

# 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

## Basic Class

## Warm Up – Topic Question



Who do you talk to when you need encouragement?

Why does he look so upset?



B



A

What happened to the man?

\*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

\*Create simple sentences using the vocabulary

1. opportunity
2. negotiation
3. worry
4. mistake

I made a bad **mistake** yesterday at work.



1. **I failed to** get the contract signed.
2. **Thanks, but I should have** been more careful.
3. **I'm sure you will** do better with the next project.
4. **I'll try not to** make the same mistake again.

- Words
- Phrases

Peter	You look a bit down. What's wrong?
Jack	I failed to land my first client.
Peter	Don't be too hard on yourself. There will be other opportunities.
Jack	Thanks, but I should have managed the negotiations better.
Peter	Well, I'm sure you will do better next time.
Jack	I'll try not to let it worry me too much.
Peter	As long as you learn from your mistakes, it is OK.
Jack	Thanks. I appreciate your support.

1. I failed to .....
2. Thanks, but I should have .....
3. I'm sure you will .....
4. I'll try not to .....

# Responses - Prepositions

\*please select the most appropriate response for each item below:

1. A: Since Michael went away I'm doing the work .... two people.  
B: Don't worry. He'll be back tomorrow.

on / for / to

2. A: I'm really stressed because I think the boss will blame me.  
B: Calm down. The problem is only .... your head.

in / on / with

3. A: I got into an argument .... my client yesterday.  
B: Oh no! I hope we can fix this.

at / in / with

4. A: I need to talk to the boss about a mistake I made.  
B: She's not .... the office at the moment.

in / to / for

5. A: I think there are some mistakes .... this document.  
B: Let me have a look. I'm sure we can find them together.

for / at / in

6. A: I'm worried that the manager will be angry .... me.  
B: I'm sure she won't be. We all make mistakes!

in / of / at



# 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: You look a little down today. What's wrong?

Student B: I **Failed Tasks** .

\* Continue the conversation using the **Key Phrases** and **Failed Tasks** from below.

## Key Phrases

- Don't be too hard on yourself.
- There will be other opportunities.
- I'm sure you will do better next time.
- As long as you learn from your mistakes.
  
- Thanks, but I should have ....
- I'll try not to let it worry me too much.
- Thanks. I appreciate your support.
- *Other*

## Failed Tasks

- gave a bad presentation.
- didn't close important deal with our new client.
- forgot to go to an important meeting.
- forgot to call back an important client.
- *other*

- Are you good at encouraging other people?
- How do you feel when you've made a big mistake?

- encouragement - *Thanks for your words of **encouragement**.*
- disappointed - *I'm **disappointed** with my performance.*
- down - *I'm feeling a little **down** today.*
- mistake - *I'll try not to make the same **mistake** again.*
- opportunity - *It is a good **opportunity** to learn.*
- negotiations - *I think the **negotiations** went well.*
- worry - *Try not to **worry** too much.*