



COAL

Expressing Doubts and Uncertainty



Warm-up

- When do you express uncertainty and doubt?
- What would you say when you express uncertainty and doubt?





Peter: As you may know, a lot of our **longest-tenured** employees, especially those **proficient**, are leaving the company. The reason they give upon quitting is that they are overwhelmed by the amount of work. What do you think?

Mary: I'm not a hundred percent sure about that. The employees have worked in the company for years, so they should already be familiar with its **workflow** and **pace**.

Copper: Exactly. I have some doubts about their real reasons for quitting the job.

There's a chance they might have been **poached** by **headhunters**. Another possible reason is they are **discontented** with poor management from managers and supervisors.

Role-play

Read the dialogue and answer the questions.

Peter: As you may know, a lot of our longest-tenured employees, especially those proficient, are leaving the company. The reason they give upon quitting is that they are overwhelmed by the amount of work. What do you think?

Mary: I'm not a hundred percent sure about that. The employees have worked in the company for years, so they should already be familiar with its workflow and pace.

Copper: Exactly. I have some doubts about their real reasons for quitting the job.

There's a chance they might have been poached by headhunters. Another possible reason is they are discontented with poor management from managers and supervisors.

Learning Goal

...: Expressing Doubts and Uncertainty

- > I'm not a hundred percent sure about/ that...
- ➤ I have some doubts about...
- > There's some doubt in my mind about...
- > To the best of my knowledge, ...

Example sentences:

- I'm not a hundred percent sure that information is accurate.
- I have some doubts about the outcome of our project.
- There's some doubt in my mind about how to market our products globally.
- To the best of my knowledge, no similar products have been published.

Expressing doubt is also used as a polite way to say that someone is wrong.

Ex. Instead of "You are wrong." You can say "I have some doubts about that."

Learning Goal

.:: Expressing Doubts and Uncertainty (Idioms)

I'm of two minds...

undecided or don't feel certain about something

I'm on the fence...

when you're on the fence, you're undecided

...up in the air

means that the decision is not yet settled

I'm having second thoughts.

already made a decision and immediately regret it ... I got cold feet

a feeling of some uncertainty about a decision that you've made

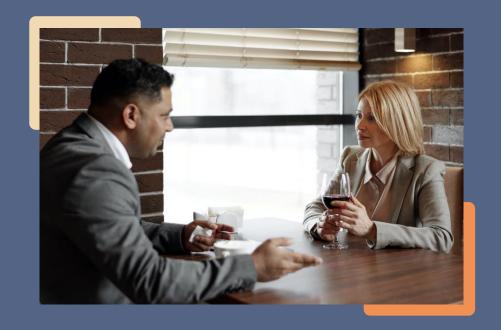
Example sentences:

- I'm of two minds on whether I should take this promotion.
- I'm on the fence about signing the contract.
- The negotiation is still up in the air.
- I've already made a deal with the client and signed the papers. I'm having second thoughts.

Oral Practice

Scenario:

You and your business partner are discussing the projected budget for your next business venture. You are doubtful of his proposed budget. Briefly share your thoughts about it.



.:: Expressing doubts and uncertainty:

- I'm not a hundred percent sure about/ that...
- I have some doubts about...
- There's some doubt in my mind about...

Coffee Break

Tips to Reduce Employee Turnover and Retain Top Performers



Assign duties based on skills



Allocate flexibility in schedules



Prioritize active listening



្ហី្រំ Build a sense of community



Measure eNPS



Reward continued growth



Provide clear job expectations



Do an exit interview



- 1. What do you think is the reason behind employee turnover?
- 2. Which ones do you think are the most effective to reduce employee turnover?

Overview

Keywords and expressions:

longest-tenured/ proficient/ workflow pace/ poached/ headhunters/ discontented

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I have some doubts about...
There's some doubt in my mind about...

I'm of two minds...
I'm on the fence...
...I'm having second thoughts.



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