

Telecommunications 2026

Friday, 31st July 2026

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 Nicky Bevins & Liz Monaghan

Role play: Kate Butcher

11:30 **Coffee Break**

11:50 **Video call scenario 2**

Speakers: Dr Nicky Bevins & Liz Monaghan

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**