



# Business English II.

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Luke Ponsford



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English teacher

My name is Luke Ponsford. With over a decade of experience in teaching both general and business English, I'm here to guide you through the complexities of using English in a business setting. Before embarking on my teaching career, I gained invaluable experience working in various UK companies, collaborating with non-native English speakers. This unique background has given me deep insights into the specific challenges you may encounter.

If you're eager to improve your business English and communicate more effectively in your professional life, let's get started. Together, we can turn your language challenges into strengths.

Do you understand how to

- | **paraphrase**
- | **ensure**
- | **comprehension**
- | **effectively convey**

your point?



Course launch

# Small talk - Introducing yourself

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## | Some basics

- Hi, my name's .... I'm from ...
- As most of you will know, I'm...
- For those of you who don't know me yet, I'm...
- I'm accountable/responsible for...
- My responsibilities include...
- I'm empowered to... and have the task of...
- Lately I've been concentrating on...
- This entails,...

## | Explaining why you are there

- What's the point of me being here today?
- Why am I here today?
- What's my reason for being here today?
- I hope to share some of my ideas with you.
- I'm here today to...



# Reacting & continuing

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## | Reacting using simple structures

- Really?, REALLY?
- I see.
- What a ... (coincidence/nightmare...).
- That's... amazing/incredible/terrible.
- That sounds... interesting/amazing/awful.

## | Reacting to negative news

- Oh dear...
- Oh, I'm (so) sorry to hear that.

## | We also often use

- Echoing (repeating a keyword)
- Follow up questions to show interest and keep the conversation flowing.

# Questions Answers

## Catching up with colleagues and acquaintances

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### | Continue the conversation beyond the simple greeting

- What are you working on at the moment?
- How about you?
- Do you still...?
- Are you still...?
- So how's ... going?

### | To reply to these questions or offer a comment, we would say

- It's a lot of fun, too.
- I don't ... as much as I used to.
- I've just come back from...
- I haven't ... for ages.
- We're really busy - as usual.
- Always different. And it keeps me on my toes.
- You know (how it is), no rest for the wicked.



# Agreeing & disagreeing

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## | Strong agreement

- You're perfectly/absolutely right.
- I couldn't agree more.
- Exactly.
- Absolutely.

## | Mild agreement or resignation

- You may be right (there).
- That's true, I suppose.
- I suppose so.

## | Mild disagreement

- That's not really how I see it.
- I don't really agree.
- I can't really go along with that/you there.
- I think you're mistaken.
- I'm afraid I can't (really) agree with you there.

## | Disagreeing strongly

- I'm sorry, that's out of the question.
- I think you're wrong.
- Of course not.

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# Being persuasive

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## | Focusing on emotions

- Although/Though/Even though we had some ..., they were ... to work/cooperate with.
- It may have gone ... , but I feel/believe that everyone ...
- I personally feel/feel/believe that...
- My instinct/feeling would be/is to go back to them and ...
- I think/feel/believe you're being too...

## | Focusing on facts

- It's there in black and white.
- I know everyone was ..., but ... a problem.
- We can't let our feelings cloud our judgment.
- The fact of the matter is ...
- It's true that ..., but...
- The evidence/feedback/results/figures from the survey/last quarter... clearly show(s) that...



**Checking**  
**understanding,**  
**paraphrasing,**  
**getting** your  
**point across**

- | Reformulating or paraphrasing
- | Clarifying
- | Illustrating a point or giving an example
- | Checking understanding
- | Checking your own understanding
- | Seeking clarification
- | Acknowledging and showing understanding
- | Offering a summary



# Negotiating

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## | Initiating a negotiation

- Could you make do with...?
- Would you be happy with...?
- Would you consider...?
- What would you think of...?

## | Willing to negotiate

- Let's try to find a way round this.
- That's not out of the question.
- I'd be happy to...

## | Unwilling to negotiate

- I have to say no to...
- The decision is out of our hands.
- That's out of the question.

## | Probing

- What sort of numbers are you looking for?
- What are we looking at in the way/terms of...?
- What are we looking at in terms of discount
- What did you have in mind regarding...?
- What were you thinking of in terms of ...?

## | Bargaining

- I could offer..., but I'd expect...
- If ..., then
- As long as ..., then...
- On condition that ...,
- Provided that..., then...

## | Reaching agreement

- I'm happy with that.
- That sounds like a plan.
- I can live with that.
- That sounds feasible.
- I think that covers everything.
- Let's go over the main points.
- On/In terms of..., we've agreed that...
- As far as ... is concerned, we've agreed...

# Dealing with difficult questions

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## | **admitting ignorance...**

- I'm afraid I don't know any more than you (do).
- Sorry, I don't know what you mean.
- I'm afraid I'm not up to speed on that.
- Sorry, I'm not sure I know the answer to that.

## | **stalling for time...**

- I can't give you an answer off the top of my head.
- I'll have to think about it.
- Sorry, I can't give you an answer straight away.
- I'm afraid I'll need/have to check ... with...
- I'll have to get back to you on that (one).

## | **Refusing to answer**

- I'm sorry, I can't answer that.
- I would prefer not to talk about it.
- I'm afraid I can't disclose/divulge that information  
- it's confidential.

## | **avoiding the question**

- Well, it's not (quite) that straightforward.
- It's hard to say at the moment.
- I can't really comment (on that).

## | **distancing from the question**

- I'm afraid I'm not (really) in a position to talk about that/answer that.
- It's not for me to say.
- It's nothing to do with me.

# Saying and avoiding **NO**

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## | Saying NO

- There's no way...
- Let me tell you what...
- Besides that, ...
- For one thing...
- For this precise reason, ...
- To put it simply, ...

## | Avoid saying NO

- Have you tried...?
- Have you asked...?
- Hmm, I don't have a lot of time at the moment.
- I'd love to help, but...
- It may/might be a bit problematic/difficult.
- Try/Ask me again when...
- I've got too much on my plate (idiomatic)
- I'll give it some thought.
- I can't promise anything.



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YOU  
GOT  
THIS

## Congratulations!

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### Key features

- | Enhanced Small Talk Abilities
- | Effective Communication Techniques
- | Advanced Negotiation Skills
- | Conflict Management
- | Proficiency in Expressing Dissatisfaction and Disagreement
- | Improved Presentation Skills
- | Cultural Competence
- | Effective Handling of Difficult Questions
- | Refined Listening and Response Skills

