

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

Super Class

Warm Up – Topic Question



Who do you usually turn to for encouragement?

Picture Description

Why does he look so upset?



B



A



Peter	I can't help noticing you're looking a bit depressed. What's up?
Jack	The big contract I was arranging fell through at the last minute. I completely blew it . The boss is not going to be happy.
Peter	Try not to let it upset you. We all make mistakes from time to time. I'm sure he will understand.
Jack	Thanks. I really should have handled myself better during the negotiations.
Peter	Well, we all have to learn one way or another. Think of it as a learning opportunity.
Jack	I know, but it is just so hard to accept that everything fell apart because of me.
Peter	Don't beat yourself up over this. It's OK to fail as long as you learn from your mistakes.
Jack	Yeah, I suppose you're right. Thanks for the words of encouragement.



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

Key Phrases

- I can't help noticing you are looking a little depressed. What's up?
- Think of it as a learning opportunity.
- Don't beat yourself up over this.
- As long as you learn from your mistakes.
- I completely blew it.
- I really should have
- I can't believe I did that!
- Thanks for your words of encouragement.
- *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*



Talk about one of the following topics for one minute:

1. The differences between giving advice and giving encouragement.
2. How to recover after making a big mistake at work.
3. The effects of a positive attitude.

*Other students in the class, ask one question each to the presenter after the speech

- Are you good at encouraging your co-workers?
- Is it better to encourage someone, or give them practical advice on fixing their problems?
- Do you ever get annoyed when people tell you not to worry?

If I don't start to improve my performance, I will be **out on my ear**.



on the warpath – very angry and ready to have an argument

- The boss will be **on the warpath** when she finds out what you did!

out on your ear – to be fired, disgraced, with no support

- You only get one warning. After that you'll be **out on your ear**!

a pick-me-up – something to encourage and cheer you up

- I ate some chocolate as I needed a bit of **a pick-me-up**.