

Activity cards

Adult learners



Cambridge
Life Competencies

How to use

We want you to feel comfortable teaching life competencies in your classroom, whether that's in person or via remote learning. To help with this, each card in this pack tackles a component from one of the core Cambridge Life Competencies. We've created a full suite of activities for you to try with your learners, which you can glance at before a lesson or keep nearby for those all-important planning days. So, if you're stuck for an ice-breaker or have a last-minute lesson to plan, we hope you'll find plenty of inspiration right here, and feel safe in the knowledge that your learners are developing key life skills to prepare them for further education or the world outside of the classroom.

Each card contains details of a face-to-face activity, as well as handy tips on adapting the task for online learning. For the more complex components, you'll find further guidances in the appendices at the end of this pack.

To find out more about the Cambridge Life Competencies Framework, go to:

cambridge.org/clcf

Activity cards

Adult learners

Creative Thinking



Cambridge
Life Competencies

Creative Thinking

Preparing for creativity

Participating in a range of creative activities

Arts in context

When learners encounter creative works in the coursebook (e.g. art, music or literature), ask them to discuss how the context in which the work was produced might have influenced the piece. Write the following questions on the board for learners to consider:

- What was the historical context?
- What was the geographical context?
- What was the political context?
- What was the religious context?

Teaching online?

Why not try dictating the questions, writing them on a digital whiteboard, such as **Jamboard**, or putting learners into breakout rooms and allocating one question to each group.

Adult

Creative Thinking

Preparing for creativity

Exploring issues and concepts

Hidden problems

When learners encounter situations in coursebook texts (e.g. someone complaining in a restaurant, someone going shopping), ask them to consider what hidden problems might exist in or arise from the situation.

Teaching online?

Learners could use a digital mind mapping tool, such as **Miro**, to brainstorm and build on each other's ideas.

Adult

Creative Thinking

Preparing for creativity

Considering multiple perspectives

Authors

When learners encounter a text in the coursebook, ask them to consider who wrote the text, using the following questions as prompts:

- How much do you know about the author?
- How old are they?
- Where do you think they're from?
- How would you describe their personality?

Once learners have shared their ideas, ask them to choose one of the 'characters' below (add more characters or adapt as you like). Learners then select one paragraph from the text and rewrite it as if it were written by that person.

- A lawyer
- A child
- A poet
- A liar
- A storyteller

Teaching online?

Learners could search online for a photo of what their chosen character might look like, and share their texts in a digital portfolio, such as **Padlet** or **Bulb**.

Adult

Creative Thinking

Preparing for creativity

Finding connections

What's this got to do with me?

After a reading or listening task in the coursebook, give each learner a piece of paper and ask them to draw an outline of their hand in the middle of the paper. Write the following questions on the board and ask learners to reflect on the content of the text and think about the questions:

- How does this content relate to me?
- What experiences do I have that relate to this?
- What beliefs do I have that relate to this?

Next, ask them to draw or make notes next to each finger about five ways in which the content relates to them, and to compare their drawings/notes with a partner.



Teaching online?

Have learners take a photo of their hand outline at home and insert the image in a word file to add their notes.

Adult

Creative Thinking

Generating ideas



Generating multiple ideas

Alternatively, ...

Write the word 'alternatively' on a corner of the whiteboard or on a piece of paper stuck to the wall. When learners propose a solution to a problem, point to the word and encourage them to offer a second, alternative solution.

Teaching online?

Consider using a digital interactive whiteboard for learners to share and organise ideas, or have them discuss alternative solutions in breakout rooms.

Adult

Creative Thinking

Generating ideas

Elaborating on and combining ideas

Analogies

When learners encounter situations in coursebook texts (e.g. someone complaining in a restaurant, someone going shopping), encourage them to see the situation from a different perspective by asking them to think of **analogies**. Explain what analogies are and give examples, then ask learners to work in pairs to come up with an analogy for the situation. Share ideas as a whole group.

Teaching online?

Try asking learners to research examples of analogies online and encourage them to share their findings with their classmates.

Adult

Creative Thinking

Generating ideas

Imagining alternatives and possibilities

Would you rather ... ?

At the end of a lesson, ask learners to reflect on the topic. Ask them to write down one question related to the topic, with the structure “If you had to choose, would you rather ... or ... ?”. Learners then ask their question to a partner and respond.

Teaching online?

Have learners read their question to the class, who can then vote with a show of hands or carry out a class poll.

Adult

Creative Thinking



Experimenting with and refining ideas

Implementing ideas and
solving problems

Picture dialogues

Adapted from *Dialogue Activities* (Billbrough & Thornbury, 2007).

This activity has a number of stages. You can do as many or as few as you like depending on how much time you have.

- Give each pair of learners a copy of one picture from the coursebook that shows people in any context. Ask them to discuss what they think the people might be about to say, or might have just said.
- On a separate sheet of paper, learners write up their best ideas into a short dialogue.
- Collect the dialogues and display them around the room. Redistribute the pictures so that each pair now has a new one. They should not know who wrote the dialogue for this picture. Ask them to go around the classroom, reading each dialogue and trying to find the one which best fits their picture. Suggest that they read everything before deciding. When they have found it, they pin up the picture next to the dialogue.
- As a way of providing feedback, ask each pair to give a mini presentation to the rest of the class about their picture, what their dialogue is, what prompted them to write it, and how they might improve it.
- Encourage learners to rewrite their dialogues based on feedback from the rest of the class.

Teaching online?

Why not try sharing the picture in a digital portfolio, such as **Padlet** or **Bulb**, for learners to comment. Learners could also create a video or audio recording of their dialogue to share with the class.

Adult

Creative Thinking



**Implementing, presenting and explaining ideas
and solutions**

**Implementing ideas and
solving problems**

Elevator pitch

When the coursebook instructs learners to share ideas or opinions, ask them to write a short, 30 second 'elevator pitch' to summarise their idea/s. Explain that an elevator pitch is a brief, persuasive speech used to spark interest in a project, idea, or product. Have them practise their elevator pitch, and invite learners to read their pitch to the class.

Teaching online?

You could use an online timer set to 30 seconds when learners read their elevator pitch to the class.

Adult

Activity cards

Adult learners

Critical Thinking



Cambridge
Life Competencies

Critical Thinking



Identifying and classifying information

Understanding and analysing
ideas and arguments

What's the source?

When reading information in a coursebook text, encourage learners to consider the source of the information, using the following questions as prompts:

- Who said this?
- Why did they say it?
- What did they hope to achieve by saying it?
- What factors may have led them to say it?
- How do they know that it's true?

Teaching online?

Before showing learners the coursebook text, try asking them to research the title or topic of the text. Ask them to look at the first three links that come up in a web search, before sharing their findings and comparing the sources.

