Justifying decisions</i> in Evaluate.
4	Talking About Where You're From	00:20-00:28	Vanya: "Oh, it's wonderful. There's always something interesting to do and the people are really friendly."	Evaluating	Vanya justifies her positive opinion with reasons— <i>Justifying decisions</i> in Evaluate.
5	Talking About Where You're From	00:28-00:32	Emir: "It sounds like a nice place to live."	Evaluating	Emir assesses based on Vanya's description— <i>Critiquing ideas</i> in Evaluate.
6	Talking About Where You're From	00:32-00:35	Vanya: "It is. I love it . What about you? Where are you from in Turkey?"	Evaluating	Vanya evaluates personal satisfaction and invites comparison— <i>Justifying decisions</i> in Evaluate.
7	Talking About Where You're From	00:35-00:38	Emir: "I'm from Istanbul."	Analyzing	Emir states origin, connecting personal background— <i>Identifying causes</i> in Analyze.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
8	Talking About Where You're From	00:38-00:45	Vanya: "Oh, I love Istanbul! I went once, but a long time ago. My favourite thing was baklava. I really, really love baklava!"	Evaluating	Vanya judges a city positively and gives reasons— <i>Justifying decisions</i> in Evaluate.
9	Talking About Where You're From	00:45-00:50	Emir: "Today's your lucky day, Vanya. I made it myself! "	Creating	Emir produces a personal gift (baklava)— <i>Designing/Producing</i> in Create.
10	Talking About Where You're From	00:50-00:55	Vanya: "Oh! These look delicious."	Evaluating	Vanya assesses the appearance of baklava— <i>Critiquing ideas</i> in Evaluate.
11	Talking About Where You're From	00:55-01:00	Yuna: " Can I? "	Creating	Yuna generates polite request to join— <i>Planning new interaction</i> in Create.
13	Talking About Where	01:05-01:08	Yuna: "Emir's baklava is the best. Thank you!"	Evaluating	Yuna judges baklava quality <i>Justifying decisions</i> in Evaluate.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
15	You're From Talking About Where You're From	01:12-01:15	Vanya: "I love this place!"	Evaluating	Vanya judges environment positively <i>Justifying decisions in Evaluate.</i>

Table Analysis A2 Level

Video 1: Apologising

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Apologising	00:05-00:10	Paul: "I am so sorry! Are you OK?"	Evaluating	Paul makes a quick judgment about the seriousness of the incident (Making judgments).
2	Apologising	00:10-00:15	Paul: "I'm really sorry! I didn't see you!"	Analyzing	Paul reflects on the cause of the incident (Identifying cause-effect).

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of Interpretation HOTS
3	Apologising	00:15-00:20	Paul: "I should have been paying attention."	Evaluating Paul critiques his own behavior (Critiquing one's own performance).
4	Apologising	00:20-00:25	Noelia: "That was lucky ."	Evaluating Noelia makes a judgment that the outcome was fortunate (Making judgments).
5	Apologising	00:25-00:30	Paul: "It was my fault and I'm sorry ."	Evaluating Paul attributes blame to himself (Justifying a decision).
6	Apologising	00:25-00:30	Noelia: "It was both of us."	Analyzing Noelia concludes that both contributed (Drawing conclusions from evidence).
7	Apologising	00:30-00:35	Paul: "I saved the laptop though!"	Creating Paul reframes the incident positively (Generating alternative perspectives).

Video 2: Giving Instructions

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of Interpretation HOTS
1	Giving Instructions	00:10-00:15	Vanya: "First, you have to put the correct amount of coffee in here."	Creating Vanya plans the first step (Planning steps).
2	Giving Instructions	00:15-00:20	Vanya: "Then you press it down with this."	Creating She designs sequential steps (Designing processes).
3	Giving Instructions	00:20-00:25	Vanya: "Next, you put this here and turn it until tight."	Creating She develops the procedure further (Developing procedure).
4	Giving Instructions	00:25-00:30	Vanya: "After that, you just press this button."	Creating She completes the instruction set (Completing a design).
5	Giving Instructions	00:35-00:40	Emir: "OK, that seems clear."	Evaluating Emir assesses clarity (Assessing quality).
6	Giving Instructions	00:45-00:50	Vanya: "Now it's your turn ."	Creating Vanya creates a practice opportunity (Designing learning activities).
7	Giving Instructions	00:50-00:55	Emir: "Is this OK ?"	Evaluating Emir verifies his performance (Verifying accuracy).

Video 3: Showing Interest

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Showing Interest	00:12-00:18	Noelia: "How cool!"	Evaluating	Noelia expresses a positive judgment (Valuing experiences).
2	Showing Interest	00:25-00:30	Noelia: "You're joking!"	Evaluating	She evaluates the story as surprising (Making judgments).
3	Showing Interest	00:32-00:37	Bob: "I met my wife in the hospital."	Creating	Bob reframes a negative into a positive outcome (Generating new meaning).
4	Showing Interest	00:40-00:45	Noelia: "Breaking your leg was the best thing."	Evaluating	Noelia concludes it was beneficial (Drawing evaluative conclusions).

Video 4: Talking About Personal Interests

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Talking About	00:09-00:13	Emir: "What do you do when	Analyzing	Emir asks an analytical question

No	Video Title	Time Stamp	Content of Video	Cognitive	
				Dimension of HOTS	Interpretation
	Personal Interests		you're not working?"		(Breaking down activities).
2	Talking About Personal Interests	00:15-00:20	Emir: "I didn't know you did meditation."	Evaluating	Emir values shared hobby (Recognizing importance).
3	Talking About Personal Interests	00:24-00:28	Emir: "It's hard to find time."	Analyzing	Emir identifies a limiting factor (Identifying constraints).
4	Talking About Personal Interests	00:28-00:32	Paul: "I never have enough time."	Evaluating	Paul assesses his own limitations (Self-assessment).

Video 5: Talking About Your Job

No	Video Title	Time Stamp	Content of Video	Cognitive	
				Dimension of HOTS	Interpretation
1	Talking About Your Job	00:12-00:16	Patrick: "What's your role in the company?"	Analyzing	Patrick categorizes responsibilities (Categorizing information).

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
2	Talking About Your Job	00:28-00:32	Paul: "I'm responsible for writing."	Analyzing	Paul explains his duties (Identifying functions).
3	Talking About Your Job	00:40-00:44	Patrick: "What's the best part of your job?"	Evaluating	Patrick elicits value judgment (Making evaluative inquiries).
4	Talking About Your Job	00:44-00:48	Vanya: "I love it!"	Evaluating	Vanya gives a positive evaluation (Expressing value judgment).
5	Talking About Your Job	00:52-00:57	Patrick: "Do you want to be the best?"	Creating	Patrick stimulates aspirational thinking (Goal setting).

