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

Giving Encouragement

Super Class

Warm Up - Topic Question

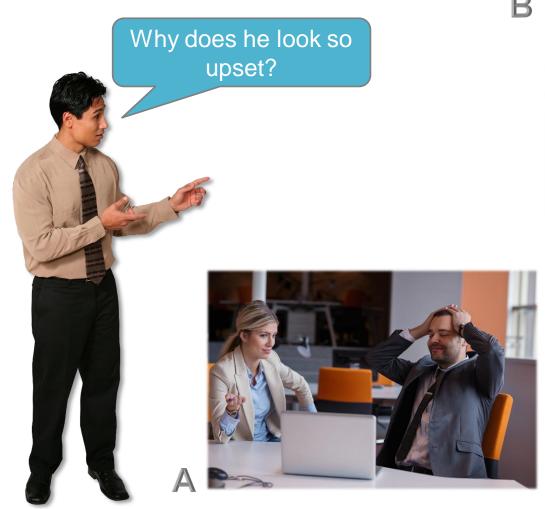




Who do you usually turn to for encouragement?

Picture Description









Peter

Jack

Peter

Jack



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. Try not to let it upset you. We all make mistakes from time to time. I'm sure he will understand.

Thanks. I really should have handled myself better during the negotiations.

Well, we all have to learn one way or another. Think of it as a learning opportunity.

I know, but it is just so hard to accept that everything fell apart because of me.

Don't beat yourself up over this. It's OK to fail as long as you learn from Peter your mistakes.

Yeah, I suppose you're right. Thanks for the words of encouragement. Jack

Super Class

Copyright © 2021 Lyngo LLC

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.

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

One Minute Talk





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

Discussion



- 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?

Idioms



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.