



NEW BUSINESS ENGLISH 5

Lesson 49

Sharing and Encouraging



LEARNING GOALS

- ◆ Asking for and Giving Suggestions
- ◆ Showing Encouragement



What would you say?

Scenario: Your co-worker is demotivated because of excessive work load and inconsistent work schedules.



What should I do?

Situational Dialogue


- ▶ Selena shares her demotivation with Jordan.

Selena Leroy



Jordan Brett





I feel stressed out lately due to the rapid increase in clients. I could hardly manage my time. I am unable to keep up and meet everyone's demands resulting in insulting complaints from clients.





I don't know what to do now.
How would you handle this
situation, Jordan?

If I were you, I would streamline
my processes. It's quite a time
saver if you batch your tasks.





Just remain calm and stay professional.
Take your time. I believe you
can make it, Selena!

Thank you so much, Jordan.
It means a lot to me.



Key Vocabulary

Learn the new words and answer the questions.



insulting

(adj.) rude or offensive

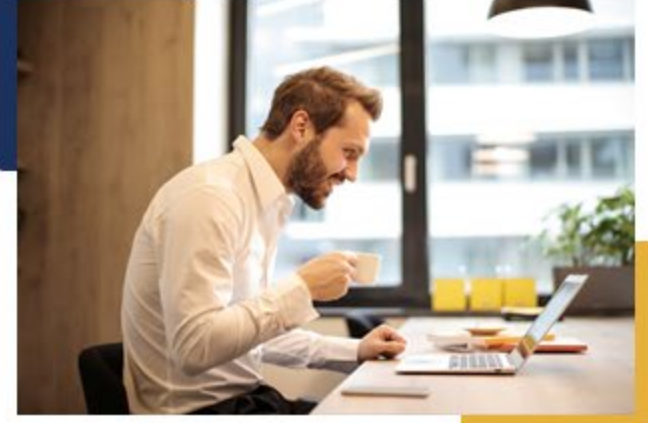
e.g. She can't focus because of the **insulting** feedback she received.



streamline

(v.) to change something so that it works better, esp. by making it simpler

e.g. She doesn't have anything to do after she **streamlined** her tasks.



batch

(v.) to arrange (things) in sets or groups

e.g. You have to **batch** your tasks for you to work more efficiently.

Dialogue Review

Have a role play and answer the questions.



Selena shares her demotivation with Jordan.

Selena: I feel stressed out lately due to the rapid increase in clients. I could hardly manage my time. I am unable to keep up and meet everyone's demands resulting in **insulting** complaints from clients. I don't know what to do now. How would you handle this situation, Jordan?

Jordan: If I were you, I would **streamline** my processes. It's quite a time saver if you **batch** your tasks. Just remain calm and stay professional. Take your time. I believe you can make it, Selena!

Selena: Thank you so much, Jordan. It means a lot to me.



Selena shares her demotivation with Jordan.



1. Asking for and Giving Suggestions

Selena: I feel stressed out lately due to the rapid increase in clients. I could hardly manage my time. I am unable to keep up and meet everyone's demands resulting in insulting complaints from clients. I don't know what to do now. **How would you handle this situation, Jordan?**

Jordan: **If I were you, I would streamline my processes.** It's quite a time saver if you batch your tasks. Just remain calm and stay professional. Take your time. **I believe you can make it, Selena!**

Selena: Thank you so much, Jordan. It means a lot to me.



2. Showing Encouragement

Learning Goals

Learn the key expressions and sentence structures.

∴ Asking for and Giving Suggestions

Asking for Suggestions

- How would you handle this situation?
- What would you advise me to do?
- How would you approach this?

Giving Suggestions

- If I were you, I would...
- I would strongly advise you to ...
- One way would be to ...

Example Sentences:

- How would you handle this problem? – If I were you, I would talk to the clients first.
- What would you advise me to do with this issue? – I would strongly advise you to look for the root first.
- How would you approach this? – One way would be to discuss everything with the team.



What kind of suggestions do you usually give to your colleague?

