

TOEIC 900 Business English Lesson:

Lesson 12: Crisis Management Meeting

Role-Play Dialogue Text (Approx. 10 minutes):

CEO: Good morning, team. We have a crisis that needs immediate attention.

Operations Manager: Good morning. What is the nature of the crisis?

CEO: We're facing a major supply chain disruption. I believe we should activate our contingency plan immediately.

Operations Manager: If we implement the contingency measures now, then we could mitigate the risks effectively.

CEO: That's correct. What steps do you propose we take?

Operations Manager: I propose that we establish an emergency task force and communicate with alternative suppliers. This approach might minimize the impact on our operations.

CEO: Excellent. Let's coordinate our efforts and reconvene in one hour.

Operations Manager: Understood. I'm confident that these measures will be beneficial in managing the crisis.

Comprehension Questions and Sample Answers (Approx. 5 minutes):

1. **Q:** What is the main crisis discussed?

A: A major supply chain disruption.

2. **Q:** How is the conditional sentence used?

A: "If we implement the contingency measures now, then we could mitigate the risks effectively."

3. **Q:** Which modal verbs are used?

A: "Should" and "could/might" (e.g., "we should activate" and "this approach might minimize").

4. **Q:** What immediate action is proposed?

A: To establish an emergency task force and communicate with alternative suppliers.

Teacher's Lesson Points (Concise Version):

- **Prep:** Review key terms (crisis, contingency, disruption, mitigation, emergency task force).
 - **Intro (2–3 min):** Initiate discussion on crisis management.
 - **Reading & Analysis (10 min):** Student reads dialogue aloud; emphasize urgency in tone.
 - **Comprehension (5 min):** Ask questions; provide feedback.
 - **Role-Play:** Teacher as CEO, student as Operations Manager.
 - **Wrap-Up (2–3 min):** Summarize vocabulary; assign homework (prepare a brief crisis management plan using modal verbs and conditionals).
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