Table Analysis B1 Level

Video 1: Agreeing & Disagreeing

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Agreeing & Disagreeing	00:35	Emir: "I'm not convinced by that idea."	Evaluating	Critiquing/judging the idea's validity; challenges the claim.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
2	Agreeing & Disagreeing	00:48	Emir: "This design is just too simple. "	Analyzing	Differentiating a feature; breaks down quality of the design.
3	Agreeing & Disagreeing	01:01	Paul: "It's not simple , it's minimal ... client asked for. "	Evaluating	Justifying decisions by contrasting terms and aligning with the brief.
4	Agreeing & Disagreeing	01:14	Emir: "These designs ... style the client wants."	Analyzing	Organizing/comparing options against client criteria.
5	Agreeing & Disagreeing	01:27	Paul: "I disagree ... clean and minimal. "	Evaluating	Arguing with evidence referencing requirements.
6	Agreeing & Disagreeing	01:38	Paul: "They don't fit the brief. "	Evaluating	Critiquing ideas versus constraints.
7	Agreeing & Disagreeing	01:49	Emir: "Without colour ... empty. "	Evaluating	Justifying a judgment about visual impact.
8	Agreeing & Disagreeing	02:03	Paul: "How about	Creating	Designing a concrete solution to reduce clutter.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
			removing that ... less busy.”		
9	Agreeing & Disagreeing	02:15	Emir: “That has given me an idea .”	Creating	Generating a new direction based on feedback.
10	Agreeing & Disagreeing	02:24	Emir: “We remove the blue ... balance .”	Creating	Producing/planning an adjusted layout.
11	Agreeing & Disagreeing	02:37	Paul: “ Changing the circles helped .”	Evaluating	Checking effectiveness after modification.

Video 2: Asking a Favour

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Asking a Favour	00:42	Noelia: “I need a favour.”	Analyzing	Identifying the reason for the request.
2	Asking a Favour	00:57	Noelia: “They want more changes made.”	Evaluating	Critiquing the new requirement and its implications.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
3	Asking a Favour	01:12	Noelia: “Would you work on it this afternoon? ”	Creating	Planning an immediate solution.
4	Asking a Favour	01:27	Paul: “I’m finishing the campaign ... end of the day. ”	Analyzing	Organizing workload; stating constraints.
5	Asking a Favour	01:42	Noelia: “ Work late tonight? ”	Creating	Constructing an alternative arrangement.
6	Asking a Favour	01:57	Paul: “ Planned for ages.”	Evaluating	Justifying refusal with prior commitment.
7	Asking a Favour	02:11	Noelia: “ Come in early tomorrow? ”	Creating	Designing a compromise plan.
8	Asking a Favour	02:26	Paul: “An extra day’s holiday? ”	Evaluating	Weighing the trade-off terms.
9	Asking a Favour	02:39	Both: “ 6 a.m.? Deal. ”	Creating	Co-creating an agreed solution.

Video 3: Keeping a Conversation Going

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Keeping a Conversation Going	00:28	Bob: "My dog had his 14th birthday! "	Analyzing	Selecting/attributing relevant personal info.
2	Keeping a Conversation Going	00:43	Noelia: "He's getting old then?"	Evaluating	Interpreting data to a value judgment.
3	Keeping a Conversation Going	01:12	Bob: "I absolutely loved it."	Evaluating	Justifying a positive stance.
4	Keeping a Conversation Going	01:34	Noelia: "I didn't know that."	Analyzing	Re-evaluating prior knowledge based on new info.

Video 4: Meeting Face-to-Face

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Meeting Face-to-Face	00:19	Noelia: "So good to meet you."	Evaluating	Valuing the in-person interaction.
2	Meeting Face-to-Face	00:34	Noelia: "How are you finding it here?"	Analyzing	Identifying causes behind impressions.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
3	Meeting Face-to-Face	00:48	Noelia: “Has Emir set you up with an email?”	Analyzing	Checking logistical readiness.
4	Meeting Face-to-Face	01:03	Noelia: “I’ve got an idea ... later?”	Creating	Generating a social plan to support onboarding.
5	Meeting Face-to-Face	01:22	Noelia: “We’re going to see the local area ... coffee shops. ”	Creating	Planning/producing a concrete activity.

Video 5: Responding to News

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Responding to News	00:26	Yuna: “ Good news , then?”	Analyzing	Checking an assumption based on cues.
2	Responding to News	00:38	Yuna: “ Congratulations ... pleased for you.”	Evaluating	Positive judgment acknowledging achievement.
3	Responding to News	00:56	Yuna: “What’s happened? ”	Analyzing	Identifying causes/clarifying events.

No	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
4	Responding to News	01:14	Yuna: "That's awful! "	Evaluating	Critiquing the negative outcome.
5	Responding to News	01:28	Yuna: "Can I help? "	Creating	Planning supportive action to resolve or ease the issue.

Table analysis B2 level

Video 1: Challenging Someone's Ideas

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Challenging Someone's Ideas	00:25-00:29	"I'm not sure that's the best way to look at it."	Evaluating	This utterance demonstrates critiquing/judging an idea, as the phrase not sure evaluates the validity of the argument.
2	Challenging Someone's Ideas	00:35-00:38	"Don't you think we should consider other perspectives?"	Analyzing	This represents comparing/organizing viewpoints, since consider signals analysis of alternative perspectives.

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
3	Challenging Someone's Ideas	00:50-00:55	"If we accept that view, we might overlook important details."	Evaluating	This reflects checking & justifying reasoning, as accept evaluates the strength and completeness of the idea.
4	Challenging Someone's Ideas	01:05-01:10	"What about the long-term effects ?"	Analyzing	This shows finding cause-effect, because effects implies analyzing possible consequences.
5	Challenging Someone's Ideas	01:20-01:25	"Let's try combining both approaches."	Creating	This indicates designing a new solution, since combining creates an alternative approach.

Video 2: Dealing with a Problem

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Dealing with a Problem	00:15-00:20	"We need to identify what went wrong."	Analyzing	This reflects deconstructing/diagnosing the problem, because identify shows analysis of causes.

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
2	Dealing with a Problem	00:35-00:40	“If we check the process again, we might find the mistake.”	Evaluating	This represents checking/testing a solution, since check involves evaluation of procedures.
3	Dealing with a Problem	00:55-01:00	“Let’s try another way to solve this.”	Creating	This shows designing an alternative solution, as try points to generating a new option.
4	Dealing with a Problem	01:10-01:15	“We could use a different tool next time.”	Applying	This indicates executing a practical step, because use applies knowledge to a task.
5	Dealing with a Problem	01:25-01:30	“It’s important to evaluate why this happened.”	Evaluating	This highlights reflecting and judging causes, as evaluate directly involves critical assessment.

Video 3: Discussing Advantages and Disadvantages

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Discussing Advantages and Disadvantages	00:10-00:14	“On the one hand it’s a lovely idea ... but it could be noisy and chaotic. ”	Evaluating	The speaker is weighing pros and cons, critiquing the idea’s appeal against potential downsides.
2	Discussing Advantages and Disadvantages	00:14-00:18	“Having fun helps you be creative , and creativity is vital to our business!”	Evaluating	The speaker justifies the idea by connecting it to business value (creativity).
3	Discussing Advantages and Disadvantages	00:18-00:22	“I see what you mean ... but is a trampoline necessary? There could be client issues. ”	Analyzing	The speaker questions feasibility, identifying possible risks.
4	Discussing Advantages and Disadvantages	00:22-00:26	“Clients will love it! It’s good for body and mind. ”	Creating	The speaker generates a counter-argument, adding new positive reasons to support the idea.
5	Discussing Advantages and Disadvantages	00:26-00:30	“What if someone hurts themselves? ”	Evaluating	The speaker critiques safety implications, re-

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
					evaluating the proposal from a different angle.
6	Discussing Advantages and Disadvantages	00:30-00:34	“We can get extra insurance . It’s a great idea!”	Creating	The speaker proposes a practical solution, modifying the plan to reduce risk.

