

Module 6 • When Things Go Wrong

Module Overview / Syllabus

DURATION	LEVEL	PROGRESSION	FINAL TASK
6.25 hours • 5 × 75 min	B1+–B2	Active Coordination	Cross-functional coordination scenario

Purpose

Learners develop the English needed to coordinate when a cross-functional problem is unfolding, information is incomplete and several teams need to act together. The professional situation supplies the pressure; the module does not teach technical incident management.

TARGET OUTCOMES

- distinguish confirmed facts, assumptions and unknowns;
- ask targeted clarification questions;
- explain impact, dependencies and likely consequences;
- propose actions, ownership, contingencies and escalation points;
- adapt incident communication to audience and channel;
- coordinate a response as new information emerges;
- produce a concise stakeholder update.

LANGUAGE & SKILLS

Vocabulary: incident, disruption, impact, dependency, workaround, contingency, escalation, owner, stakeholder, certainty language

Grammar / functions: modals of possibility and certainty; first conditional; unless; cause-and-effect; selective present perfect / past simple recycling

Speaking: clarify • qualify • prioritise • coordinate • escalate • brief

Listening: operational updates • cross-functional calls • timed voice-note changes

Reading: incident notes • team messages • status updates • dependency snapshots

Writing: concise stakeholder incident update

Five-session learning journey

The sequence moves from disciplined information handling to increasingly independent coordination. Each session generates an output or behaviour that feeds the final performance task.

SESSION	TITLE	FOCUS	CORE PERFORMANCE	OUTPUT
01	What do we know?	Fact, assumption & uncertainty	Classify incomplete information and ask questions that improve the shared picture.	Situation board
02	Impact and consequence	Dependencies, risk & contingency	Trace who/what is affected and express likely consequences with appropriate certainty.	Impact chain + contingencies
03	Coordinate the response	Priorities, ownership & escalation	Agree immediate actions, owners, dependencies and escalation points across teams.	Shared action list
04	Communicate the incident	Audience, channel & concise updates	Translate complex internal information into a clear stakeholder-facing message.	Written update + spoken briefing
05	Cross-Functional Coordination Scenario	Integrated performance	Respond to distributed and changing information, revise actions and communicate one coherent response.	Action plan + final update + reflection

Language progression

ESTABLISH	QUALIFY	CONNECT	RECOMMEND
The service is unavailable.	The service appears to be unavailable in two regions, but this has not yet been confirmed.	If dispatch does not restart this afternoon, tomorrow's delivery window will be affected.	Given the remaining uncertainty, I'd recommend holding the external update until support confirms the scope.

Final performance task

Learners complete a multi-stage cross-functional coordination scenario. Different participants hold different pieces of information. A timed update changes part of the situation, forcing the group to revise its shared understanding before communicating outward.

1 · ESTABLISH	2 · PRIORITISE	3 · COORDINATE	4 · COMMUNICATE
Share information; separate facts, assumptions and unknowns.	Decide what matters now, what can wait and what needs escalation.	Agree actions, owners, dependencies and contingencies; react to new information.	Produce a concise stakeholder update based on the latest shared understanding.

Assessment evidence

OBSERVATION AREA	EVIDENCE OF SUCCESS
Clarity & evidence	distinguishes facts, assumptions and uncertainty; communicates the current picture coherently
Questioning & clarification	asks targeted questions that uncover relevant missing information
Language control	uses modals, conditionals and cause-effect language sufficiently accurately for risk and consequence
Interaction & coordination	builds on others, confirms actions, identifies ownership and maintains a shared thread
Professional communication	qualifies, escalates and prioritises information appropriately for the audience
Task effectiveness	produces an actionable shared response and concise stakeholder update

Evidence produced

situation board · impact chain · shared action list · stakeholder update · final scenario action plan · trainer observation notes · learner reflection

Design basis: approved Module 6 Design Specification. All workplace content is original and fictional.