Learning Goals

Learn the key expressions and sentence structures.

∴ Showing Encouragement

- Take your time. I think you're doing very well.
- Keep going and you'll get there.
- I believe you can deal with + (noun).

Example Sentences:

- Take your time. I think you're doing very well.
- Keep going and never give up. You'll surely get there.
- I believe you can deal with this issue efficiently.
- I believe you have the ability to solve this problem.

Here are some ways to encourage someone:

- notice other people's achievement
- share positive thoughts
- praise even small progress
- introduce other people's achievement or progress



How do you encourage a demotivated person?

Semi-open Dialogue

Have a role play.

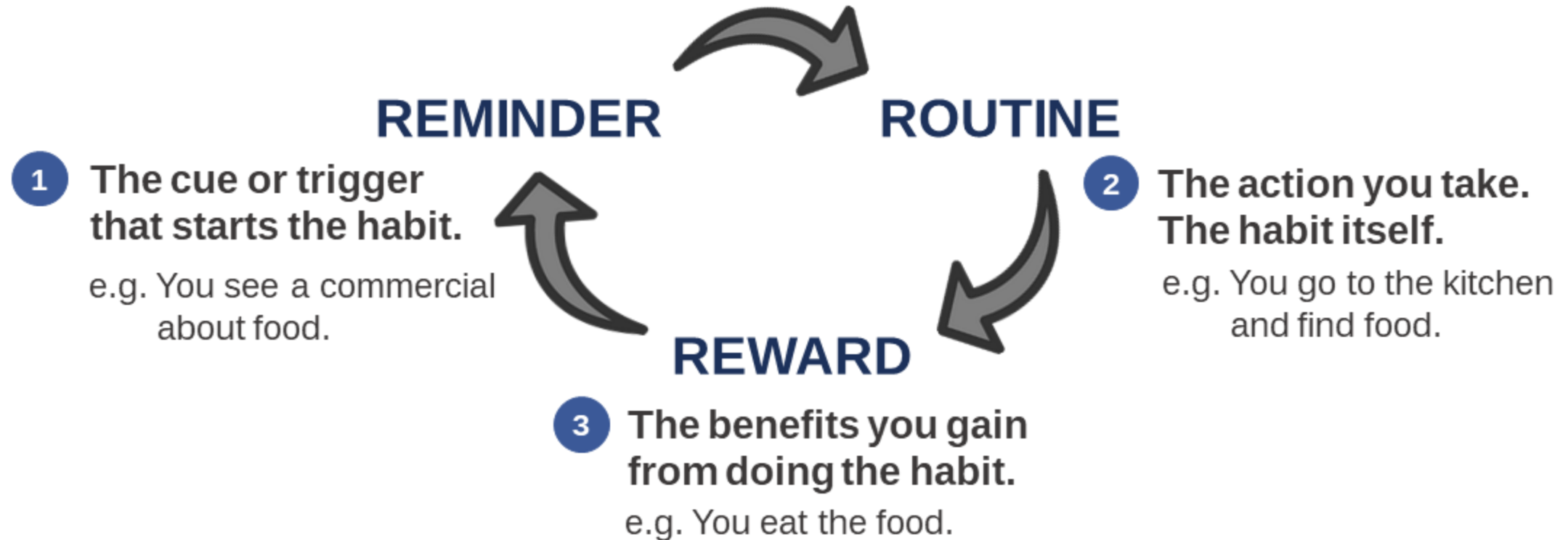
Scenario: Your colleague is feeling demotivated because of an error she accidentally committed. Motivate her by giving suggestions and showing encouragement.



∴ You can refer to the following steps:

- How would you handle this situation?
- If I were you, I would ...
- I believe you can deal with + (noun)

∴ The 3R's of Habit Formation



Overview

Keywords and expressions:

insulting/ streamline/ batch

How would you handle this situation? - If I were you, I would ...

What would you advise me to do? - I would strongly advise you to ...

How would you approach this? - One way would be to ...

Take your time. I think you're doing very well.

Keep going and you'll get there.

I believe you can deal with + (noun).