Video 4: Giving Advice

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Giving Advice	00:10-00:15	“Well, if I were you, I’d email and ask her to stop sending them.”	Creating	The speaker proposes a new action, offering a concrete, polite intervention strategy.
2	Giving Advice	00:15-00:20	“I’m not sure that’s a good idea. I have to be careful... she’s quite an important client .”	Evaluating	The speaker evaluates social risks, considering the potential consequences.
3	Giving Advice	00:20-00:28	“Perhaps you could try talking to Yuna about it?” / “Why	Creating	Both options offer alternatives, expanding

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
			don't you try doing nothing? "		the range of possible actions.
4	Giving Advice	00:28-00:35	(Story) "I stopped replying ... eventually it moved away and left you alone."	Evaluating	The speaker assesses a passive strategy, judging effectiveness based on personal experience.
5	Giving Advice	00:35-00:42	"So, I tried what you suggested ... then, guess what? The irrelevant emails stopped. "	Evaluating	The speaker evaluates the outcome, confirming that the advice worked.

Video 5: Persuading Someone to Do Something

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
1	Persuading Someone to Do Something	00:10-00:13	"So ... how would you feel about DJing at the office party next week?"	Analyzing	The speaker asks about willingness, prompting reflection.

No.	Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
2	Persuading Someone to Do Something	00:13- 00:18	“Come on, I think you’d be brilliant at it!”	Evaluating	The speaker makes a positive judgment, building confidence.
3	Persuading Someone to Do Something	00:18- 00:22	“I wouldn’t usually ask, but you’re the only DJ I know.”	Creating	The speaker constructs a persuasive argument, justifying why they asked.
4	Persuading Someone to Do Something	00:22- 00:27	“Why don’t you give it a go? There’s nothing to lose! ”	Creating	The speaker offers a low-risk invitation, easing the decision-making process.
5	Persuading Someone to Do Something	00:27- 00:32	“Paul, you’d really be helping me out. ”	Evaluating	The speaker appeals to mutual support, adding emotional value to the request.
6	Persuading Someone to Do Something	00:32- 00:36	“I’m not sure I’d be any good... what if everyone hates my music?”	Analyzing	The speaker voices potential negative outcomes, reasoning through fears.
7	Persuading Someone to	00:36- 00:41	“Trust me, it’ll be fun! I	Creating	The speaker offers emotional reassurance,

No. Video Title	Time Stamp	Content of Video	Cognitive Dimension of HOTS	Interpretation
	Do Something	promise you won't regret it."		persuading through a positive forecast.

Appendix 2, video transcript

A. Transcript Video A1 Level

1. Checking Understanding

Ana: Hi, I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to check your understanding? Listen out for useful language for checking your understanding. Then, we'll practise saying the new phrases after this.

Bob: This isn't right. Hey! Excuse me, Paul, could you pass me the hammer?

Paul: Sorry, Bob, my ears are blocked. I can't hear you very well. Could you say that again, please?

Bob: The hammer. Please could you pass it to me?

Paul: The spanner?

Bob: No. The hammer!

Paul: Sorry, Bob, I don't understand. This is the spanner!

Bob: No, Paul, I need the hammer. It's in the toolbox, on the left, under the scissors.

Paul: Sorry, Bob. Could you repeat that more slowly, please?

Bob: The hammer ... in the toolbox ... on the left ... under the scissors.

Paul: On the left ... under the scissors ... Oh! Do you mean the hammer? Is this it?

Bob: Yes, that's right!

Paul: Ah! Why didn't you say so?

Bob: I did!

Ana: Hello again! Oh dear. I think Paul needs to go home and sleep. So, did you notice the useful phrases used for checking your understanding? Listen to me and then repeat.

I'm sorry?

I can't hear you very well.

Could you say that again, please?

I don't understand.

Can you repeat that more slowly, please?

Do you mean the hammer?

Is this it?

Yes, that's right!

Ana: Try and use some of these phrases the next time you want to check your understanding in English. Bye for now!

2. Making Suggestion

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you make suggestions? Listen out for useful language for making suggestions. Then, we'll practise saying the new phrases after this!

Yuna: OK, this time let's focus. Phones off.

Noelia: Yes, and in my bag!

Yuna: Ready?

Noelia: I'm ready.

Yuna: We have half an hour.

Noelia: OK, let's go!

Yuna: How about starting with social media?

Noelia: Sure. Engagement is up 15 per cent this month.

Yuna: Good. So let's go for 20 per cent for next month.

Noelia: Yeah, sure. I'll tell the team. We'll need some extra help to make it work.

Yuna: Agreed. Good idea.

...

Yuna: Why don't you ask Vanya to help you create a new social media plan?

Noelia: OK, no problem. Shall we present it at the next team meeting together?

Yuna: Good plan. Can you let Paul see it first?

Noelia: Sure, I'll do that.

Yuna: Anything else?

Noelia: No, that's it.

Yuna: And that's half an hour! We did it!

Noelia: We're really good at this!

Ana: Hello again! Wow, that was a good meeting! So, did you notice the useful phrases used for making suggestions? Listen to me and then repeat.

Let's focus.

How about starting with social media?

Yeah, sure.

We'll need some extra help.

Agreed. Good idea.

Why don't you ask Vanya?

OK, no problem.

Shall we present it at the meeting?

Good plan.

Ana: Try and use some of these phrases the next time you make suggestions in English. Bye for now!

3. Meeting New People

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you meet new people? Listen out for useful language for meeting new people. Then, we'll practise saying the new phrases after this.

Vanya: Hi.

Emir: Hello.

Vanya: Are you Paul?

Emir: No, I'm not. But he asked me to meet you. I'm Emir. You must be Vanya.

Vanya: Yes, I am. Nice to meet you.

Emir: You too. Can I show you the office?

Vanya: Perfect. Thanks.

Emir: So how was your journey?

Vanya: It was fine and it's great to be here!

Emir: Well, it's great to have you here. Can I get you a coffee?

Vanya: Oh, yes, please.

Emir: Ah, Yuna, this is Vanya.

Yuna: Oh, hi, I'm Yuna. Nice to meet you. Welcome to the team!

Ana: Hello again! That went well. OK, did you notice the useful phrases used for meeting new people? Listen to me and then repeat.

Hi, I'm Yuna.

You must be Vanya.

Nice to meet you.

You too.

This is Vanya.

So how was your journey?

It's great to be here!

Welcome to the team!

Ana: Try and use some of these phrases the next time you meet new people in English. Bye for now!

4. Talking About Other People

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you talk about other people? Listen out for useful language for talking about other people. Then, we'll practise saying the new phrases after this.

Yuna: How's your new project going?

Noelia: It's going really well.

Yuna: Great. Do you work with the digital team?

Noelia: Yes, I'm helping them with a new website.

Yuna: So, do you know Anya Patel?

Noelia: Yes, I do. I just emailed her.

Yuna: She's lovely, isn't she? I worked with her in my last job.

Noelia: Yeah, I like her a lot.

