

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A laptop screen in the foreground displays various business charts and graphs. A teal-colored geometric overlay covers the left and bottom portions of the image. The text 'NEW BUSINESS ENGLISH 6' is written in a large, bold, dark blue font across the teal area. The text 'Lesson 9 Staff Turnover' is written in a smaller, teal-colored font on a dark blue background in the bottom right corner.

NEW BUSINESS ENGLISH 6

Lesson 9 Staff Turnover



LEARNING **GOAL**

- ◆ Expressing Doubts and Uncertainty



Warm-up

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





High employee turnover has been a recurring problem throughout the company. Some staff members are discussing the reasons for employee turnover.

Situational Dialogue

Listen to the audio.

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...*

Tips to Reduce Employee Turnover and Retain Top Performers



Assign duties based on skills



Allocate flexibility in schedules



Prioritize active listening



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*

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...

I'm of two minds...

I'm on the fence...

...I'm having second thoughts.

