

Interaction orale : réunion de travail – Jeu de rôle – séance 1h30

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Adapté de *Business Roles* (1997) et *Business Roles 2* (2009) de John Crowther-Alwyn, Cambridge University Press

Objectif : proposer une vraie situation d'interaction orale tout en rassurant les étudiants pour leur permettre de s'exprimer dans les meilleures conditions, sans avoir le poids du regard du prof ou des autres étudiants.

Contexte : cette séance est effectuée en condition d'examen ou simulation d'examen en fin de Semestre 1. Mais elle peut être proposée à n'importe quel moment en vérité, cela dépend des critères fixés par l'enseignant. Je la place dans un module général de résolution de problème et négociations.

Chaque étudiant est préparé à un rôle différent avec des arguments propres. L'oral est organisé simultanément pour chaque groupe aux 4 coins de la salle (idéalement en TP si c'est une évaluation). La simulation de réunion dure de 20 à 30min (env 5min par étudiant – groupes de 4 à 5 étudiants). Si vous souhaitez évaluer et/ou faire un retour individuel, il faut les enregistrer avec les lecteurs-enregistreurs placés devant chaque équipe.

Découpage de la séance :

Avant le cours : les étudiants ont fait un examen blanc à la séance précédente et connaissent le mode opératoire. Ils ont reçu le thème principal de la séance et ont pu commencer à travailler un peu de vocabulaire (en plus du travail de préparation sur les locutions utiles en réunion)

15min : rappel des consignes (documents autorisés et interdits, interdiction du français, ordre de parole, tour de table avec présentation des noms...)

30min : distribution des rôles et préparation des arguments : tous les rôles A préparent ensemble, tous les rôles B ensemble, tous les rôles C ensemble etc... Ils ont droit à toutes les aides possibles (internet, dictionnaires, aide du prof). On veille à ce qu'ils comprennent et reformulent bien les arguments des rôles. Ils prennent des notes sur une feuille de brouillon qu'ils pourront avoir avec eux. Pour les plus rapides, travailler les contre-arguments également. Ne pas hésiter à ajouter des éléments allant dans le sens du rôle.

30min : affectation dans les équipes et simulation de réunion

10min : debrief, vérification des enregistrements

Conseils divers :

Le rôle A est celui du « chairman ». Il n'a pas beaucoup d'arguments mais une partie de son rôle consiste à s'assurer de la bonne circulation de la parole, à commencer le débat (présenter le thème et le problème à résoudre + demander à chacun de se présenter (pour identification des voix)) et à le conclure (avec présentation claire de la solution retenue). Donner ce rôle à un élève plutôt à l'aise à l'oral.

Le rôle B est assez facile à défendre (trop facile ?). Le réserver à des étudiants plus en difficulté.

Préciser aux étudiants qu'ils restent calmes et assis lorsqu'ils ont fini tant que les autres enregistrements ne sont pas finis.

Répartir filles et garçons pour équilibrer les voix différentes

Préférer mettre ceux qui s'entendent bien dans la phase de préparation pour les séparer ensuite dans la phase de discussion

Deciding where to invest



Situation :

You work for the Toshoya Bank, which has its head office in Tokyo and branches around the world. It is one of the ten biggest investment banks in the world. You are meeting today to discuss major investment projects. These are the projects in which you are considering investing:

- a dam for hydroelectricity
- an irrigation and water supply project
- a shipyard for new-technology supertankers
- a highway bridge between Ontario and Quebec

You want to choose the most suitable project. You must in particular consider:

- the political stability in the countries concerned
- the viability of the project
- the return on investment
- the duration of the loan
- who your partners will be
- exchange rate variations
- guarantees
- ecological concerns

You must decide in which project the bank should invest.