Yuna: She's very good at her job. She's an excellent businessperson.

Noelia: Really?

Yuna: Yeah, she always gets what she wants.

Noelia: Oh ... I still need to discuss the contract with her.

Yuna: I see. OK ...

Noelia: That's her!

Yuna: Good luck!

Noelia: Thanks.

Noelia: Hello, Anya. Noelia speaking!

Ana: Hello again! Good luck, Noelia! So, did you notice the useful phrases used for talking about other people? Listen to me and then repeat.

Do you work with the digital team?

Do you know Anya Patel?

Yes, I do.

She's lovely, isn't she?

She's very good at her job.

She's an excellent businessperson.

Ana: Try and use some of these phrases the next time you talk about other people in English. Bye for now!

5. Talking about where you're from

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you talk about where you're from? Listen out for useful language for talking about where you're from. Then, we'll practise saying the new phrases after this.

Emir: So where are you from, Vanya?

Vanya: I was born in Cambridge, but I live in Glasgow.

Emir: I've never been to Glasgow. What's it like?

Vanya: Oh, it's wonderful. There's always something interesting to do and the people are really friendly.

Emir: It sounds like a nice place to live.

Vanya: It is. I love it. What about you? Where are you from in Turkey?

Emir: I'm from Istanbul.

Vanya: Oh, I love Istanbul! I went once, but a long time ago. My favourite thing was baklava. I really, really love baklava!

Emir: Today's your lucky day, Vanya. I made it myself!

Vanya: Oh! These look delicious.

Yuna: Hi.

Vanya: Hi, Yuna!

Yuna: Can I?

Emir: Of course!

Yuna: Emir's baklava is the best. Thank you!

Emir: You're welcome.

Vanya: I love this place!

Ana: Hello again! Mmm, that baklava looks delicious! So, did you notice the useful phrases used for talking about where you're from? Listen to me and then repeat.

Where are you from?

I was born in London.

I live in Glasgow now.

What's it like?

It sounds like a nice place to live.

What about you?

I'm from Istanbul.

I love Istanbul.

Ana: Try and use some of these phrases the next time you talk about where you're from in English. Bye for now!

B. Transcript video A2 Level

1. Apologising

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to apologise? Listen out for useful language for apologising. Then, we'll practise saying the new phrases after this.

Paul: Noelia! I am so sorry! Are you OK?

Noelia: I think so. That was lucky.

Paul: I'm really sorry! I didn't see you!

Noelia: That's all right. I shouldn't have been running.

Paul: No, no, I should have been paying attention.

Noelia: And they teach you not to run inside at school!

Paul: Still, it was my fault and I'm sorry.

Noelia: I'm sorry too. It was both of us. Honestly, it's fine. I'm fine. Don't worry about it. Hey, I saved the laptop though!

Bob: Yeah, I'll be there in ...

Noelia: Oh no!

Bob: Uh oh!

Paul: Ahhhh ...

Ana: Hello again! Ooh, I hope Noelia's OK. So, did you notice the useful phrases used for apologising? Listen to me and then repeat.

I'm so sorry!

I'm really sorry!

That's all right.

It was my fault.

I'm sorry too.

Honestly, it's fine.

Don't worry about it.

Ana: Try and use some of these phrases the next time you want to apologise in English. Bye for now!

2. Giving Instructions

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you give instructions? Listen out for useful language for giving instructions. Then, we'll practise saying the new phrases after this.

Emir: Argh! It's not working.

Vanya: Are you OK?

Emir: Do you know how to use this machine?

Vanya: Yeah, I'll show you.

Emir: Ah, thanks.

Vanya: OK. First, you have to put the correct amount of coffee in here.

Emir: Aha.

Vanya: Then you press it down with this.

Emir: I see.

Vanya: Right, OK. Next, you put this here and turn it until it's quite tight.

Emir: Right.

Vanya: After that, you just press this button.

Emir: OK, that seems clear.

Vanya: Great! Now it's your turn.

Emir: Is this OK?

Vanya: Yes, that's right. Now press it down.

Emir: Like this?

Vanya: Yeah, you're doing well.

Emir: Thanks! What do I do next?

Vanya: Connect it to the machine.

Emir: Is there anything else?

Vanya: That's it. Just press the button.

Vanya: Well?

Emir: Delicious! Thank you.

Vanya: You're welcome.

Ana: Hello again! Oh, I love a good coffee! So, did you notice the useful phrases used for giving instructions? Listen to me and then repeat.

First, you have to put the coffee here.

Then you press it down with this.

I see.

Right, OK. Next, you put this here.

After that, you just press this button.

OK, that seems clear.

Is this OK?

Yes, that's right.

Like this?

You're doing well.

What do I do next?

Is there anything else?

Ana: Try and use some of these phrases the next time you give instructions in English. Bye for now!

3. Showing interest

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to show interest? Listen out for useful language for showing interest. Then, we'll practise saying the new phrases after this.

Noelia: Morning, Bob.

Bob: Oh, good morning.

Noelia: It's so rainy today. The weather in this country is horrible!

Bob: Yes ... yes ... The weather was even worse when I lived in Canada.

Noelia: Oh, I didn't know that you lived in Canada, Bob. How cool!

Bob: One winter it was so cold and windy that I fell on the ice and broke my leg in three places.

Noelia: Oh no! You're joking!

Bob: I wish I was, Noelia, I wish I was. I was never the same after that winter. And my leg is still bad today.

Noelia: Really? I'm sorry to hear that. Poor you.

Bob: But it's not all bad. I met my wife in the hospital. She was the doctor who looked at my leg!

Noelia: No way!

Bob: It was love at first sight!

Noelia: Ah, that's brilliant!

Bob: Yes, and we're still in love 40 years later ...

Noelia: So in the end, breaking your leg was the best thing that could have happened.

Bob: Yes, I suppose it was!

Ana: Hello again! Aww, I love a story with a happy ending! So, did you notice the useful phrases used for showing interest? Listen to me and then repeat.

Oh, I didn't know that you lived in Canada!

How cool!

Oh no, poor you.

You're joking!

Really?

I'm sorry to hear that.

No way!

That's brilliant!

Ana: Try and use some of these phrases the next time you want to show interest in English. Bye for now!

4. Talking about personal interest

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you talk about your personal interests? Listen out for useful language for talking about personal interests. Then, we'll practise saying the new phrases after this.

Emir: Hi, Paul. I made you a cup of tea. Just how you like it, milk and two sugars.

Paul: Oh, thanks, Emir.

Emir: You're welcome. So what do you do when you're not working?

Paul: Oh, umm, not much. I'm always really tired in the evenings and at weekends.

Emir: Haven't you got any hobbies?

Paul: Well, I've recently started doing meditation.

Emir: I didn't know you did meditation. I do too!

Paul: Oh, right. So, um, how often do you practise?

Emir: Most mornings usually, but if it's really busy, then sometimes it's hard to find time.

Paul: Yeah, I know what you mean. I normally meditate once or twice a week. I never have enough time to do it more than that.

Emir: What are you doing now?

Paul: Nothing much, just drinking my tea ...

Ana: Hello again! Now that's something you don't see in the office every day! So, did you notice the useful phrases used for talking about your personal interests? Listen to me and then repeat.

What do you do when you're not working?

