

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. A coffee cup is on the table. The image is overlaid with a large orange and blue graphic.

NEW BUSINESS ENGLISH 4

Unit 5 Lesson 6
Responding to Criticism



Review

You made a huge mistake in the company.
Acknowledge your mistake, apologize, and
ask how you can make up for it.

Requirements:

- *Think of a possible mistake.*
- *Acknowledge your mistake and apologize.*
- *Ask how you make up for it.*



LEARNING GOALS

- ◆ Receiving Criticism
- ◆ Responding to Criticism



Situational Dialogue


- ▶ Ms. Chen blames Kenzo because he gave the wrong information.

Jia Chen




Kenzo Hara





I'll cut to the chase, Kenzo. You didn't give the correct information about the clients. That caused a huge mistake in their new ad. Being a newbie isn't at all an excuse for such mistakes.





I'm so sorry. I will make up for the mistake, Ms. Chen. This won't happen again. I'll get on it right away.



Key Vocabulary

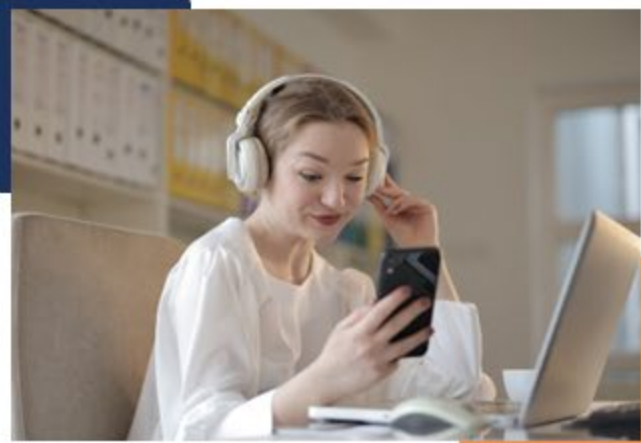
Learn the new words and answer the questions.



cut to the chase

(phr.v.) get to the point; not talk about useless things

e.g. She always talks about pointless things, so I told her to **cut to the chase**.



excuse

(n.) a reason that you give to explain why you did something

e.g. My colleague always makes up **excuses** to be absent from work.



make up for

(phr.v.) to compensate for something lacking, lost, or missed

e.g. I skipped 3 days of work, so I need to **make up for** those missed tasks.

Dialogue Review

Have a role play and answer the questions.



Ms. Chen blames Kenzo because he gave the wrong information.

Ms. Chen: I'll **cut to the chase**, Kenzo. You didn't give the correct information about the clients. That caused a huge mistake in their new ad. Being a newbie isn't at all an **excuse** for such mistakes.

Kenzo: I'm so sorry. I will **make up for** the mistake, Ms. Chen. This won't happen again. I'll get on it right away.

Learning Goals

Let's check the learning goals!



Ms. Chen blames Kenzo because he gave the wrong information.

Ms. Chen: I'll cut to the chase, Kenzo. You didn't give the correct information about the clients. That caused a huge mistake in their new ad. Being a newbie isn't at all an excuse for such mistakes.

Kenzo: *I'm so sorry.* *I will make up for the mistake, Ms. Chen.*

This won't happen again. I'll get on it right away.



1. Receiving criticism



2. Responding to criticism

Learning Goals

Learn the key expressions and sentence structures.

∴ Receiving Criticism

- I'm so sorry for...
- I appreciate your feedback on my...
- Thank you for pointing out my mistake.

Example sentences:

- I'm so sorry for the mistake I made.
- I appreciate your feedback on my performance.
- Thank you for pointing out my mistake on the project.

How to Receive Criticism

- Stop your first reaction.
- Be a good listener.
- Say thank you.
- Ask questions.

How do you respond to someone who criticized you?

Learning Goals

Learn the key expressions and sentence structures.

∴ Responding to Criticism

- I'll make up for...
- I'll make sure to...

Example sentences:

- I'll make up for the mistake I made.
- I'll make up for the error I made on the project.
- I'll make sure to give you the correct details next time.

**When responding,
you should not:**

- react with anger
- attack the person
- interrupt when they are giving feedback

What do you do to not feel bad about criticisms?

Semi-open Dialogue

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

Scenario: You were criticized by your boss for not meeting the deadline.

Politely receive his criticism and respond to it.



∴ You can refer to the following key expressions:

- I'm so sorry for...
- I appreciate your feedback on my...
- Thank you for pointing out my mistake.
- I'll make up for...
- I'll make sure to...

⋮ How to Handle Criticisms at Work



CONTROL YOUR REACTION

Keep in mind that your facial expressions and body language are just as important as your words in how you react to criticism.



PROCESS THE CRITICISM

Try to avoid excuses. Instead, articulate what you plan to do to improve. Then, follow through and make those changes.



DON'T TAKE IT PERSONALLY

Try to separate yourself as a person from your duties, and remember that criticism is usually aimed at your work, not you.



ASK FOR AN APOLOGY

Ask for an apology conservatively. Do not explain if it is not needed. Too much explanation may come out sounding defensive.



1. How do you handle criticisms at work?

2. What do you think is the purpose of criticizing someone?

Overview

Key words and expressions:

cut to the chase/ excuse/ make up for

I'm so sorry for...

I appreciate your feedback on my...

Thank you for pointing out my mistake.

I'll make up for...

I'll make sure to...

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