

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 8**  
**Managing Arguments**



# Review

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You were supposed to deliver an order to a customer, but there was a severe road accident. You need to reschedule the date of the delivery. Call the customer and apologize for the delayed delivery.

## *Requirement:*

- *Call and apologize for the delayed delivery.*





# LEARNING GOALS

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- ◆ Expressing an Argument
- ◆ Solving an Argument



## Situational Dialogue


- ▶ Gabby just finished her presentation on a new project but Ms. Chen disagrees.

Jia Chen



Gabby Lopez






Gabby, I don't think I completely agree with you. If this project doesn't work, all of us will get into trouble.

I don't think that's the case, Ms. Chen. We did a survey earlier and we found out it worked. I'd be glad to show you the findings.





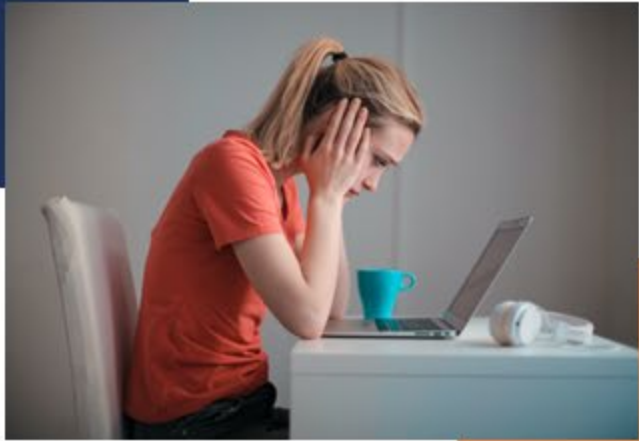


I got that, Gabby. I'm so sorry.  
I didn't mean to offend you.



# Key Vocabulary

Learn the new words and answer the questions.



## trouble

*(n.) difficulty or problems*

e.g. She has **trouble** logging into the website.



## survey

*(n.) a collection of information on a particular subject*

e.g. It's necessary to take the **survey** before going out.



## offend

*(v.) to cause someone to be angry, annoyed or insulted*

e.g. She didn't mean to **offend** her with her words.

## Dialogue Review

Have a role play and answer the questions.



*Gabby just finished her presentation on a new project but Ms. Chen disagrees.*

**Ms. Chen:** Gabby, I don't think I completely agree with you.

If this project doesn't work, all of us will get into **trouble**.

**Gabby:** I don't think that's the case, Ms. Chen. We did a **survey** earlier and we found out it worked. I'd be glad to show you the findings.

**Ms. Chen:** I got that, Gabby. I'm so sorry. I did not mean to **offend** you.



Let's check the learning goals!



*Gabby just finished her presentation on a new project but Ms. Chen disagrees.*



## 1. Expressing an argument

Ms. Chen: Gabby, ***I don't think I completely agree with you.***

If this project doesn't work, all of us will get into trouble.

Gabby: ***I don't think that's the case,*** Ms. Chen. We did a survey earlier and we found out it worked. I'd be glad to show you the findings.

Ms. Chen: ***I got that, Gabby. I'm so sorry. I did not mean to offend you.***



## 2. Solving an argument

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Expressing an Argument

- I don't think that's the case.
- I know what you mean, but...
- I'm with you in some ways, but...
- I don't think I completely agree with you.

Example sentences:

- I don't think I completely agree with you. We will get into trouble if this doesn't work.

If you are not convinced, you can also use:

- I still don't buy it.
- I still don't think so.
- I still can't agree with you.

*How do you usually express an argument?*

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Solving an Argument

- Sorry I didn't mean to offend you.
- Tell me more – I want to understand.
- What can I do to change the situation?

Example sentences:

- I got that. Sorry, I did not mean to offend you.
- Sorry, I misunderstood you. Tell me more – I want to understand.

**You can also use:**

- I got it/ that.
- I am with you on that.
- Yes, you're completely right.

*How do you usually solve an argument?*



# Semi-open Dialogue

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

**Scenario:** Your supervisor lets the other members do loads of work individually with an immediate deadline. You completely disagree with him. How would you deal with the situation?



∴ You can refer to the following key expressions:

- I know what you mean, but...
- I'm with you in some ways, but...
- I don't think I completely agree with you.

## Four Basic Communication Styles



*Which type of communicator are you when facing conflicts?*

# Overview

## Keywords and expressions:

*trouble/ survey/ offend*

I don't think that's the case.

I know what you mean, but...

I'm with you in some ways, but...

I don't think I completely agree with you.

Sorry I didn't mean to offend you.

Tell me more – I want to understand.

What can I do to change the situation?