I didn't know you did meditation.

I do too!

How often do you practise?

Most mornings, usually.

Sometimes it's hard to find time.

I normally meditate once or twice a week.

I never have enough time.

Ana: Try and use some of these phrases the next time you talk about your personal interests in English. Bye for now!

5. Talking about your job

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you talk about your job? Listen out for useful language for talking about your job. Then, we'll practise saying the new phrases after this.

Patrick: Life is hard. Business is harder. I'm here to help you win. Do you want to be the best?

Vanya: Yeah.

Patrick: I said, DO YOU WANT TO BE THE BEST?

Paul, Emir, Vanya: Yes.

Patrick: Good. You what's your role in the company?

Emir: I'm the head of design. I manage artists and graphic designers.

Patrick: Good. What about you?

Paul: I'm a content producer.

Patrick: What does that mean?

Paul: It means I'm responsible for writing.

Patrick: Nice. And you what do you do?

Vanya: Social media and marketing.

Patrick: Do you like your job?

Vanya: Yeah, I love it!

Patrick: Good. BUT NOT GOOD ENOUGH! Now listen. I'm here to make you the best. And I've got four hours to do it. Stand up! Let's all close our eyes, breathe deeply and think about these two important questions. One: What's the best part of your job? And two: Do you like the people you work with? Keep those eyes closed ... breathe deep ... and think ...

Ana: Hello again! I don't think Emir is enjoying the training very much. So, did you notice the useful phrases used for talking about your job? Listen to me and then repeat.

What's your role in the company?

I'm the head of design.

I manage artists and graphic designers.

What about you?

I'm a content producer.

I'm responsible for writing.

What do you do?

Do you like your job?

Yes, I love it!

What's the best part of your job?

Do you like the people you work with?

Ana: Try and use some of these phrases the next time you talk about your job in English. Bye for now!

C. Transcript video B1 level

1. Agreeing and disagreeing

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you agree and disagree? Listen out for useful language for agreeing and disagreeing. Then, we'll practise saying the new phrases after this.

Paul: So?

Emir: I'm not convinced by that idea.

Paul: Why?

Emir: Well, this design is just too simple.

Paul: It's not simple, it's minimal. Plus, it's what the client asked for.

Emir: I'm not so sure. Look ... Look at these designs here. I think this is the style that the client wants.

Paul: Hmmm ... I think I disagree. They said they wanted it clean and minimal.

Emir: These designs are clean and minimal.

Paul: Look, don't get me wrong, Emir. I like them, but I don't think they fit the brief. For example, here, there's just a bit too much going on.

Emir: OK, I see what you mean, but without all the colour, it would look a bit ... empty.

Paul: True. OK, how about taking that and that away? So it still looks interesting, but less busy.

Emir: OK ... maybe you've got a point there. Actually, that has given me an idea.

...

Emir: So we remove the blue. I think that creates a nice balance.

Paul: Yeah, yeah. I think you're right. Changing the circles helped too.

Emir: I agree. So we're happy with this now?

Paul: Yes, definitely.

Emir: So it looks like we can agree!

Paul: Occasionally.

Ana: Hello again! I'm pleased that Paul and Emir agreed with each other in the end. So, did you notice the useful phrases used for agreeing and disagreeing? Listen to me and then repeat.

I'm not convinced by that idea.

I'm not so sure.

I think I disagree.

Don't get me wrong, but I don't think they fit.

I see what you mean, but it looks a bit empty.

OK, maybe you've got a point there.

I think you're right.

Yes, definitely.

I agree.

Ana: Try and use some of these phrases the next time you agree and disagree in English. Bye for now!

2. Asking a favour

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to ask a favour? Listen out for useful language for asking a favour. Then, we'll practise saying the new phrases after this.

Noelia: Paul, have you got a minute? I need a favour.

Paul: I'm a bit busy, but sure, what can I help you with?

Noelia: So, you know the branding job for Active Arctic?

Paul: Of course. It was so good to finally finish that project. It went on and on and on ...

Noelia: Yeah, so ... look, I'm really sorry about this, but they want some more changes made.

Paul: Seriously? I've already rewritten that copy, I don't know, like, 20 times?

Noelia: I know. I'm so sorry. Would you be able to work on it this afternoon?

Paul: Well, I'm not really sure if I can, Noelia. I'm finishing the Moosh Monkey social media campaign and they're expecting it by the end of the day.

Noelia: I'd forgotten about that. Is there any chance you could work late tonight?

Paul: Sorry, Noelia. I would if I could, but I can't.

Noelia: Please?

Paul: I'm taking my niece to the cinema for her birthday. It's been planned for ages.

Noelia: OK. Well, then could you come in early tomorrow? I'll make it up to you!

Paul: OK. How?

Noelia: Name your price.

Paul: An extra day's holiday?

Noelia: Can you get in for 5 a.m.?

Paul: 7 a.m.

Noelia: 6 a.m.

Paul: Deal.

Noelia: Deal.

Ana: Hello again! Looks like that's an early start for Paul tomorrow, then! So, did you notice the useful phrases used for asking a favour? Listen to me and then repeat.

Have you got a minute?

I need a favour.

What can I help you with?

I'm really sorry about this, but they want some changes.

Would you be able to work this afternoon?

I'm not really sure if I can.

Is there any chance you could work late?

I would if I could, but I can't.

Ana: Try and use some of these phrases the next time you want to ask a favour in English. Bye for now!

3. Keeping a conversation going

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to keep a conversation going? Listen out for useful language for keeping a conversation going. Then, we'll practise saying the new phrases after this.

Noelia: Hi, Bob!

Bob: Oh, morning, Noelia.

Noelia: So, what's new?

Bob: New, hmm, let me think. Hmm ... Nothing much. Oh, hang on. My dog Bertie had his 14th birthday on Monday!

Noelia: Oh, he's getting old then?

Bob: I guess so ... but not as old as his owner.

Noelia: Haha ... er, anyway ...

Bob: How about you, Noelia? How's it going?

Noelia: Great, actually. Yeah ... all good.

Bob: By the way, I wanted to ask you, where in Spain are you from?

Noelia: I'm from Santander.

Bob: Oh, lovely. Wonderful to grow up near the sea.

Noelia: Yeah, it was perfect. Ah, I miss the sea.

Bob: I know what you mean. I used to live in Spain and I absolutely loved it.

Noelia: Really? I didn't know that, Bob!

Bob: Yeah, I had a little bar on the Costa Brava.

Noelia: Wow! So do you speak Spanish then?

Bob: Oh, not much. Ah, those were the days! Excuse me. *Perdona, Noelia.*

Tengo que irme. Me necesitan en el segundo piso. ¡Hasta pronto! [Excuse me, Noelia. I've got to go. They need me on the second floor. See you soon!]

Noelia: Wow!

Ana: Hello again! Wow! Bob is full of surprises. So, did you notice the useful phrases used for keeping a conversation going? Listen to me and then repeat.

So, what's new?

Let me think ...

Nothing much.

Anyway ...

How about you, Noelia?

How's it going?

By the way, I wanted to ask you ...

I know what you mean.

Really? I didn't know that!

Ana: Try and use some of these phrases the next time you want to keep a conversation going in English. Bye for now!