Adult

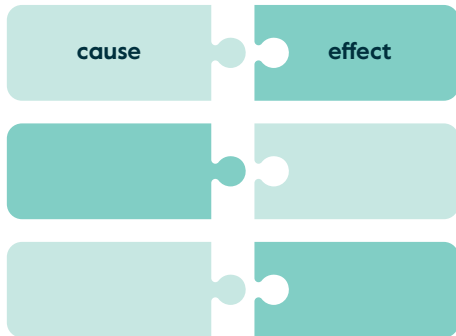
Critical Thinking

Recognising patterns and relationships

Understanding and analysing
ideas and arguments

Cause and effect

Make one copy of a Cause and Effect framework for each learner. When learners have finished reading or listening to a text in the coursebook, ask them to identify cause and effect relationships in the text and write them in the framework. For lower levels, scaffold by identifying cause and effect relationships yourself and providing key words for learners to find these in the text and match causes with effects.



Teaching online?

Try sharing the text on an interactive whiteboard so learners can highlight and annotate the text as they share their ideas.

Adult

Critical Thinking

Understanding and analysing
ideas and arguments



Interpreting and drawing inferences from arguments
and data

Look at the logic

When learners are discussing a text in the coursebook, ask them to consider the logic in the text by discussing the following questions:

- Does what is said follow from the evidence?
- Does the first paragraph fit in with the last one?
- Is any of the information contradictory?

Teaching online?

Try setting up one breakout room for each of the questions, and have learners spend a short time in each room to discuss the question before moving to the next room.

Adult

Critical Thinking

Evaluating ideas
and arguments

Evaluating specific information or points in an argument

Challenge assumptions

When learners are discussing a text in the coursebook, ask them to list the assumptions in the text. Typical assumptions include the idea that people need, think or believe certain things, that something works because of certain rules or conditions, and that it is impossible to do something. Elicit answers from learners and write a list of five or six assumptions on the board. Now ask learners to look at each of the statements in turn and discuss the question:

- How could this not be true?
- Are these assumptions really valid, or do they just appear to be because we've all become accustomed to them?

E.g.: **Assumption:** Everybody should be responsible for recycling food packaging.

How could this not be true? Maybe the companies that produce the packaging should be responsible.

Are these assumptions really valid, or do they just appear to be because we've all become accustomed to them? In western cultures, many people are accustomed to being responsible for recycling the packaging when they buy a product. But often consumers have no choice but to buy the packaging with the product.

Teaching online?

Why not have learners discuss the assumptions in breakout rooms and do some online research to find arguments for and against the assumptions. Remind learners to identify and evaluate the source of any information they find.

Adult

Critical Thinking



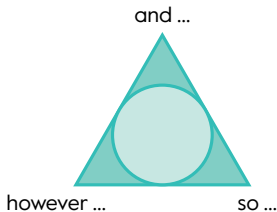
Evaluating arguments as a whole

Evaluating ideas
and arguments

And/however/so

Use a triangle framework like the one below to encourage learners to evaluate arguments or opinions they encounter in coursebook texts. Ask learners to write a short, one sentence summary of the argument or opinion in the middle of the circle, and use three prompts at the corners of the triangle to evaluate the statement.

- Next to 'and ...' they should write any additional information that is important to consider.
- Next to 'however ...' they should make a note of any drawbacks or opposing views.
- Next to 'so ...' they should make a note of any possible good and bad consequences of the statement.



Teaching online?

Learners could make notes on the triangle framework in **Google Docs**, or draw the framework and make notes on paper and then upload a photo of their ideas. Encourage learners to research arguments online to add to their ideas.

Adult

Critical Thinking



Drawing appropriate conclusions

Evaluating ideas
and arguments

Significance

After learners have encountered a reading or listening text in the coursebook, ask them to consider the significance of the information presented in the text by discussing the following questions:

- Are the points made in the text the most important points to consider?
- Which of the points are most important?
- Does the writer/speaker choose the right point to focus on?

Teaching online?

Breakout rooms are a great way to group learners for discussion tasks. Try allocating one question per group, then have groups choose their most interesting points to share with the whole class.

Adult

Critical Thinking

Identifying and understanding problems

Solving problems and
making decisions

What and why?

When learners encounter a problem in the coursebook (e.g. when a character faces a challenge in a reading/listening text), pause the task and draw the table below on the board (or give to learners). Ask learners to work together to answer the questions.

**What's the
problem?**

**Why is it
a problem?**

What would be a good outcome?

What would be a bad outcome?

Teaching online?

Try using a shared online document such as **Google Slides** for learners to contribute their own ideas and add to their classmates' ideas.

Adult

Critical Thinking

  Identifying, gathering and organising relevant information

Solving problems and
making decisions

Big problem/little problem

When learners encounter problems presented in coursebook texts (e.g. in a text on global warming or a letter of complaint), encourage them to consider the scale of the problem by brainstorming all the possible consequences.

Teaching online?

Online video sites such as **TED Talks** are a great way for learners to research and learn more about different problems and issues.

Adult

Critical Thinking

Evaluating options and recommendations to come to a decision

Solving problems and making decisions

Weighing up options

When learners need to consider options or proposals during a longer coursebook task or project, use a scales framework to encourage them to consider arguments for and against a proposal. Print (or ask learners to draw) a picture of some scales in the centre of the paper, and give the class a time limit to brainstorm as many strengths and weaknesses to a proposed solution as possible. Ask them to write strengths on one side of the scales and weaknesses on the other. If there are multiple options, give out one framework for each option. After the time limit, discuss as a group whether the strengths outweigh the weaknesses or vice versa.



Teaching online?

Learners could share their ideas in breakout rooms before nominating a spokesperson to summarise and feedback the group's ideas to the whole class.

Adult

Critical Thinking



Justifying decisions and solutions

Solving problems and
making decisions

Challenge the assertion!

Adapted from *Language Activities for Teenagers* (Lindstromberg & Ur, 2004).

Write the question box in **Appendix 1** on the board or print it out and pin it to the wall in your classroom. Explain that the questions on the left are ones we ask when someone says something and we want to find out why they believe it. Those on the right are ones we ask when we want to know how their statement is important. When learners are discussing a topic in the coursebook and giving their point of view, encourage them to use the questions in the box to prompt their partner to justify their statements on the topic.

Teaching online?

During group discussions, try prompting learners to use the questions by typing the type of questions ('reasons for believing') or a sentence head ('What makes you ... ?') in the chat box.

Adult

Critical Thinking

Solving problems and
making decisions

Evaluating the effectiveness of implemented solutions

Reflection prompts

After completing a longer coursebook task or project, encourage learners to reflect on the task using simple prompts such as these below:

- What worked well?
- What didn't work so well?
- What would I change?

Teaching online?

Why not assign a question to each group in a shared online document, and encourage learners to use bullet points to organise the ideas they discuss.

