

# Giving Encouragement



## This week...

Jack has just started a new sales job and he has failed to land his first client. He's feeling disappointed. Peter is giving him some encouragement.

## Lesson Objectives...

- Expressing your feelings
- Encouraging others

## Business English Conversation

## Advanced Class



Who do you usually turn to for encouragement?

# Picture Description

Why does he look so upset?



B



A

What happened to the man?

<b>Peter</b>	<b>You're looking</b> a little down <b>today</b> . What's the matter?
<b>Jack</b>	The deal I was putting together fell through, and we've lost the client!
<b>Peter</b>	That's frustrating! Try not to take it personally. These things happen.
<b>Jack</b>	<b>Thanks, but I should have</b> handled the negotiations better.
<b>Peter</b>	Well, this is just the beginning of your career in this department. <b>I'm sure you will</b> do better <b>next time</b> .
<b>Jack</b>	<b>I'll try not to</b> let it get to me, but I am really disappointed at the moment.
<b>Peter</b>	It's OK to fail, as long as you learn from your mistakes.
<b>Jack</b>	Thanks. I appreciate your support. It means a lot.

You're looking very energetic today.



1. You're looking ..... today.
2. Thanks, but I should have .....
3. I'm sure you will ..... next time.
4. I'll try not to .....

## Role Play – Giving Encouragement

**Student B** has failed in a task. **Student A** is giving him/her words of encouragement to make him/her feel better.



**Student A:** Tell **Student B** that you notice he/she is looking down and ask what is wrong.

**Student B:** Tell **Student A** that you failed in a particular task.

### Key Phrases

- You're looking a little down today. What's wrong?
- Try not to take it personally.
- These things happen.
- I'm sure you will do better next time.
- As long as you learn from your mistakes.
- I really messed up.
- I really should have ....
- I can't believe I did that!
- Thanks. I appreciate your support. It means a lot.
- *Other*

### Failed Tasks

- bad presentation
- didn't close important deal with new client
- forgot about an important meeting
- forgot to call back an important client
- *other*

## Agree or Disagree



1. Making mistakes is one of the best ways to learn.
2. Advice is more important than encouragement.
3. It's annoying to be told 'don't worry' when you make a mistake.

- How do you feel when you make a mistake at work?
- Are you good at encouraging people?
- What is the best advice you have ever received?



- encouragement - *Thanks for your words of **encouragement**.*
- disappointed - *I'm **disappointed** with my performance.*
- down - *I'm feeling a little **down** today.*
- fell through - *The deal with the new client **fell through**.*
- frustrating - *It was a very **frustrating** experience.*
- mistake - *I'll try not to make the same **mistake** again.*
- negotiations - *I think the **negotiations** went well.*