



# NEW BUSINESS ENGLISH 5

## Lesson 50

### Interrupting a Conversation



# LEARNING GOALS

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- ◆ Interrupting a Conversation
- ◆ Closing a Conversation





# What would you say?

**Scenario:** While in a trade show with your colleagues, an emergency occurred in your office that needs the attention of your manager. However, she is busy speaking to other people at the event.



**How do I approach  
my manager?**

## Situational Dialogue



Kenzo informs Selena about an urgent call from a client.

**Kenzo Hara**



**Selena Leroy**



**Jordan Brett**








Jordan, you always  
share experiences that  
are quite beneficial to me.  
Thanks a million.

No big deal.  
Hope that helps.





Sorry to interrupt, but an urgent issue came up, and it really needs Selena's attention. May I borrow her for a few minutes?

Sure thing!



Selena, I received a phone call from your client. There seems to be an emergency. Please call him back as soon as possible.

Got it.  
Thank you, Kenzo.







It's been great talking with you, Jordan. I have something to deal with, so I'm going to have to excuse myself.

Well, in that case, I won't keep you longer. See you later.

See you!





# Key Vocabulary

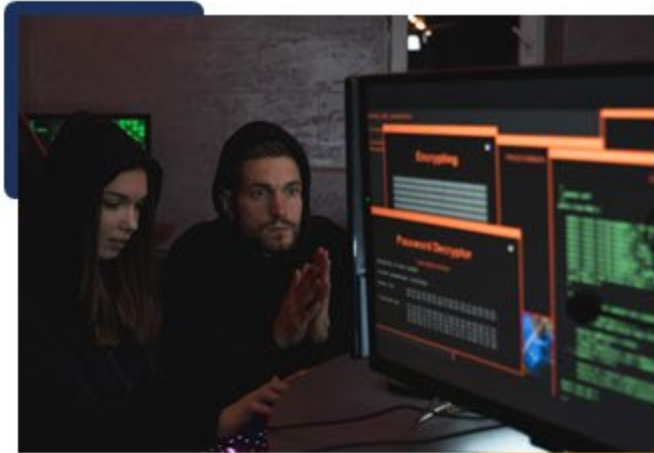
Learn the new words and answer the questions.



## beneficial

*(adj.) helpful, useful, or good*

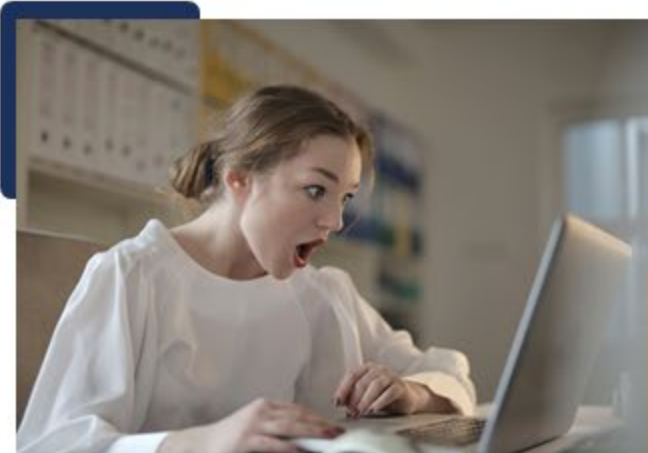
e.g. Organizing a weekly meeting is **beneficial** to everyone.



## come up

*(phr.v.) to happen unexpectedly*

e.g. An issue **came up** when the IT staff was testing the new software.



## emergency

*(n.) a dangerous or serious situation that happens unexpectedly or suddenly*

e.g. She received an **emergency** message about a nearby robbery.

## Dialogue Review

Have a role play and answer the questions.



*Kenzo informs Selena about an urgent call from a client.*

**Selena:** Jordan, you always share experiences that are quite **beneficial** to me.

**Thanks a million.**

**Jordan:** No big deal. Hope that helps.

**Kenzo:** Sorry to interrupt, but an urgent issue **came up**, and it really needs Selena's attention. May I borrow her for a few minutes?

**Jordan:** Sure thing!

**Kenzo:** Selena, I received a phone call from your client. There seems to be an **emergency**. Please call him back as soon as possible.

**Selena:** Got it. Thank you, Kenzo. It's been great talking with you, Jordan. I have something to deal with, so I'm going to have to excuse myself.

**Jordan:** Well, in that case, I won't keep you longer. See you later.

**Selena:** See you!



Let's check the learning goal!



*Kenzo informs Selena about an urgent call from a client.*

**Selena:** Jordan, you always share experiences that are quite beneficial to me. Thanks a million.

**Jordan:** No big deal. Hope that helps.

## 1. Interrupting a Conversation

**Kenzo:** **Sorry to interrupt, but an urgent issue came up, and it really needs Selena's attention. May I borrow her for a few minutes?**

**Jordan:** Sure thing!

**Kenzo:** Selena, I received a phone call from your client. There seems to be an emergency. Please call him back as soon as possible.

**Selena:** Got it. Thank you, Kenzo. **It's been great talking with you, Jordan. I have something to deal with, so I'm going to have to excuse myself.**

**Jordan:** **Well, in that case, I won't keep you longer.** See you later.

**Selena:** See you!



## 2. Closing a Conversation

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Interrupting a Conversation

- Sorry to interrupt, but + **(situation)**.
- Excuse me, may I interrupt? **(situation)**
- I'm really sorry for interrupting but may I borrow **(person)** for a few minutes?

Example sentences:

- Sorry to interrupt, but I need to confirm something from him.
- Excuse me, may I interrupt? Could you clearly explain these things to me?
- I'm really sorry for interrupting but may I borrow Mr. James for a few minutes?

You may want to interrupt to:

- Ask for details
- Clarify something that was said
- Give your opinion about something
- Deliver a message
- Join a conversation



*How do you politely interrupt a conversation?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Closing a Conversation

- It's been great talking with you, (person). But I have ...
- So, I'm sorry I'll have to excuse myself.
- In that case, I won't keep you longer.
- Well, I'll let you head back to...
- I know you've got..., so I'll let you go back to...

Example sentences:

- It's been great talking with you, but I have to call someone urgently.
- Well, I'll let you head back to your office to continue what you're doing.
- I know you've got a lot of things to do, so I'll let you go back to your workstation.



*What do we need to consider when closing a conversation?*

# Semi-open Dialogue

Have a role play.

**Scenario:** Your team leader is having a discussion with some colleagues but suddenly you received an urgent call from a client. Inform your team leader about it.

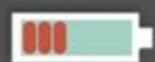


∴ You can refer to the following key expressions:

- Sorry to interrupt, but...
- Excuse me, may I interrupt? (situation)
- I'm really sorry for interrupting but may I borrow (person) for a few minutes?



### ⋮ Signs That Someone Is Not Interested in the Conversation



They're not  
matching  
your energy.



They're not  
trying to get  
to know you.



They're  
taking a while  
to respond.



They don't  
listen to what  
you have to say.



*What do you do if someone is not interested in the conversation?*

# Overview

## Keywords and expressions:

beneficial/ thanks a million/ come up/ emergency

Sorry to interrupt, but + (situation).

Excuse me, may I interrupt? (situation)

I'm really sorry for interrupting but may I borrow (person) for a few minutes?

It's been great talking with you, but I have to...

Well, I'll let you head back to...

I know you've got..., so I'll let you go back to...

*Made by Keanu*

*Proofread by Turner*