Adult

Activity cards

Adult learners

Learning to Learn



Cambridge
Life Competencies

Learning to Learn

Developing skills and strategies for learning



Engaging in directed activities

Dice dialogues

Adapted from *Dialogue Activities* (Bilbrough & Thornbury, 2007).

Give a dice to each pair of learners. Tell them they have to produce a short, eight-line written dialogue about the coursebook topic, where the number of words in each utterance will be determined by the throw of the dice. For example, if A throws a '6' then the line that they write down for A must consist of exactly six words (contractions count as one word). Ask them to write up their dialogue to display around the room.

Do some whole-group analysis of the texts. Areas to focus on may include, for example, speaking very directly, use of contractions, ellipsis, or use of articles.

Teaching online?

Learners could use a **digital dice roller** to determine the number of words in each utterance.

Adult

Learning to Learn

Developing skills and strategies for learning

Using effective systems for finding, keeping and retrieving information

Tuning in

Adapted from *Learner Autonomy: A Guide to Developing Learner Responsibility* (Scharle, Szabó & Ur, 2000).

Before asking your learners to do a listening exercise from the coursebook, write the following points (or those appropriate to the listening content) on the board:

- distractions
- unfamiliar dialect
- background noise
- speech too fast
- too many new words
- too much information

Check that learners understand all the words and have them write down the list of problems. Then ask them to do the listening task. Play the recording a second time and tell learners that every time they find it difficult to follow the material, they should mark one of the reasons in the above list. At the end of the recording, check how much they have understood, and ask which problems are marked most often. You may follow with a discussion on which of the problems are easier to deal with, and what can be done about them.

Teaching online?

Try using a digital poll to find out which problems learners experienced most often. Alternatively, read each of the problems aloud and ask learners to respond with emojis to show how much each problem affected their ability to understand the listening.

Adult

Learning to Learn

Developing skills and
strategies for learning

Using effective strategies for learning and retaining information

The words I'd like to own

Adapted from *Dialogue Activities* (Bilbrough & Thornbury, 2007).

After completing a listening exercise in the coursebook, give out copies of the audio script.

Ask learners to underline words, chunks or even whole sentences that they'd like to 'own' (i.e. be able to use themselves as part of their active language). In pairs ask them to compare what they've underlined, and to agree on one or two pieces of language to work with. Ask each pair to write out a short dialogue of 5 – 10 lines which incorporates the language they have chosen to focus on. Monitor as they do this and check that the language point is being used accurately. Finally, invite learners to perform their dialogues to the rest of the class, and ask the class to identify the piece of language being practised.

Teaching online?

Why not ask learners to make a video or audio recording of their dialogue to share in a digital portfolio, such as **Padlet** or **Bulb**.

Adult

Learning to Learn

Developing skills and strategies for learning

 Using effective strategies for comprehension and production tasks

Don't say this!

While learners are carrying out a speaking task, write three to five words related to the topic on the board. After learners have completed the task, ask them to repeat the task but this time without saying any of the words listed on the board.

Teaching online?

You could ask learners to use an **online thesaurus** to find alternatives for the words they're avoiding.

Adult

Learning to Learn

Taking control of
own learning

Setting goals, creating habits and planning for learning

Checklist for essay outline

When learners have to produce written texts such as essays, create a handout like the one in **Appendix 2** to help learners to keep track of all the sub-tasks they need to do in order to complete their assignment. This also acts as a reminder of which marking criteria each task relates to.

Teaching online?

Try creating a collaborative version of the checklist in a shared online document such as **Google Docs**, and ask learners to add a tick or smiley face to the criteria they have achieved.

Adult

Learning to Learn

Taking initiative to improve own learning

Taking control of
own learning

Don't ask the teacher!

When learners are completing a language focus task in the coursebook (e.g. a grammar or vocabulary exercise), encourage them to work more independently by suggesting they ask another learner (rather than the teacher) when they have a question.

Teaching online?

Encourage learners to search online to find answers to their questions.

Adult

Learning to Learn

Managing the learning environment

Toolbox

Draw a picture of a toolbox on the board. Before learners start working on a coursebook task, encourage them to identify (and collect) the tools they will need to be able to complete the task. Write ideas on the board to help them plan (e.g. pens and paper/dictionary/a clock). The 'tools' don't always have to be physical, they could also be more abstract or linguistic things (e.g. quiet time to think/help from the teacher/my notes about prepositions of place).



Taking control of
own learning

Teaching online?

Digital mind mapping tools, such as **Miro**, are a great way for learners to brainstorm and build on each other's ideas of what they might need for the task.

Adult

Learning to Learn



Managing attitudes and emotions and demonstrating resilience

Taking control of
own learning

Today, ...

Write the following gap-fill sentence on the board.

Today, I feel _____ about learning, but I would feel differently if _____, because _____

At the start and/or end of a lesson or longer task (such as a coursebook project) ask learners to write the sentence in their notebooks and complete the gaps in a way that is true for them. Encourage them to share and discuss their sentences with a partner.

Teaching online?

Try inviting learners to share their sentences in the chat box or in a digital portfolio, such as **Padlet** or **Bulb**.

Adult

Learning to Learn



Keeping track of progress

Reflecting on and evaluating
own learning

Contents pages

At the start of a course, ensure that learners are familiar with the contents pages of their coursebook. At regular intervals throughout the course, encourage them to look back at the contents pages and tick or highlight the language and skills that they feel confident about using.

Teaching online?

You could put learners into breakout rooms to look at the contents pages and discuss how confident they feel about the language and skills listed.

Adult

Learning to Learn



Evaluating learning, progress and strengths

Reflecting on and evaluating
own learning

Recordings

Encourage learners to record themselves during speaking tasks (e.g. using a smartphone), listen back and self-assess. After learners have self-assessed their performance, get learners to identify areas to improve before repeating the task. Finally, prompt learners to reflect on their performance with questions such as:

1. What were you happy with?
2. What difficulties did you face?
3. How did you overcome these?

Teaching online?

Why not invite learners to upload their recordings to a digital portfolio, and to add their answers to the reflection questions in the comments.

Adult

Learning to Learn



Using feedback to improve learning

Reflecting on and evaluating
own learning

Feedback capture grid

Encourage learners to give each other feedback on tasks such as presentations and written work. When conducting feedback, give each learner a piece of paper and ask them to divide it into four quarters. Tell them to label the top-left quarter **Likes** and explain that this will be where they note down positive feedback they receive. The top-right quarter should be labelled **Criticisms**, and this is where they will capture negative feedback and criticisms. The bottom-left quarter is **Questions**, and this is where they write down questions that other learners have asked as well as new questions the feedback session raises. Lastly, the bottom-right quarter should be labelled **Ideas**, and this is where learners note down any ideas that the feedback session sparks.

During the feedback session, ask learners to try to make sure that each quarter has at least a few notes, and tell them they can steer the conversation towards quarters that are not receiving enough input.

