

Lesson Plan:

Explaining a technical problem to support staff

LEVEL	TIME	TOPIC
Intermediate (B1/B2)	60 minutes	Explaining a technical problem to support staff

Objectives

By the end of the lesson, students will be able to describe a device problem, previous attempts, and requested help. They will also use evidence from the supplied material and appropriate language to explain a choice or qualify a claim.

Materials

Whiteboard, pens, and paper. Copy or display the supplied model and practice details; hide partner-only details until checking. All sample data are fictional.

Warm-Up Activity (8 minutes)

Activity: Ask what makes the report more useful than My computer is broken.

Presentation (15 minutes)

Model when it happens, exact message or symptom, steps already tried, and whether the issue can be repeated.

Language support: symptom, repeat, error message, attempted fix; when I..., after..., I've already... Distinguish observation from guessed cause.

Worked model / source: Ticket notes: upload screen closes when a PDF over 10 MB is selected; small PDF works; restarted twice; no error message. Model: The app closes when I select a large PDF. Smaller files upload normally.

Guided Practice (15 minutes)

Activity: Repair It never works and The server is definitely broken using the notes. Agent asks file size, repeatability, and prior steps.

Suggested answers / teacher notes: Corrections: large-file upload closes; cause unknown. Evidence does not establish a server fault.

Procedure: Complete the first item together. Partners attempt the remaining items before seeing the notes. Ask them to explain a correction, then rehearse the corrected version.

Independent Practice (17 minutes)

Task: User card: audio stops after five minutes; restart did not help; headphones work in another app. Agent gathers details and proposes checking settings, without asserting a diagnosis. Write a 70-word ticket.

Success check: Check condition, exact symptom, prior attempt, and help requested. Avoid changing the symptom into an unsupported technical explanation.

Support and challenge: Offer the target phrase frames during planning. For a challenge, ask learners to justify a wording choice, consider a different audience, or identify a limitation without adding unsupported information.

Wrap-Up / Review (5 minutes)

Review: Have students describe the error and the last action taken before it occurred.

Ask learners to explain their response using the model or practice material. Revisit one shared difficulty before collecting the final work.

Homework (Optional)

Write a support ticket for a fictional technical problem.

Follow-up: Use the supplied model as a reference. Bring the response back for a brief partner check against the lesson objective; correct one detail or language choice before submitting it.