PROJECTS					
	Country	Estimated costs in \$US	Estimated duration of the loan	Probable partners	Estimated yield
Dam for hydroelectricity	Malaysia	500 million	5 years	Malay Industrial Bank	7%
Irrigation and water supply	Senegal	290 million	1 year	World Bank, European Union	9%
Shipyard	South Korea	360 million	2 years	--	6%
Highway bridge	Canada	475 million	4 years	Canadian Govt	5%

Vocabulary

armed rebellion: resistance, using arms, to authority, usually governments

availability: how easily something can be obtained

a criterion (plural: criteria): standard by which something can be judged or decided

democratic: following the ideas of democracy, that is, government of the people by elected representatives

depressed: in poor economic or financial condition

to devalue a currency: to lower the value of a currency against other currencies

duration: how long something lasts

economic growth: the expansion of the economy, an increase in wealth

exchange rate: the value of one currency compared to another, how much of one currency you get if you sell it and buy another

exchange rate variations: rises and falls in the different values of currencies

a guarantee: assurance, promise, security

hydroelectricity: electricity generated from the power of water released from a dam

irrigation: supplying water through canals and pipes, for watering plants

life expectancy: how long people are expected to live

partnership: alliance, association, collaboration, cooperation

political stability: how stable a political system or government is, how often it changes

promising: likely to give good results

prudent: sensible, wise, advisable

return on investment: money you get back on the money you have lent

a shipyard: place where ships are built

a subsidy: monetary aid, grant or contribution, often made by a government

a supertanker: very big tanker, often used to transport oil

a tanker: ship which transports liquids and gas

a toll: payment to use a road, bridge or tunnel

viability: how probable it is that something will work well

ROLE A: The President

Chairing the meeting:

1. You start speaking first → introduce yourself and remind them what the meeting is for
2. Have everyone introduce themselves
3. Make sure everyone speaks and gives their point of view. Listen to what everyone has to say and try to reach a compromise.
4. At the end, summarize the conclusion reached by the group

Your point of view:

You favour the dam in Malaysia. It's the most expensive project but political stability is good in Malaysia, the average economic growth since the 1970s and the New Economy Policy is extremely good. The current government is planning to reach high-income status by 2020. It's a growing and very safe economy. You already finance two other major projects in Malaysia and Singapore, your bank is the second largest in the country, and you have a close relationship with the Malay Industrial Bank, the largest commercial bank in the country.

You are against the Canadian bridge project because you think that Canadian banks will probably be favoured. You know that such a project would be interesting to enter the North American market but you believe in helping emerging countries. You also feel that building a big highway bridge will not be very ecological.

ROLE B: The Investment Manager for West Africa

Your bank should back the Senegalese irrigation and water supply project. Political stability is better in Senegal than in most African countries. The president is a strong man, and democratically elected. The country badly needs this project to stop the advance of the Sahara desert, and half of the money will come from the World Bank. The local currency has only been devalued once since independence in 1960. As investors are reluctant to consider Senegal because economic growth is practically nil, the rate of return would be higher than on any other project, and would be guaranteed by the European Union. The water would be used mainly to irrigate new farms and market gardens, and its supply would become profitable within a year.

You are against the Malaysian project because it is very costly, and the currency has been very unstable in recent years. You also feel that because you have already invested in major projects in Malaysia, it would be more prudent to invest in other parts of the world now. Plus building a dam is probably the least ecological projects! What about the wildlife?

ROLE C: The Investment Manager for South Korea

You want to back the shipyard in South Korea, This would be the biggest shipyard in the world and would build a new generation of tankers which no other yard could build. Orders for high-technology and ecological ships have already been placed, so you can be sure that this project will be highly successful. It must be stressed that if your bank does not join the project, other banks will, and the yard will be built without you. As with all South-East Asian countries, South Korea had economic problems in the late nineties, but this means that it is now an excellent time to invest there. The South Korean economy is very sound. The workforce is skilled and hard-working. You want your bank to participate in the economy that brought Samsung, Kia, Hyundai and LG Electronics. You also believe that the lack of partners is actually an opportunity: the risks are all yours but so will the benefits!

You are against the Senegalese project. It would be very risky. Senegal has always been a country of emigration and immigration. There's a lot a transitioning migrants to North Africa and Europe creating some instability. Finally, the local population will have to pay for their own water so it's not exactly "humanitarian".