Likes

Criticisms

Questions

Ideas

Teaching online?

Try choosing an emoji reaction for each of the four categories and make sure learners know which emoji corresponds with which category. During feedback, ask learners to add the relevant emoji reaction as they contribute, so that the listener knows what kind of feedback is being given.

Adult

Activity cards

Adult learners

Communication



Cambridge
Life Competencies

Communication



Using language appropriate for the situation

Using appropriate language
and register for context

Adapting role plays

When learners practise language using role plays in the coursebook, instead of grouping learners into pairs, add an observer. While two learners are performing their role-play, the third learner can make notes on communication strategies like tone of voice, body language and formal or informal language used. At the end of the role-play, the observer can share what they noticed with their group. This encourages learners to gain a deeper awareness of the appropriate language and gestures to use in different situations. Watch our **Teaching Tips video** on adapting role plays with your learners on the **World of Better Learning blog**.

Teaching online?

Why not use breakout rooms for pairs to work in, and invite observers to rotate between different rooms.

Adult

Communication



Using a variety of language and communication strategies to achieve a desired effect

Using appropriate language and register for context

Say it like ... emotions

When practising pronunciation of phrases and expressions, ask learners to “Say it like you’re annoyed/upset/angry/surprised/confused” or “Say it like it’s a secret/a threat/a promise/an apology”, etc.

Teaching online?

Encourage learners to create audio recordings of particular phrases to share in a digital portfolio, or ask learners to choose an image to add audio to, using an app such as **Fotobabble**.

Adult

Communication



Adapting language use according to different cultures and social groups

Using appropriate language and register for context

It's not what you say

Adapted from *Dialogue Activities* (Billbrough & Thornbury, 2007).

Take a short section of dialogue from the coursebook and give a copy to each pair of learners. Ask them to practise saying it, first as two strangers, then as two people who know each other. Encourage them to practise until they don't need to look at the paper any more. Discuss with the class what differences there were between the way they said the lines as strangers and when they knew each other.

Give each pair a different interpretation of the dialogue to practise (see **Appendix 3** for examples), and ask them to add to the scene by including a few lines at the beginning or end to reveal more about the situation. Pairs then present their dialogue without the extra lines, and the class discuss how they interpret what they have heard. Pairs then present the dialogue again with the extra lines, and the class reassesses their initial interpretations.

Teaching online?

You could ask learners to search online for videos of other people in similar situations and to evaluate how the context influences language choices.

Adult

Communication

Facilitating interactions



Using communication strategies to facilitate conversations

Interrupting the tapescript

Adapted from *Dialogue Activities* (Billbrough & Thornbury, 2007).

Choose a monologic (only one speaker) audio script from the coursebook. It should contain language items that you think learners won't know, the meaning of which cannot easily be guessed from the context. Discuss with the learners what problems they encounter when listening in English. Ask them how comfortable they feel about interrupting the speaker to ask about something they don't understand.

Explain that you are going to read the audio script and that they should interrupt you each time they haven't understood something. Read the script aloud, and do not help learners by miming or providing other visual clues, except when they ask about the meaning of words. As learners interrupt, provide explanations before continuing. Give out copies of the audio script and ask learners to read it and circle all the points where you were interrupted. Ask them to compare what they've circled in pairs, and to discuss meanings.

Teaching online?

Learners could use emoji reactions to indicate when they feel they haven't quite grasped the meaning of something. This way you'll get an impression of how many learners need explanations or clarification.

Adult

Communication

Facilitating interactions



Using strategies for overcoming language gaps and communication breakdowns

Listening for verb clues

Adapted from *Learner Autonomy: A Guide to Developing Learner Responsibility* (Scharle, Szabó & Ur, 2000).

Before a listening task in the coursebook, tell learners that when they listen, they should write down all the verbs *and only the verbs* they hear. With more advanced learners you may want to focus solely on specific tenses, e.g. present perfect or past perfect forms. Before they start, ask learners if they remember doing similar tasks that involved focusing on specific bits of information, and what the aim of these tasks is (to help them consciously prepare for focused listening).

Then play the recording. Ask learners to compare their list of verbs with a partner, and work together to try and reconstruct the text. Discuss ideas with the whole class, and then play the recording again, asking learners to try to understand the whole text. Check how accurately learners managed to reconstruct the text using only the verbs. If the focus was on a particular verb tense, you may want to discuss how the situation influenced the use of tenses.

Teaching online?

Learners could use an online dictionary if they're not sure what part of speech a word is.

Adult

Communication



Explaining concepts and information clearly

Participating with appropriate confidence and clarity

Data overload

A common issue when presenting data in business and academic presentations is including visuals such as graphs and charts that contain too much data and are difficult for audiences to process. When learners are preparing to give a presentation that includes describing data and/or trends, have them carefully plan the visuals they will use and how they will describe what they show and their significance. Learners can use these prompts:

- What is the main message you want to get across through your visuals?
- How will you guide your audience through the visuals?
- Should you simplify or remove any part of the visual to avoid overwhelming your audience?

Teaching online?

Have learners practise presenting their visuals in pairs or small groups in breakout rooms. Listeners can use the prompts above to give feedback on clarity and accessibility to the presenter.

Adult

Communication



Structuring spoken and written texts effectively

Participating with appropriate confidence and clarity

Mapping a text

Adapted from *Learner Autonomy: A Guide to Developing Learner Responsibility* (Scharle, Szabó & Ur, 2000).

When learners encounter a longer reading text in the coursebook, ask them to identify the main idea, and write a word or phrase on the board that captures this. Give each learner a piece of paper, and ask them to read the passage carefully, so that they fully understand the underlying logic and ideas, and ask them to draw a 'map' of the text around the keyword that you have put on the board. The map should indicate the logical flow of the text and the organisation of information. If the task is unfamiliar, you may provide a sample map based on a passage you have previously worked on. The map is to help the reader understand the structure of the text, so different readers may draw different maps to the same text. Have a look at **Appendix 4** for an example of how a reading text can be mapped. When learners have finished, have them compare their maps in small groups.

Teaching online?

Why not ask learners to use a digital mind mapping tool to create their maps, and a digital portfolio to share and compare their ideas.

Adult

Communication



**Using appropriate language and presentation styles
with confidence and fluency**

**Participating with appropriate
confidence and clarity**

Smile in the voice

Choose a short text from the coursebook and ask learners to sit in pairs, facing each other. Explain that one person in each pair is going to read the text aloud while the other listens with their eyes closed. The person reading should vary the points at which they smile so that they will read some parts of the text while smiling and other parts without smiling. As their partner listens, they should try to identify the points at which the person reading is smiling, raising their hand when they can 'hear' the smile in their partner's voice, and lowering their hand when they can't. Swap roles, then elicit feedback from the class about how the listening experience differs when someone is smiling/not smiling.