4. Meeting face to face

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you meet someone face-to-face for the first time? Listen out for useful language for meeting face-to-face. Then, we'll practise saying the new phrases after this.

Eva: Hi.

Noelia: Hi, Eva.

Eva: How are you?

Noelia: I'm very well. I love your hair. It's fabulous!

Eva: Thanks, Noelia!

Vanya: Are you Noelia?

Noelia: Vanya?

Vanya: Yes!

Noelia: Hello! It's so good to finally meet you in person!

Vanya: You too! It's great to put a face to a name. I thought you were in Spain this week.

Noelia: I was, but I came back early. So, how are you finding it here?

Vanya: Fine! Really good! All the team have been so welcoming.

Noelia: Good! We have a lovely team here. Now, has Emir set you up with an email address?

Vanya: He has. I'm all ready to go!

Noelia: Perfect! Is there anything else you need?

Vanya: Not right now, thanks.

Noelia: Well, let me know if I can help at all.

Vanya: I will, thank you.

Noelia: Actually, I've got an idea. What are you doing later?

Vanya: I haven't got any plans.

Noelia: Great. Meet me here at six. Don't be late!

...

Vanya: So what's the plan?

Noelia: We're going to see the local area by bike. I'll show you all the best coffee shops.

Vanya: Cool!

Noelia: Let's go!

Ana: Hello again! I think Noelia and Vanya are going to get on really well! So, did you notice the useful phrases used for meeting facetoface? Listen to me and then repeat.

It's so good to finally meet you in person.

It's great to put a face to a name.

How are you finding it?

Has Emir set you up with an email address?

Is there anything else you need?

Let me know if I can help at all.

What are you doing later?

I haven't got any plans.

Ana: Try and use some of these phrases the next time you meet someone facetoface in English. Bye for now!

5. Responding to news

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you respond to news? Listen out for useful language for responding to news. Then, we'll practise saying the new phrases after this.

Noelia: Yes, yes, yes. Ah, I did it!

Yuna: Good news, then?

Noelia: Yes! I won the award!

Yuna: Oh wow! Congratulations!

Noelia: Thank you! It's so exciting. I can't believe it!

Yuna: I know! That's wonderful! Well done, Noelia. I'm really pleased for you.

Noelia: WHAT? You cannot be serious!

Yuna: Oh dear. What's happened?

Noelia: They sent me the wrong email. I didn't win. Someone else won.

Yuna: Oh no, that's awful!

Noelia: Yes. It. Is.

Yuna: I'm so sorry, Noelia. What a shame. Can I do anything to help?

Noelia: Please pass me that magazine. Thanks.

Ana: Hello again! Oh, poor Noelia! That's really disappointing. So, did you notice the useful phrases used for responding to news? Listen to me and then repeat.

Oh wow! Congratulations!

I can't believe it.

That's wonderful!

Well done. I'm really pleased for you.

Oh dear. What's happened?

Oh no, that's awful.

I'm so sorry.

What a shame.

Can I do anything to help?

Ana: Try and use some of these phrases the next time you respond to news in English. Bye for now!

D. Transcript video B2 level

1. Challenging someone's ideas

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to challenge someone's ideas? Listen out for useful language for challenging someone's ideas. Then, we'll practise saying the new phrases after this.

Vanya: Guys! I've got it! I've figured it out!

Emir: Figured what out?

Paul: That it's polite to knock on the door before coming in?

Vanya: This idea is just too good, Paul! It's too good!

Paul: Go on, then.

Vanya: So! Cats!

Emir: I'm a bit lost. What are you talking about?

Vanya: Videos. Cat videos! For our social media account. Hundreds of them. Everyone loves cats!

Paul: I hate cats.

Vanya: Everyone except you, Paul.

Paul: Have you considered the fact that we're a branding agency, not a pet shop?

Vanya: I take your point, Paul, but, come on, be imaginative! Cat videos are some of the most searched videos on the internet.

Emir: I see where you're coming from, Vanya, but I think I agree with Paul here. How is this relevant for a branding agency?

Vanya: Look. Social media, it's a numbers game. If we share dozens of cat videos each day, then we get more followers.

Emir: That's true. So how exactly do you see this working? I mean, who's going to find all these videos?

Vanya: Erm, OK, I'm very aware of the challenges here, but I'm convinced this is going to work.

Paul: I'm not so sure.

Emir: Well, I guess you have to look at it from both sides. Why don't we try it for a couple of weeks and see if there's any impact?

Vanya: Great! We are going to get so many more followers. I'm absolutely positive!

Paul: Good luck with that! I hope it doesn't turn out to be a catastrophe ... What? ... It's a good joke.

Ana: Hello again! Well, I thought that was a good joke! So, did you notice the useful phrases used for challenging someone's ideas? Listen to me and then repeat.

I'm a bit lost. What are you talking about?

Have you considered the fact that we're a branding agency, not a pet shop?

I take your point, but be imaginative.

I see where you're coming from.

I think I agree with Paul here.

How exactly do you see this working?

I'm very aware of the challenges here, but I'm convinced this will work.

You have to look at it from both sides.

Ana: Try and use some of these phrases the next time you want to challenge someone's ideas in English. Bye for now!

2. Dealing with a problem

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you need to deal with a problem? Listen out for useful language for dealing with a problem. Then, we'll practise saying the new phrases after this.

Vanya: Yuna!

Yuna: Oh, morning!

Vanya: I've got a bit of a problem.

Yuna: What's wrong?

Vanya: Can we talk in private?

Yuna: Of course.

Yuna: Right, so, what's the matter?

Vanya: Well, I've made a mistake. A big mistake.

Yuna: OK. I'm sure we can work it out.

Vanya: It was such a silly thing to do!

Yuna: I'm getting worried now. What's going on here?

Vanya: OK. It was late last night and I was tired. I wasn't concentrating and I accidentally used my company credit card instead of my own to buy something!

Yuna: Don't worry, these things happen. There's a procedure to deal with this. How much did you spend?

Vanya: It was quite expensive.

Yuna: How expensive?

Vanya: It was very expensive.

Yuna: Vanya, how expensive?

Vanya: £3,782 ... and 56 pence.

Yuna: What? You spent £3,782?!

Vanya: ... and 56 pence.

Yuna: What was it? Vanya?

Vanya: Just a weekend break! I just like a really nice hotel!

Yuna: OK, I see. Thanks for letting me know.

Vanya: Ah! I feel so much better now I've told you. Please don't tell Noelia.

Yuna: Oh, I'm definitely going to tell her!

Noelia: Hi!

Vanya: Hi!

Ana: Hello again! Wow, that's a lot of money for a weekend break. So, did you notice the useful phrases used for dealing with a problem? Listen to me and then repeat.

What's wrong?

I've got a bit of a problem.

Could we talk in private?

What's the matter?

I've made a mistake.

I'm sure we can work it out.

Don't worry, these things happen.

Thanks for letting me know.

I feel so much better now I've told you.

Ana: Try and use some of these phrases the next time you need to deal with a problem in English. Bye for now!

3. Discussing advantages and disadvantages

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you discuss advantages and disadvantages?

Listen out for useful language for discussing advantages and disadvantages.

Then, we'll practise saying the new phrases after this.

Noelia: So, table tennis, bean bags, board games, video games! Hey, how about a trampoline?

