

## Week 3 – Term 1 – JUNE 2016 – Class Contents – **ADVANCED** Class

### Agenda

- 1. **LEARN:** 3 Business Concern QUESTIONS
  - 2. **LEARN:** 3 Pre-Comment Phrases
  - 3. **LEARN:** 3 Business Concern Phrases
  - 4. **CHECK:** Homework Assignment
  - 5. **ACTIVITY:** “Discussion” Practice
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### **LEARN: 3 Business Concern QUESTIONS**

- 3 KEY QUESTIONS to express “concerns” in business situations:
- 1. *Is there anything that you are concerned about at the moment?*
- 2. Do you have any concerns regarding..?
- 3. Any concerns at the moment?

### **LEARN: PRE-COMMENT Phrases**

- 3 KEY Phrases to use BEFORE your say your “main” point in business situations:
- 1. **Actually**, (Pause 1 second)
- 2. **To be honest**, (Pause 1 second)
- 3. **Quite frankly**, (Pause 1 second)

## LEARN: 3 Business Concern Phrases

- Your client says:
- **Client:** *Is there anything that you are concerned about at the moment?*

Your ANSWER: Use 3 Business Concern phrases

### Business Concerns: 3 KEY PHRASES

1. I'm a little concerned about....
2. I'm really concerned about....
3. I have some concerns about.....

➔ Now, let's look at some CULTURE VOCABULARY Differences!

| USA English   | UK English   |
|---|--|
| <ul style="list-style-type: none"><li>• 1. a little</li><li>• 2. really</li></ul>                                 | <ul style="list-style-type: none"><li>• a bit</li><li>• quite</li></ul>  |
| <ul style="list-style-type: none"><li>• I'm <u>a little</u> tired.</li><li>• This is <u>really</u> good</li></ul> | <ul style="list-style-type: none"><li>• I'm <u>a bit</u> tired.</li><li>• This is <u>quite</u> good.</li></ul> |

## LEARN: 3 Business Concern Phrase #1

- "I'm a little concerned about...."
- Examples:
- 1. I'm a little concerned about the problem with our Vietnam vendor.
- 2. I'm a little concerned about the bugs in our software.
- 3. I'm a little concerned about the delay of our project schedule.
- **TASK:** Now make your 3 original examples.

## LEARN: 3 Business Concern Phrase #2

- “I’m really concerned about....”
- Examples:
- 1. I’m really concerned about last year’s result.
- 2. I’m really concerned about our meeting next week with our client.
- 3. I’m really concerned about the low motivation in our section.
- **TASK:** Now make your 3 original examples.

## LEARN: 3 Business Concern Phrase #3

- “I have some concerns about....”
- Examples:
- 1. I have some concerns about if we will be able to finish on time or not.
- 2. I have some concerns about the launch date of our new product.
- 3. I have some concerns about what you just mentioned regarding our FY15 sales.
- **TASK:** Now make your 3 original examples.

## **HOMEWORK:**

- **Directions: Write ONE concern for each topic:**
- **1. Your current job**
- **2. Your current project**
- **3. A specific issue or problem in your work**
- **Total: 3 Opinions**
- **(Include details, reasons, examples, Ending Sentence, and “Throw back sentence” for each concern)**

**NOTE:** Please **TYPE** and **PRINTOUT** your homework and bring it to class.

----- END OF LESSON -----