Teaching online?

You could ask learners to hold a piece of paper in front of their face when reading so that others can't see whether or not they're smiling. Then, learners could use emoji reactions to indicate when they think the speaker is smiling.

Adult

Activity cards

Adult learners

Collaboration



Cambridge
Life Competencies

Collaboration

Actively contributing to a task

Taking personal responsibility for own contribution to a group task

Paper talk

Adapted from *Dialogue Activities* (Bilbrough & Thornbury, 2007).

Give out a small stack of slips of paper to each learner. Explain that they can communicate with anyone they want to in the class. Ask them to write a short note or question to somebody in the class, and that the note should relate to the coursebook topic. When they have finished, they should go over and give their note to that person. This person then replies and asks another question to continue the 'conversation', and the process continues. When everyone has understood what the activity involves, start playing some background music if you have it.

Teaching online?

You could carry out this activity as an email exchange, or have learners use a digital sticky note board, such as **Lucidspark**, for their written conversations.

Adult

Collaboration



Taking on different roles

Taking personal responsibility for own contribution to a group task

Job titles

Before starting work on a longer collaborative task such as coursebook projects, put learners into groups and ask them to allocate a role for each person in the group. Explain that they should give each person a 'job title', and work together to write a short 'job description' for each person.

Teaching online?

Try asking learners to find examples online of brief job descriptions for different roles (such as leader, note-taker, time-keeper, etc.).

Adult

Collaboration



Listening and responding respectfully

Encouraging effective
group interaction

Interested or bored?

After learners have completed a pair-work speaking task in the coursebook, explain that you're going to repeat the task two more times, but with slightly different instructions. Take half the group (one learner from each pair) outside the classroom, and explain that while they are carrying out the speaking task, they should respond to their partner as if they are disinterested (e.g. by avoiding eye contact, giving short answers, etc.). Put pairs back together and repeat the task.

Next, take the other half of the group (the other learner from each pair) outside the room and explain that while they are carrying out the speaking task, they should respond to their partner as if they are extremely enthusiastic about everything their partner says (e.g. by maintaining eye contact, nodding and smiling a lot, etc.). Put pairs back together and repeat the task. Afterwards, ask them to reflect on each version and discuss how they felt and why.

Teaching online?

Consider using a private chat box to give instructions to one half of the group, and then use breakout rooms for pairs to carry out the speaking task.

Adult

Collaboration



Establishing ways of working together

Encouraging effective
group interaction

Working together

After giving instructions for a collaborative coursebook task, ask learners to use the prompts below to plan and explain how they will work together on the task:

- To complete the task, we need to ...
- We will do this by ...
- We will work together by ...
- We might need to help and support each other with ...

Teaching online?

You could ask learners to find images online that relate to each of their completed prompts, and to share these in an online document or digital portfolio.

Adult

Collaboration



Engaging and supporting others

Encouraging effective
group interaction

Invite a speaker

Write on the board, “[name], what do you think?”, “What’s your view on this, [name]” and “[name], is there anything you want to add?”

Encourage learners to engage others in their group during group speaking tasks by setting a rule that each learner must invite another learner to contribute their ideas at least twice during the task, using one of the phrases on the board.

Teaching online?

Why not invite learners to use emoji reactions each time they hear someone use one of the phrases on the board.

Adult

Collaboration



Agreeing what needs to be done

Managing the sharing of
tasks in a group activity

Goal & approach

Before learners carry out a group task, ask them to identify the goal of the task and the approach they plan to take in order to achieve that goal. After the task, ask learners to reflect on how well they achieved the goal and how suited their chosen approach was to the task.

Teaching online?

You could encourage learners to use a digital portfolio to share the approach they plan to take. They could then add notes to this during the reflection stage of the activity.

Adult

Collaboration



Managing the distribution of tasks

Managing the sharing of
tasks in a group activity

What am I bringing?

Before learners carry out a group task, ask them to identify the strengths and skills of each group member and what they can bring to the task in order to help the group complete it.

Teaching online?

Try using breakout rooms for groups to identify the strengths and skills of each group member, and ask them to create a shared document of their notes.

Adult

Collaboration

Ensuring progress towards a goal

Working towards
task completion

Success criteria

Before learners begin work on a task in the coursebook, ask them to identify the success criteria and how they will know if they've completed the task successfully. Elicit suggestions from the group and write a list of criteria on the board with tick boxes next to each point. After the task, ask learners to consider whether they have achieved each of the criteria on the board.

Teaching online?

Pin the success criteria at the top of a digital whiteboard so learners can easily refer to it during tasks.

Adult

Collaboration

Identifying issues and challenges

Working towards
task completion

Potential disagreement!

Before starting a collaborative group task such as a coursebook project, encourage groups to discuss and identify points in the task where disagreement might arise. Ask them to discuss how they might resolve any disagreement so that it doesn't become an obstacle to achieving their goal.

Teaching online?

You could ask learners to find ideas online for different ways of resolving disagreement.

Adult

Collaboration



Resolving issues

Working towards
task completion

Conflict resolution

Write the following conflict resolution strategies on the board, or print them out to give to your learners:

- **Avoiding:** one or both parties ignore or sidestep the conflict in the hope that it will resolve itself
- **Compromising:** each party gives up something of value but also gains something
- **Accommodating:** 'giving in' to the wishes or demands of another
- **Competing:** both parties try to 'win', one party 'loses'
- **Collaborating:** finding a solution that entirely satisfies all parties

Ask learners to discuss the pros and cons of each strategy, encouraging them to consider different contexts. After carrying out a longer collaborative group task such as a coursebook project, encourage groups to reflect and identify points in the task where there was disagreement or conflict. Ask them to reflect on the methods and approaches they used to resolve any disagreement, and whether they would do anything differently next time.

Teaching online?

Rather than providing the definitions, why not ask learners to use an online dictionary to find out the meaning of each of the conflict resolution strategies.

Adult

Activity cards

Adult learners

Social Responsibilities



Cambridge
Life Competencies

Social Responsibilities



Understanding responsibilities within a social group

Understanding personal responsibilities as part of a social group

Roles & responsibilities

When working with reading and listening texts, choose a character in the text and ask learners the following questions:

- What is this character's role in this context?
- If their role had a 'job title', what would it be?
- What responsibilities do they have?

Teaching online?

Learners could search online for an appropriate image that shows what the character might look like.

Adult

Social Responsibilities

  Fulfilling responsibilities within a social group

Understanding personal responsibilities as part of a social group

My job description

Ask learners to choose a social group to which they belong (e.g. family, classmates, sports club, etc.) and ask them to write a list of their responsibilities within that group.

Teaching online?

Digital portfolios, such as **Padlet** or **Bulb**, are a great way for learners to share their job descriptions. They could also create and share an image or avatar of themselves in their social group.

