Workplace Automation and AI Integration Discussion

1. Role-Play Dialogue (Approx. 10 minutes)

Characters:

- IT Department Head (**Sarah**)
- Business Improvement Manager (**Michael**)

Sarah: Michael, I wanted to discuss the possibility of integrating AI into our workflow. If we integrate AI, then we could automate repetitive tasks and improve efficiency.

Michael: That's an interesting idea. What kind of tasks are you thinking about automating?

Sarah: Primarily data entry, customer support via chatbots, and initial stages of report generation. AI could help free up our employees for more strategic work.

Michael: That makes sense. However, if we rely too much on automation, then we might reduce the need for certain job roles. How do we address that concern?

Sarah: That's a valid point. We wouldn't eliminate roles; rather, we would upskill employees to handle more analytical and decision-making tasks.

Michael: If we implement AI properly, then we could enhance productivity without negatively impacting employee morale. But how do we ensure a smooth transition?

Sarah: We should conduct pilot tests with small teams and provide training sessions. Additionally, if we analyze AI's impact continuously, then we can make necessary adjustments.

Michael: That sounds reasonable. If we can ensure a seamless integration, then I believe management will approve the proposal. Let's schedule a presentation for next week.

Sarah: Great! I'll gather data on AI integration benefits and potential risks before then.

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2. Comprehension Questions & Sample Answers (Approx. 5 minutes)

1. **What are the primary tasks that AI could help automate?**

   ○ AI could automate data entry, customer support via chatbots, and report generation.

2. **What is Michael's main concern about AI integration?**

   ○ He is concerned that automation could reduce the need for certain job roles.

3. **How does Sarah suggest addressing employee concerns?**

   ○ She suggests upskilling employees to focus on analytical and decision-making tasks.

4. **What step does Sarah propose before full AI implementation?**

   ○ She recommends conducting pilot tests with small teams and monitoring AI's impact.

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3. Teacher's Lesson Points

Pre-Class Preparation:

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

- Be ready to provide additional explanations if necessary.

Introduction (2–3 minutes):

- Ask the student: "How is AI changing the workplace?" and "What automation tools does your company use?"

- Introduce the lesson objectives: Understanding AI-related discussions and practicing conditionals/modal verbs.

Reading & Analysis (10 minutes):

- Have the student read the dialogue aloud, focusing on pronunciation and intonation.

- Highlight key vocabulary: **automation, AI, integration, efficiency, upskill, transition, implementation.**

- Explain grammar structures: **Conditional sentences (If we…, then we could…)** and modal verbs (**could, might, should**).

Comprehension Check (5 minutes):

- Ask comprehension questions and discuss answers to reinforce understanding.

Role-Play Practice (Remaining Time):

- The teacher plays the IT head or Business Improvement Manager, and the student plays the other role.

- Encourage natural conversation, using targeted vocabulary and grammar.

Wrap-Up (2–3 minutes):

- Summarize key vocabulary and grammar points.

- Assign a homework task: "Write a short proposal (100–150 words) on how AI could improve a specific aspect of your company's workflow."