Yuna: Stop right there. I love your ideas, Noelia, but a trampoline? Really?

Noelia: Absolutely. When do you have your best ideas?

Yuna: I don't know. Usually when I'm cooking, I suppose.

Noelia: Exactly. We often have our best ideas when we are away from our desks. The other day I was on a trampoline and the vision for the creativity room came to me.

Yuna: Why were you on a trampo...? Never mind. Look, on the one hand it's a lovely idea and it fits with our brand, but on the other hand it could be noisy and chaotic and maybe too much fun!

Noelia: But having fun helps you be creative, and being creative is vital to our business!

Yuna: I see what you mean, but I'm just not sure if a trampoline is necessary. Also, there could be an issue with the clients arriving at the office and seeing us all jumping around.

Noelia: I see where you're coming from, but I think our clients will love it! And there are lots of advantages to trampolining. It's good for the body and the mind.

Yuna: Maybe, but I can also see the disadvantages. What if someone hurts themselves?

Noelia: But we're all adults. And we can get extra insurance. Come on! It's a great idea!

Yuna: OK, I'll think about it.

Noelia: Perfect. I'll email you some links!

Yuna: I haven't said yes! Oh, Noelia!

Ana: Hello again! A trampoline in the office? Well, there's an idea! So, did you notice the useful phrases used for discussing advantages and disadvantages? Listen to me and then repeat.

On the one hand ..., but on the other hand ...

I see what you mean, but I'm just not sure.

There could be an issue with that.

I see where you're coming from, but I think they'll love it.

There are lots of advantages.

Maybe, but I can also see the disadvantages.

Ana: Try and use some of these phrases the next time you discuss advantages and disadvantages in English. Bye for now!

4. Giving advice

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you give advice? Listen out for useful language for giving advice. Then, we'll practise saying the new phrases after this.

Noelia: Argh, this is just ridiculous!

Paul: Susan again?

Noelia: Yeah, Susan. She just keeps emailing me about things that have nothing to do with work and nothing to do with me. What do you think I should do?

Paul: Well, if I were you, I'd email and ask her to stop sending them.

Noelia: I'm not sure that's a good idea. I have to be careful what I say as she's quite an important client.

Paul: Erm, I'm not sure then. Perhaps you could try talking to Yuna about it?

Bob: Er .. why don't you try doing nothing?

Noelia: Sorry?

Bob: Perhaps you could just ... do nothing?

Noelia: Really? I'm not too sure about that.

Bob: Well, I remember this guy I used to work with, Mark, and he kept emailing again and again and again, about all sorts, mostly unrelated to work. Well, I kept responding politely and he kept sending them. In the end, I stopped replying to his emails unless they were only about work.

Paul: And what happened?

Bob: He stopped sending them. It's a bit like being faced with a dangerous snake. If you move quickly, it'll bite you, but if you keep very still and do nothing, eventually it'll move away and leave you alone. I had to learn the hard way.

Noelia: Hey, Bob. Have you got a minute?

Bob: Yeah.

Noelia: So, I tried what you suggested and I only responded to Susan's emails about work for a few days. Then guess what?

Bob: The irrelevant emails stopped.

Noelia: Yes! Now she only sends me workrelated ones.

Bob: Well, that's very good news.

Noelia: All thanks to you, Bob.

Bob: Any time, Noelia, any time! All in a day's work. Ahh!

Ana: Hello again! It looks like Bob is in Noelia's good books. So, did you notice the useful phrases used for giving advice? Listen to me and then repeat.

What do you think I should do?

If I were you, I'd ask her.

I'm not sure that's a good idea.

Perhaps you could try talking to Yuna.

Why don't you try doing nothing?

I'm not too sure about that.

I tried what you suggested.

Ana: Try and use some of these phrases the next time you give advice in English. Bye for now!

5. Persuading someone to do something

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you want to persuade someone to do something? Listen out for useful language for persuading someone to do something. Then, we'll practise saying the new phrases after this.

Paul: OK. Yeah, all right. I'll send them over tomorrow. OK, yep, bye. People are always asking for favours. Paul, can you do this? Paul, can you do that?

Noelia: Hey, Paul, have you got a minute?

Paul: Go on, then.

Noelia: I've got a small favour to ask you.

Paul: Right.

Noelia: So ... how would you feel about DJing at the office party next week?

Paul: Office party? I don't usually do work parties.

Noelia: Oh, right. So where do you usually DJ then?

Paul: No, I mean I don't usually go to work parties, let alone DJ at them.

Noelia: Come on, I think you'd be brilliant at it!

Paul: Oh, I don't know ...

Noelia: Look, I wouldn't usually ask, but you are the only DJ I know.

Paul: I'm not a very good one though. My music taste is ... quite strange.

Everyone will probably hate it.

Noelia: Come on! These guys will dance to anything when they are at a party!

Why don't you give it a go? You'll be great!

Paul: Urgh ... I think I'm probably busy that day anyway.

Noelia: Come on! There's nothing to lose!

Paul: Except my reputation and credibility ...

Noelia: Paul, you'd really be helping me out.

Paul: OK, I'll think about it.

Noelia: Great! Thanks, Paul!

Ana: Hello again! It's very difficult to say no to Noelia! So, did you notice the useful phrases used for persuading someone to do something? Listen to me and then repeat.

I've got a small favour to ask you.

How would you feel about DJing?

You'd be brilliant at it.

I wouldn't usually ask, but you're the only DJ I know.

Why don't you give it a go?

There's nothing to lose.

You'd really be helping me out.

OK, I'll think about it.

Ana: Try and use some of these phrases the next time you want to persuade someone to do something in English. Bye for now!

Appendix 3, video documentations

Choose a video



Checking understanding

In this video, Paul has problems understanding Bob. Listen to the language they use for checking understanding and practise saying the useful phrases

586



Making suggestions

In this video, Noelia and Yuna have a very good meeting. Listen to the language they use for making suggestions and practise saying the useful phrases.

312



Meeting new people

In this video, Vanya meets Emir and Yuna. Listen to the language they use for meeting new people and practise saying the useful phrases.

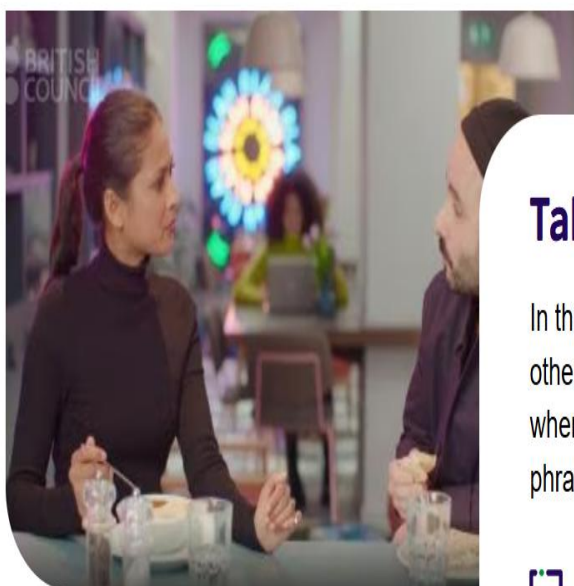
 245



Talking about other people

In this video, Noelia and Yuna talk about someone they know. Listen to the language they use for talking about other people and practise saying the useful phrases.

