

Teaching the Topic

When a stranger comes to the door or phones we can do one of two things: send them away/hang up immediately, or investigate what they want. Assertiveness is needed for the first and listening skills for the second. If we listen for a little information we may decide to continue, or send them away.

Resources

Picture of someone knocking on the door; logos of Red Cross, Girl Guides, Amnesty International; pictures of Halloween children.

Activities

- Discuss the topic. Does it happen in their country? What is it OK to do or say there? Have they had this problem in New Zealand? What did they say or do?
- Talk about what to say if you want people to go – *No, I'm sorry I'm not interested.* Role play being firm and polite with a persistent caller.
- Discuss what it means to 'be assertive' and how it is regarded in New Zealand.
- Discuss what kinds of people come to the door – religious groups, people selling things, charities, children at Halloween, political parties near election times. Is the learner interested in any of these callers? How do we identify them? What kind of ID do we expect? Do we let people into our house?
- Talk about consumer rights and door salespeople.
- Look at illustrated pamphlets from police, CAB etc.

Language

- Vocabulary of possible callers – names of political or religious groups, charities.
- Assertive language – saying no politely, tone of voice to show firmness.

Using the Worksheet

A possible introductory activity: Has the learner ever had a visit or a phone call from a stranger? What happened?

The activity is a story to read with True/False questions to check comprehension. The story is about strangers at the door and the cultural implications for the woman. Discuss Kamla's problem – why was she upset? How could she say *no* politely? In the learner's culture do they always invite people into their house?

Main learning points

Cultural information about dealing with strangers at the door, who we invite into our houses and what we consider rude in New Zealand. Learn how to say *no* politely. Discuss what kind of people might come to the door in New Zealand. Compare with the learner's country.

What else could be learnt?

The idea of assertiveness; it is OK to say *no* to someone and reject their offer or suggestion without being rude to the person. We use *sorry* a lot, women more than men probably, in this situation, but the learner can be firm at the same time. This language can be applied to many situations.

Vocabulary and patterns – *again and again, to want someone to do something/to stop doing something, it is rude/acceptable/polite to do something/not to do something, to know/not know how to do something.*



Kamla's story

Read the text and then answer the **True/False** questions.

Kamla was very upset because two women came to her house again and again. They wanted to talk about religion. Kamla knew one of the women, but not very well. She wanted them to stop coming. She felt uncomfortable about the visits. In her culture, you always invite people into your house – it is rude not to. But she knew people in New Zealand didn't usually ask strangers in.

Kamla didn't know how to say 'no'.



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1. In Kamla's country you never invite people you don't know into your house. *True/False*
 2. Kamla was very happy to see the women. *True/False*
 3. The women came to talk about their beliefs. *True/False*
 4. The women came many times to Kamla's house. *True/False*
 5. Kamla felt uncomfortable when the women came to her house. *True/False*
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Answers:

1 False 2 False 3 True 4 True 5 True