Adult

Social Responsibilities

Understanding aspects of own culture

Showing intercultural
awareness

Your community

Adapted from *Intercultural language activities* (Corbett & Thornbury, 2010).

At the end of a coursebook unit, ask learners to look back through the unit pages and select two images: one which they feel is a good representation of their local community, and one which they feel is a poor representation of their local community. Ask learners to write a brief description of each of the images they have chosen along with an explanation of why it is a good/poor representation of their local community.

Teaching online?

Why not ask learners to search online for two photos of their local community to share and discuss with the group. One photo should be an accurate reflection, and the other an 'ideal' or filtered reflection, such as an Instagram photo.

Adult

Social Responsibilities

Understanding aspects of other cultures

Showing intercultural awareness

Intercultural communication

When learners encounter situations in coursebook texts (e.g. someone complaining in a restaurant, someone going shopping), ask them to consider what communication difficulties people from different cultures might encounter in the same situation.

Teaching online?

Try using breakout rooms for learners to discuss and share ideas. You could also ask learners to use a storyboarding site such as **Canva** or **Visme** to create an illustration of one of their ideas.

Adult

Social Responsibilities

Interacting with others across cultures

Showing intercultural
awareness

Cultural communications

When a coursebook topic relates to business communication (e.g. telephoning, emailing), ask learners to consider how the communication style might vary across different cultures. In classrooms where learners are studying English for work, allocate each learner a different national culture, and set them the task of researching the business communication style in that culture, and sharing their findings with the group.

Teaching online?

Encourage learners to source online videos of people doing business in different cultures.

Adult

Social Responsibilities

  Engaging with a range of global issues

Understanding
global issues

The wider world

Explain to learners what global issues are, and write some examples on the board (e.g. climate change, poverty, gender equality, overpopulation). When learners discuss a business-related topic in the coursebook, ask them to consider what links there may be between the business topic and the wider world, and how the topic might impact or be impacted by global issues.

Teaching online?

Learners could use a digital mind mapping tool to brainstorm links between the business topic and global issues, and could find images online to add to their mind map.

Adult

Social Responsibilities

Understanding
global issues

  **Developing personal agency and sense of global citizenship**

Making a difference

When coursebook tasks ask learners to describe their job and field of work, ask them to discuss how their organisation affects, or has the capacity to affect, the immediate and wider environment (e.g. by supporting environmentally friendly behaviour or ensuring gender equality in the workplace).

Teaching online?

Try asking learners to find images online which illustrate their job, their field of work, and how their organisation impacts on the immediate and wider environment.

Adult

Activity cards

Adult learners

Emotional Development



Cambridge
Life Competencies

Emotional Development



Recognising and describing emotions

Identifying and
understanding
emotions

Poker face

Explain the concept of a 'poker face' (showing no emotion) to learners. Before learners carry out a group speaking task, explain that half the group will complete the task with a poker face, while the other half should express and exaggerate a range of emotions during the task. Once groups have completed the task, repeat so learners can swap roles. Finally, ask learners to reflect on the task by discussing in what contexts it might or might not be appropriate to express emotions, and to what degree.

Teaching online?

Why not invite learners to find an image online which represents the concept of 'poker face'. You could also choose one specific speaking context (such as a business meeting), and invite learners to create a digital collage of a range of extreme emotions, organised according to how appropriate they are in that particular context.

Adult

Emotional Development



Understanding emotions

Identifying and
understanding
emotions

Emotional connection

When learners encounter work-related issues in the coursebook, ask them to discuss the following questions:

- How might this issue impact on people's emotional states?
- How might people's emotional states impact on this issue?

Teaching online?

Try asking learners to use an online tool such as **Canva** or **Venngage** to create a digital infographic that represents their ideas about how an issue impacts on people's emotional state, and vice versa.

Adult

Emotional Development

Managing own emotions



Monitoring and reflecting on own emotions

Head tools

Write the acronym 'Head tools' on the whiteboard and explain what each of the letters stand for:

H = Hungry

E = Embarrassed

A = Angry

D = Disappointed

T = Tired

O = Overwhelmed

O = Optimistic

L = Lonely

S = Scared

After reading a text in the coursebook, ask learners to refer to the Head Tools acronym and discuss how the content of the text makes them feel, why it makes them feel that way, and how that feeling might impact on their behaviours or actions.

Teaching online?

You could invite learners to search online to find pictures to represent each of the emotions listed. Learners could also use emoji reactions in the chat box to show how the content of the text makes them feel.

Adult

Emotional Development

Managing own emotions



Regulating emotions

Stress triggers

When learners encounter situations in a coursebook text (e.g. someone complaining in a restaurant, someone going shopping), ask them to consider the following questions:

- What elements of this situation might cause stress?
- What strategies could the character/s use to help manage this?

Teaching online?

Learners could search online for examples of strategies to help manage stress. They could then create a digital infographic to represent their ideas.

Adult

Emotional Development

Empathy and
relationship skills



Establishing and maintaining positive and inclusive relationships

Small talk mingle

Before starting a new coursebook unit, write the topic of the unit on the board. Ask learners to write down four 'small talk' questions about the topic, that they might ask a work colleague or someone they meet at a business conference, for example. Monitor and offer language support as necessary. Once learners have had time to write their questions, play some gentle background music and hold a class 'mingle' so learners can walk around the room asking and answering their questions. After the mingle, ask learners to reflect on the task using the following questions:

- Which questions generated the most discussion?
- Were there any that were difficult to answer or made people feel uncomfortable?
- Would they be suitable in other contexts?

Teaching online?

Encourage learners to share the questions they've written in the chat box for others to see, and invite learners to source videos online of different small talk situations.

Adult

Emotional Development



Showing empathy for the feelings of others

Empathy and relationship skills

Politeness scale

When learners encounter new phrases or expressions in the coursebook, ask them to draw a 'Politeness Scale' in their notebooks and write the phrase from the coursebook at the appropriate level on the scale. Then ask learners to consider how they might use different words to say the same thing politely/impolitely, and to add these alternative phrases to the scale. Ask learners to discuss how the different phrases might impact on others' feelings. Draw their attention to the idea that very polite phrases might make people feel uncomfortable when said in close or familiar relationships.

polite

That's interesting, but maybe there's another way of looking at it.

I'm not sure I agree with you.

I don't agree.

You're wrong.

That's rubbish. You don't know what you're talking about.

impolite

Teaching online?

Why not use a shared document, such as **Google Docs**, for learners to add phrases to the politeness scale, and allow learners to refer back to this and add further examples in future lessons.

Adult

Emotional Development

Empathy and
relationship skills



Supporting others

Underlying functions

Give learners a copy of the list of functions below and explain that these are different types of underlying functions that are common in interactions. Discuss the idea that what we say isn't always what we mean, and elicit or explain the meaning of each of the underlying functions, asking learners to consider the differences between each. Ask learners why and in what contexts people might use these functions, what they might hope to gain by doing so, and how using them might make themselves and others feel. When learners encounter written or spoken interactions in the coursebook material, ask them to look at their list and identify which underlying function, if any, was used.