 144

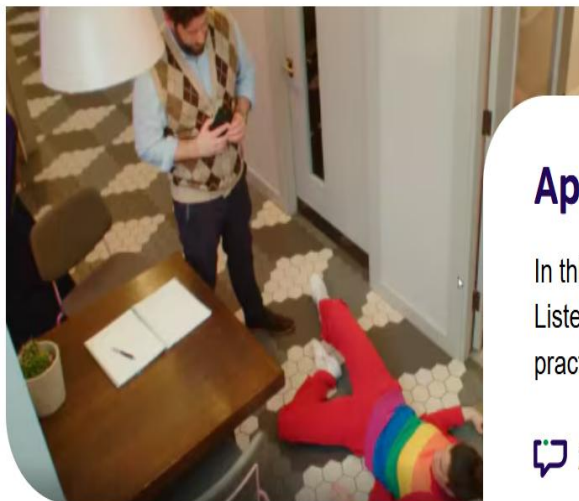


Talking about where you're from

In this video, Emir and Vanya learn more about each other. Listen to the language they use for talking about where they're from and practise saying the useful phrases.



Choose a video



Apologising

In this video, Paul says sorry for making Noelia fall over. Listen to the language they use for apologising and practise saying the useful phrases.

 278



Giving instructions

In this video, Vanya helps Emir learn how to use a coffee machine. Listen to the language Vanya uses to give instructions and practise saying the useful phrases.

 123

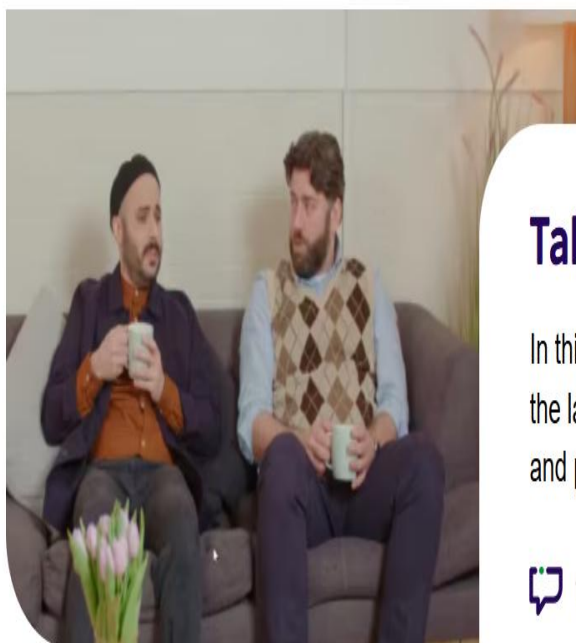


Showing interest

In this video, Bob tells Noelia about when he broke leg. Listen to the language Noelia uses to show interest and practise saying the useful phrases.



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Talking about personal interests

In this video, Emir asks Paul about his hobbies. Listen to the language they use for talking about personal interests and practise saying the useful phrases.



135



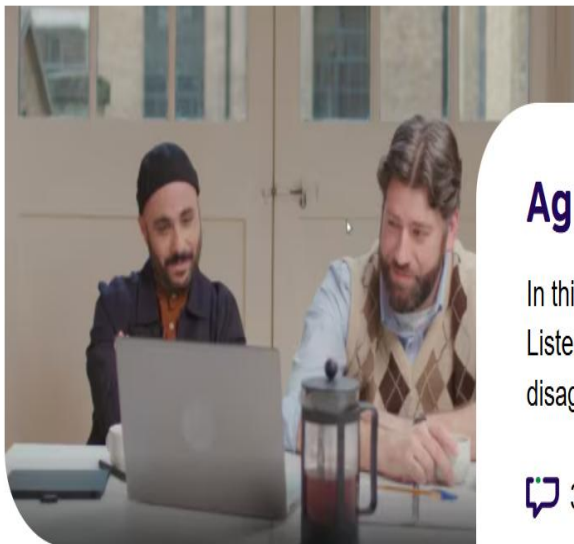
Talking about your job

In this video, Vanya, Emir and Paul have a training session. Listen to the language they use for talking about their jobs and practise saying the useful phrases.



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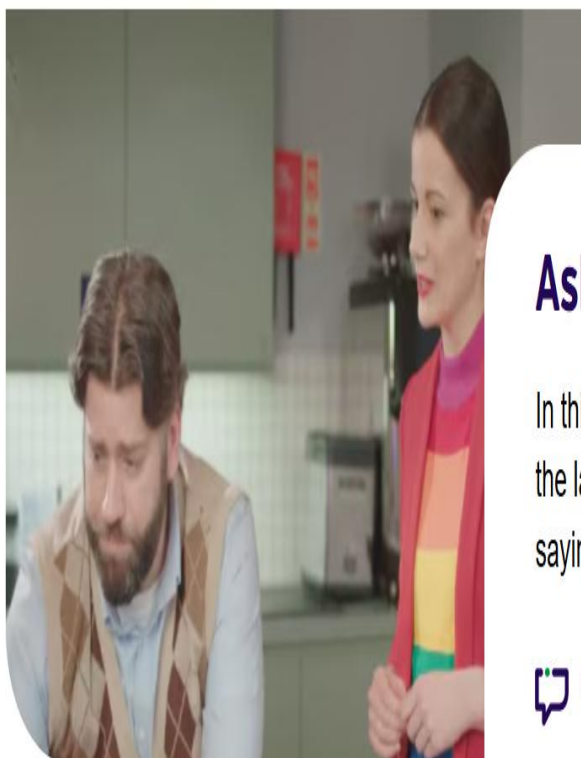
Choose a video



Agreeing and disagreeing

In this video, Emir and Paul discuss a design for a chair. Listen to the language they use for agreeing and disagreeing and practise saying the useful phrases.

 393



Asking a favour

In this video, Noelia asks Paul for some help. Listen to the language Noelia uses to ask a favour and practise saying the useful phrases.

 178



Keeping a conversation going

In this video, Noelia and Bob talk about Spain. Listen to the language they use for keeping a conversation going and practise saying the useful phrases.

 181



Meeting face-to-face

In this video, Noelia and Vanya meet each other for the first time. Listen to the language they use for meeting face-to-face and practise saying the useful phrases.

 101



Responding to news

In this video, Noelia gets good news and bad news. Listen to the language Yuna uses to respond to Noelia's news and practise saying the useful phrases.

 102

Choose a video



Challenging someone's ideas

In this video, Vanya tells Paul and Emir about her latest idea. Listen to the language they use for challenging someone's ideas and practise saying the useful phrases.



Dealing with a problem

In this video, Vanya goes to Yuna with a problem. Listen to the language they use for dealing with a problem and practise saying the useful phrases.



82



Discussing advantages and disadvantages

In this video, Noelia and Yuna talk about how to encourage creativity in the office. Listen to the language they use to discuss advantages and disadvantages and practise saying the useful phrases.



Giving advice

In this video, Paul and Bob try to help Noelia with a problem. Listen to the language they use for giving advice and practise saying the useful phrases.



50



Persuading someone to do something

In this video, Noelia tries to convince Paul to DJ at the office party. Listen to the language Noelia uses for persuading Paul to do something and practise saying the useful phrases.



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