



NEW BUSINESS ENGLISH 4

Unit 2 Lesson 7
Giving Positive Feedback



Review

**You receive the revised work schedule and there has been a change in the deadline.
You'll call your team leader to clarify this.**

Requirements:

- *Summarize your understanding of the revised schedule.*
- *Clarify the details from your team leader.*



LEARNING GOALS

- ◆ Giving Positive Feedback
- ◆ Responding to Positive Feedback



Situational Dialogue

- ▶ The client is calling Lina to comment on the billboard.



Lina Lin



client



Hello! Media Department.
This is Lina speaking.

Hi, this is Bryan. Congratulations, Lina.
We like what you did to our new billboard.





That's great! We're happy to know that.

It was a smart idea.
Your team did an excellent job.

Thank you for trusting
our team with this ad.

Thank you, too!



Key Vocabulary

Learn the new words and answer the questions.



comment

(v.) give your opinion or an explanation for something

e.g. She **comments** on the new product.



media

(n.) You can refer to television, radio, newspapers, and magazines as the media.

e.g. The **media** team shot an ad for the magazine.



trust

(v.) to believe that someone is good and honest and will not harm

e.g. I **trust** your instincts in making decisions in business.

Dialogue Review

Have a role play and answer the questions.



*The client is calling Lina to **comment** on the billboard.*

Lina : Hello! **Media** Department. This is Lina speaking.

Client : Hi, this is Bryan. Congratulations, Lina. We like what you did to our new billboard.

Lina : That's great! We're happy to know that.

Client: It was a smart idea. Your team did an excellent job.

Lina : Thank you for **trusting** our team with this ad.

Client: Thank you too!

Learning Goals

Let's check the learning goals!



The client is calling Lina to comment on the billboard.

Lina : Hello! Media Department. This is Lina speaking.

Client : Hi, this is Bryan. ***Congratulations, Lina.***

We like what you did to our new billboard.

Lina : That's great! We're happy to know that.



1. Giving Positive Feedback

Client: It was a smart idea. Your team did an excellent job.

Lina : ***Thank you for trusting our team*** with this ad.

Client: Thank you too!



2. Responding to Positive Feedback

Learning Goals

Learn the key expressions and sentence structures.

∴ Giving Positive Feedback

- **Congratulations!**
- **I / We like what you did to...**
- **Your team did a great/ an excellent job...**

Example sentences:

- We like what you did to the brochure.
- Your team did a great job with the lay-out.

You can also use:

- **impressive work!**

e.g. Your team did an impressive work!

- **very professional!**

e.g. Your team is very professional!

How do you give positive feedback?

Learning Goals

Learn the key expressions and sentence structures.

∴ Responding to Positive Feedback

- **We make sure that...**
- **Thanks for trusting me/ us/ our team with...**

Example sentences:

- We make sure that we follow what you like.
- Thanks for trusting us with this big project.

You can also use:

- **Thank you. It makes my day to hear that...**

e.g. Thank you. It makes my day to hear that news.

- **I appreciate your...**

e.g. I appreciate your positive remarks.

How do you respond when you receive positive feedback?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: Suppose you are the director of the Media Department. A team member tells you that a client would like to give you all the ads from their company. Give positive feedback.



∴ You can refer to the following key expressions:

- Congratulations! I / We like what you did to
- Your team did a great/ an excellent job ...
- We make sure that ...
- Thanks for trusting me/ us/ our team with ...

⋮ How to praise effectively?

Praising is good but there is a limit to praising.

Employees who are naturally prone to getting “a big head” after receiving too much verbal praise may begin to exhibit destructive behavior in the workplace.

Those that have an egocentric outlook may assume that they are the only ones being praised and one of the favorite or top employees.

Caution: Research tells us that **excessive praise** can be damaging to **self-esteem** and **personal effectiveness**.

Which praise do you prefer?

Intelligence
and
Abilities

Process
and
Effort



Which one is more effective? Praising intelligence or raising effort and process?

Overview

Key words and expressions:

comment/ media/ trust

Congratulations! I/ We like what you did to

Your team did a great/ an excellent job ...

Really? We make sure that ...

Thanks for trusting me/ us/ our team with ...