ROLE D: The Investment Manager for North America

You favour the Canadian bridge project. The bridge will be built for the Canadian government, who will then charge tolls for its use. This way, we are certain to have a rapid and profitable return on investment. Moreover, Canada is one of the least corrupted countries in the world so the money will benefit the good running of the country and the people. The bridge will be used to develop an isolated region of the country and reduce travel to the capital of the province from 10 hours to 2 hours!

You are against the South Korean project. The South Korean government is not prepared to back the project and the market for supertankers is depressed, as it has been for several years. To you, it's the "old economy". And you do believe that your bank should spread its investment more evenly around the world, particularly by investing in North America. The political situation is also complicated with the scandal of the president Park who was removed from office because she had been manipulated by other people.

ROLE E: Political Research Officer

You have done careful research into the political stability of the four countries concerned. Canada is the most stable, and Senegal, because of the number of migrants, the least.

The political situation in both South Korea and Malaysia are usually stable. South Korea went through a difficult period with the impeachment of the president in 2016 but the democracy reacted well, showing how strong it is.

However, your colleagues should be reminded of the armed rebellion in Malaysia in the 1960s; and of the problem of the division of North and South Korea. This is why you would favour Canada most, but you accept that factors other than political stability need to be given consideration.

Concerning Senegal you consider the economic situation too poor. When the CFA was devalued in the 1960s, it was by 50%. Another devaluation of this kind would wipe 50% off the value of your investment! The latest economic efforts of 2015-2017 have been supported by the IMF public money is usually overspent or ends up in corruption.

NOMS ETUDIANTS						
Roles						
AISANCE LORS D'UNE DISCUSSION FORMELLE EN REUNION D'EQUIPE		/8				
C1	* Peut argumenter une prise de position formelle de manière convaincante en répondant aux questions et commentaires ainsi qu'aux contre-arguments avec aisance, spontanéité et pertinence.	8	8	8	8	8
B2	* Peut exprimer, justifier et défendre son opinion, plutôt avec conviction, évaluer d'autres propositions ainsi que répondre à des hypothèses et en faire.	5.5	5.5	5.5	5.5	5.5
B1	* Peut suivre l'essentiel de ce qui se dit relatif à son domaine, à condition que les interlocuteurs évitent l'usage d'expressions trop idiomatiques et articulent clairement. Peut exprimer clairement un point de vue mais a du mal à engager un débat.	3	3	3	3	3
A2	* Peut en général suivre les changements de sujets dans une discussion formelle relative à son domaine si elle est conduite clairement et lentement. Peut dire ce qu'il/elle pense des choses si on s'adresse directement à lui/elle dans une réunion formelle, à condition de pouvoir faire répéter le cas échéant.	1.5	1.5	1.5	1.5	1.5
CORRECTION LEXICALE ET GRAMMATICALE						
(y compris utilisation à bon escient du vocabulaire approprié)		/6				
C1	* Peut maintenir constamment un haut niveau de correction grammaticale et possède un vaste répertoire lexical et maîtrise de nombreuses expressions idiomatiques même lorsque l'attention se porte ailleurs.	6	6	6	6	6
B2	* A un bon contrôle grammatical (les erreurs sont rares, corrigées et ne conduisent pas à des malentendus). Possède une bonne gamme de vocabulaire à la fois général et spécifique, évite les répétitions fréquentes. Encore quelques hésitations.	4	4	4	4	4
B1	* A un contrôle correct de la langue malgré les influences nettes de la langue maternelle. Peut se servir d'expressions et tournures apprises dans des situations prévisibles. Possède un vocabulaire suffisant pour aborder les sujets familiers mais hésite souvent dans des contextes plus inhabituels.	2	2	2	2	2
A2	* Peut utiliser des structures simples correctement mais commet encore systématiquement des erreurs élémentaires tout en restant compréhensible. Possède un vocabulaire suffisant pour les situations quotidiennes et familiales.	0.5	0.5	0.5	0.5	0.5
COMPETENCES SOCIOLINGUISTIQUES ET PRAGMATIQUES		/6				
Participation [prise de parole pertinente ; qualité de l'écoute]		/2				
Défendre son point de vue [tenir son rôle ; défense des arguments]		/2				
Solution commune trouvée [négociation aboutie]		/2				
TOTAL		/20				