- Advising
- Consoling
- Correcting
- Educating
- Empathising
- Explaining
- Fixing
- Interrogating
- One-upping
- Shutting down
- Storytelling
- Sympathising

Teaching online?

Try asking learners to source videos online of spoken interactions that illustrate some of the functions.

Adult

Activity cards

Adult learners

Digital Literacy



Cambridge
Life Competencies

Digital Literacy



Understanding fundamentals of technology, including AI

Using tools and creating
digital content

AI audit

When talking about technology or AI topics, give learners two minutes to brainstorm as many technologies as possible that they use regularly at work.

Next ask learners to identify which of these technologies use AI and how (e.g. email filtering tools, live captioning on video calls), carrying out some research if needed.

Finally, ask learners to share any surprises about how their everyday work technology uses AI.

Teaching online?

Learners could share screenshots of AI features in the technology they use. They should remove any sensitive information before doing so.

Adult

Digital Literacy

Using tools and creating
digital content



Developing techniques for searching and managing
digital data, information and content

Explain – Support – Modify

When learners have to draw a conclusion about something as part of a class activity, use an *Explain–Support–Modify* framework like the one in **Appendix 5**, and have learners write their conclusion in the first part of the framework.

Explain that learners will carry out a web search to find more information about the topic, and ask them to think of relevant and helpful search terms. Have them write their search terms in the next part of the framework.

Next, give learners time to research the topic online, and encourage them to find evidence that explains their conclusion, arguments that support it, and conflicting information that might lead them to modify or revise it. Remind learners to reference the sources they use.

Teaching online?

You could ask learners to complete their frameworks digitally and share access for other class members to read and comment.

Adult

Digital Literacy

Using tools and creating
digital content



**Making critical judgements about digital data
information and content**

Persuade and influence

Write the words 'persuade' and 'influence' on the board and elicit definitions from learners:

Persuade: to make someone do or believe something by giving them a good reason to do it or by talking to that person and making them believe it.

Influence: to affect or change how someone or something develops, behaves or thinks.

When learners encounter information in digital contexts within course materials (e.g. in the form of a website, blog post, or podcast), ask them to consider how the content is authored and what it aims to achieve. Put learners into pairs and ask them to look at the text in detail and find examples of how the author may be attempting to persuade or influence the reader or listener. With web pages and social media posts, encourage learners to also think about any images that accompany the text, and how these might be designed to persuade or influence.

Teaching online?

Try setting up a 'Persuade and Influence' digital portfolio (e.g. using **Padlet** or **Bulb**) for learners to create collections of online content that is designed to persuade or influence the reader/viewer/listener.

Adult

Digital Literacy

Using tools and creating digital content



Selecting and using appropriate digital tools for specific purposes

One new tool

At the start of a module or unit, explain to learners that when they make notes during and after lessons, they will use a digital tool that they haven't used before. Put some examples of note-taking tools and mind mapping software on the board:

Note-taking tools:

Evernote; Google Keep; Notion; Obsidian

Mind mapping software:

Lucid Chart; Miro; Jamboard; MindMup

Allow learners to add others they might know of and allocate some time for them to search online to find out about some of the tools (e.g. by watching YouTube tutorials and reading user reviews). Next, have learners choose one new tool that they would like to try. Agree a set time (e.g. 4–6 lessons) for learners to use and experiment with the tool. During the course, encourage learners to use the tool they have chosen to make and organise notes about what they are learning in class. Check in regularly and ask learners to evaluate how valuable they find the tool and why.

Teaching online?

Try inviting learners to screenshare examples of the notes they have made to demonstrate some of the tool's features, and what they like and dislike about it.

Adult

Digital Literacy

Using tools and creating
digital content



Creating digital content to solve a problem or complete
a task

Format swap

Explain to learners that digital content can be produced in a variety of different formats. Elicit some examples (e.g. image/video/infographic/blog posts/podcasts/websites/social media posts, etc).

When learners encounter a reading or listening text in course materials, set aside some time for them to 'swap' the format, by rewriting or reproducing the content in a different digital format. Encourage learners to consider how the content might change in a different format, and how people's interpretations of the content might differ according to the format in which it is presented.

Teaching online?

You could invite learners to share the content they reproduce in a digital portfolio, such as **Padlet** or **Bulb**.

Adult

Digital Literacy

Sharing and interacting online

Connecting and interacting with others using appropriate technology

Platform brainstorm

Elicit from learners some different types of digital communication platforms (e.g. messenger, email, social media, **Zoom**).

After learners have listened to a conversation or dialogue in the coursebook, ask them to decide via which platform it would be most appropriate for the characters to communicate. Encourage learners to consider the context, content, and relationship between the characters.

Next, ask learners to rewrite the dialogue for a different platform, and to consider how the language and register might change.

Teaching online?

You could ask learners to share their rewritten dialogue in a digital portfolio, such as **Padlet**, and have other class members comment to try and guess which platform it was written for.

Adult

Digital Literacy

Sharing and interacting online



Collaborating with others digitally to complete a task

Presentations

When learners deliver presentations as part of their course, allocate groups for learners to work collaboratively, and have them use collaborative presentation software, such as **Prezi**, **Google Slides** or **Visme** to design and prepare their presentation collaboratively. After groups have presented, encourage them to reflect on how they found the process of collaborating digitally, and to discuss the differences between face-to-face and digital collaboration.

Adult

Digital Literacy

Sharing and interacting online

Interacting appropriately in a digital space

Code switching

Introduce the concept of code switching online (changing your language, behaviour or appearance based on who you're interacting with). Ask learners whether they ever code switch online and invite them to give examples of when and why they might do this.

Invite learners to share their ideas about why code switching is beneficial, and explain that it can help us communicate more effectively, build positive relationships, and collaborate with different types of people.

When learners encounter digital communication texts in course materials (e.g. in the form of emails, chat room conversations or social media messages), ask them to think of examples of how people might code switch in this context.

Teaching online?

You could invite learners to use a digital mind mapping tool, such as **Miro**, to organise their ideas about how people code switch to suit different online contexts.

Adult

Digital Literacy

Safety and wellbeing online

Staying safe online and when using AI

Digital reputation

Elicit the meaning of digital reputation (people's perception of you based on what they see online) and ask learners to brainstorm examples of what might contribute to a bad digital reputation. Examples might be embarrassing photos, offensive comments, references to illegal or bad behaviour, or personal information.

When learners encounter digital communication texts in course materials (e.g. in the form of emails, chat room conversations or social media messages), invite them to consider how the content might be perceived by others online. Ask learners to identify examples that might contribute to the author's digital reputation, and whether it might lead to a good or bad digital reputation.

