

Crisis Recovery and Business Continuity Planning

1. Role-Play Dialogue Text (Approximately 10 minutes)

Characters:

- **CEO** (Mr. Anderson)
- **Operations Manager** (Ms. Carter)

Setting: A boardroom meeting discussing the company's recovery plan after a recent crisis.

Dialogue:

Mr. Anderson: Thank you for joining this emergency meeting, Ms. Carter. Given the recent crisis, we need to accelerate our business continuity planning. If we implement a continuity plan, then we could recover faster.

Ms. Carter: Absolutely, Mr. Anderson. Our priority should be to ensure minimal disruption to our supply chain. We might need to establish alternative suppliers in case of future emergencies.

Mr. Anderson: That's a good point. We should also consider strengthening our remote work capabilities. If employees could access secure systems from home, then they would be able to maintain operations even in a crisis.

Ms. Carter: I agree. We must also revise our risk assessment strategies. Had we anticipated this crisis earlier, we could have taken preventive measures.

Mr. Anderson: Moving forward, I suggest we conduct quarterly crisis simulation exercises. This would ensure that all teams understand their roles and responsibilities.

Ms. Carter: That's an excellent initiative. If employees received adequate training, then they would respond more efficiently under pressure.

Mr. Anderson: Great. Let's finalize an action plan and present it at the next executive meeting.

Ms. Carter: I'll prepare a draft with key action points and send it for your review by tomorrow.

Mr. Anderson: Perfect. Let's ensure we are prepared for any future disruptions.

2. Comprehension Questions and Sample Answers (Approximately 5 minutes)

- 1. What is the main topic of discussion between Mr. Anderson and Ms. Carter?**

They are discussing the company's crisis recovery and business continuity planning.

- 2. Why does Ms. Carter suggest establishing alternative suppliers?**

She believes that alternative suppliers will help minimize disruptions in the supply chain during emergencies.

- 3. What preventive measure does Mr. Anderson propose to ensure business continuity?**

He suggests conducting quarterly crisis simulation exercises to ensure teams understand their roles and responsibilities.

- 4. How does Ms. Carter believe employees can respond more efficiently under pressure?**

She believes that if employees receive adequate training, they will respond more efficiently in crisis situations.

3. Teacher's Lesson Points (Concise Version)

Pre-Class Preparation:

- Review the dialogue, key vocabulary, and grammar points (modal verbs and conditionals).

- Be ready to explain additional details related to business continuity planning.

Introduction (2–3 minutes):

- Begin with a warm-up discussion: “*How do companies prepare for unexpected crises?*”
- Introduce the lesson objectives: improving business vocabulary, discussing crisis management, and practicing conditionals/modal verbs.

Reading & Analysis (10 minutes):

- Have the student read the dialogue aloud.
- Focus on pronunciation, intonation, and fluency.
- Pause to highlight key phrases (e.g., *business continuity planning, supply chain disruption, crisis simulation*).
- Explain grammar points: conditional structures (*If we implement a continuity plan, then we could recover faster.*).

Comprehension Check (5 minutes):

- Ask the comprehension questions.
- Provide immediate feedback and discuss alternative answers.

Role-Play Practice (Remaining Time):

- Assign roles (CEO, Operations Manager) and have the student practice the dialogue.
- Encourage improvisation using key vocabulary.
- Provide feedback on fluency and accuracy.

Wrap-Up (2–3 minutes):

- Summarize key vocabulary and grammar points.

- Assign a homework task: *“Prepare a short proposal outlining a business continuity plan using modal verbs and conditionals.”*