

## Telecommunications 2025

**Tuesday, 11th November 2025**

Sobell Study Centre, Sobell House, Oxford, OX3 7LEL

09:00 **Welcome, Introductions and ground rules**

09:30 **Background to the course**

10:15 **Telephone call scenario 1**

*Speakers: Dr Farzana Virani & Maria Heron*

*Role play: Kate Butcher*

11:30 **Coffee Break**

11:50 **Video telephone call scenario 2**

*Speakers: Dr Farzana Virani & Maria Heron*

*Role play: Kate Butcher*

12:50 **Lunch**

13:20 **Roleplay telephone call scenario 3**

*Group work*

14:00 **5 minute Break**

14:05 **Roleplay telephone call scenario 4**

14:40 **Summary**

15:00 **Q&A**