Encourage learners to consider what actions they take online that contribute to their online identity and digital reputation.

Teaching online?

Why not use a shared document, such as **Google Docs**, for learners to add examples of things that contribute to a good/bad digital reputation, and allow learners to refer back to this and add further examples in future lessons.

Adult

Digital Literacy

Safety and wellbeing online



Maintaining personal, societal, and environmental wellbeing

Too much tech

When learners encounter digital devices and online content in course materials (e.g. a mobile phone, a blog post, or a social media account), take the opportunity to ask how often they use these types of devices or access this type of content.

Write on the board: 'How much tech is too much tech?' and ask learners to discuss. Elicit some physical and psychological problems associated with overuse of technology (e.g. eyestrain, poor posture, sleep problems, reduced attention span, isolation, social anxiety, depression).

Put learners into groups and ask them to brainstorm strategies to prevent or reduce physical and psychological problems caused by the overuse of technology. Examples might be: unfollowing some social media accounts, setting time limits for screen time, or charging one's phone in a different room at night. Have learners share their ideas with the group, and encourage them to choose a strategy to implement in their own lives.

Teaching online?

Digital polls are a great way to get feedback from the whole class. Use a digital poll to find out which problems learners experience most often, or which strategies they want to implement.

Adult

Digital Literacy

Safety and wellbeing online



Safeguarding digital systems and devices

Privacy settings

When learners encounter a text in course materials, ask them to look closely at the content and highlight parts of the text that might need a privacy setting if they appeared in a digital context. Examples might be information relating to a company's data, private conversations, and personal information.

Extend the task by asking learners how they would protect this content in a digital setting, and elicit examples (e.g. using password protection for files, using end-to-end encryption on messaging platforms, and using privacy settings on social media sites).

Teaching online?

Why not set up a collaborative document, such as **Google Docs**, for learners to build a collection of examples of information that might require a privacy setting in digital contexts.

Adult

Critical Thinking

Appendix 1: Challenge the assertion!

Justifying decisions and solutions

Solving problems and
making decisions

The question box

About reasons for believing:

- Why do you **think** so?
- What's your **evidence** for that?
- What makes you say **that**?

When you want more details about a reason:

- Can you explain **why**?
- Can you be more **specific**?

About importance:

- How is that **good/bad**?
- How is **that** important?
- Why does **that** matter?

When you want another reason:

- Give me another reason why ...

Learning to Learn

Taking control of
own learning

Appendix 2: Checklist for essay outline

Setting goals, creating habits and planning for learning

Checklist for essay outline

I have ...	Related marking criteria	✓
Found 10 or more academic, reliable, authoritative, current sources.	Source selection and evaluation	
Selected relevant information that is clearly linked to my essay topic/ title and the topics of my main body paragraphs from my sources.	Understanding of sources	
Paraphrased all the information that I took from my sources, using a mix of strategies (e.g. using synonyms, changing the grammar, changing the order of clauses).	Understanding of sources	
Written a clear thesis statement that shows my position ('This essay will argue that ...') and the scope of the essay ('focusing on ...').	Structural use of sources	
Included a counterargument, a clearly linked refutation and supporting points for my position in each main body paragraph.	Structural use of sources	

Adult

Communication

Using appropriate language
and register for context

Appendix 3: It's not what you say

Adapting language use according to different cultures
and social groups

Interpretations:

- A is very famous. B is not famous and is very happy that A wants to talk to them.
- A and B are teenagers at school. A is very shy and B is very confident.
- A and B are married. A few hours ago, they had a huge row.

Adult

Communication

Appendix 4a: Mapping a text

Structuring spoken and written texts effectively

Participating with appropriate confidence and clarity



Adult

Communication

Appendix 4b: Mapping a text

Structuring spoken and written texts effectively

Participating with appropriate confidence and clarity

THE PERFECT APOLOGY

In the winter of 2007, the U.S. was hit by a heavy snowstorm, which caused hundreds of flights to be canceled. At one airport, passengers who had already taken their seats on Jet Blue planes before their flight was canceled had to stay there, inside the plane but on the ground, for 11 hours. People were furious with Jet Blue. But Jet Blue's mistake is not what makes this story memorable.

The CEO quickly made a public corporate apology:

Words cannot express how truly sorry we are for the anxiety, frustration, and inconvenience that you, your family, friends, and colleagues experienced ... We know we failed last week ... You deserved better—a lot better ... and we let you down.

His apology was heartfelt. He admitted that Jet Blue had handled the situation poorly and recognized that a lot of people had suffered. He also offered every passenger compensation to make up for it, which cost his company more than \$20 million. And he didn't stop there. He openly explained what had gone wrong and how the company was going to make sure it never happened again.

In short, he followed the three rules for a perfect apology: 1) say you're sorry; 2) promise it will never happen again; 3) do something to make up for it. These are rules that anyone can, and should, follow.

Adult

Digital Literacy

Using tools and creating
digital content

Appendix 5: Explain – Support – Modify

Developing techniques for searching and managing
digital data, information and content

Conclusion

What did you decide? What conclusion did you reach? Why?

Think about search terms that might help you to find relevant information online.
Write your search terms here.

Carry out a web search relating to the topic.

Explain

What can you find that
explains your conclusion?

Sources:

Support

What can you find that
supports your conclusion?

Sources:

Modify

What can you find that might lead
you to modify your conclusion?

Sources:

Adult

References

To cite this resource:

Silver, J. & Blue, J. (2026). *The Cambridge Life Competencies Framework Activity Cards for Teachers: Adult Learners*. [pdf] Cambridge: Cambridge University Press.

Jade Blue is an English language teacher, trainer, materials developer and researcher who works closely with the Language Research team at Cambridge University Press. Jade has authored a wide range of articles, teacher guides and research guides, and has presented at various conferences including IATEFL. Jade's primary research interests focus on learner-generated visuals in ELT, learner autonomy, and integrating life skills into classroom practice.

Jasmin Silver is educational consultant and researcher. She specialises in applying research to improve teaching and learning in ELT and in integrating skills beyond English into the classroom.

References

References

Billbrough, N., & Thornbury, S. (2007). *Dialogue Activities* (Cambridge handbooks for language teachers). Cambridge: Cambridge University Press.

Corbett, J., & Thornbury, S. (2010). *Intercultural language activities* (Cambridge handbooks for language teachers). Cambridge: Cambridge University Press.

Lindstromberg, S., & Ur, P. (2004). *Language Activities for Teenagers* (Cambridge handbooks for language teachers). Cambridge: Cambridge University Press.

Scharle, Á., Szabó, A., & Ur, P. (2000). *Learner Autonomy: A Guide to Developing Learner Responsibility* (Cambridge handbooks for language teachers). Cambridge: Cambridge University Press.

Evolve Student's Book Level 4, Unit 5.4, p 50