

Intake File Topic 11. Giving Good and Bad News

Step 1. Target language review 重点词组句型复习 (课程当天截图提交)

(Highlight 20-30% out of the target language points to give yourself more focus when doing the daily personalization and review)

Vocabulary	Sentence structures
<ul style="list-style-type: none"> · some not-so-good news · make significant headway · align well with · the target compound · show excellent purity and yield · on track with the timeline · optimize the process · move forward with · consistency and scalability · a minor setback · raise regulatory concerns · transparency · conduct a thorough analysis · proactive approach · complex synthesis · allocate resources · significant challenge · revised timeline and budget · eliminate the impurity effectively · A high-quality final product · kick the can down the road · updated plan and budget · informed decisions · A successful outcome · impact the timeline and budget 	<ul style="list-style-type: none"> · be committed to (doing)... · I wanted to update you on... · There's no need to (do) · How's everything going on the... · I'm pleased to report that... · We're confident that... · What can you tell me about...? · I'm happy to report we're on track with... · Currently, we're in the process of (doing)... · We anticipate that... · Once...we'll... · My best guess is that... · Unfortunately, there is a minor setback in terms of... · It seems like it will be a significant challenge to (do)... · My best guess is that .. · provide sb. with sth. · We'll keep you updated on... · However, this may require... · I appreciate your dedication to (doing)... · It's better to (do) rather than (doing).
	Communication tools
	<ul style="list-style-type: none"> · I hope you're doing well. · I wanted to update you on the progress of... · There's no need to be so formal. · That's fantastic news! · It's proceeding smoothly. · Is there anything else I should be aware of? · At this stage it's a bit too early to tell how long it will take. · What can we do to address this issue? · We're committed to solving this issue. · I appreciate that. · If you have any further questions or need clarification, please don't hesitate to reach out. · Thank you for your dedication to resolving this issue. · I'm confident in your team's expertise. · We'll keep you updated on our progress.

Conversation :

Part1

CRO: Good morning, Mr. Anderson. **I hope you're doing well. I wanted to update you on the progress of** our ongoing chemistry synthesis project.

Client (Mr.Thomas Anderson): Good morning! **I'm looking forward to hearing the latest developments** but please, call me Thomas. **There's no need to be so formal. How's everything going on** the synthesis front?

CRO: There's some good news and some not-so-good news.

Client: Well, let's start with the good news.

CRO: **I'm pleased to report that** we've made significant headway in the synthesis phase of the project. Our team **has successfully** synthesized the target compound, and it's showing excellent purity and yield, meeting the specifications we discussed. **We're confident that** this compound aligns well with your project goals.

Client: **That's fantastic news! I'm glad to hear about** the successful synthesis. **What can you tell me about** the timeline for the upcoming steps?

CRO: **I'm happy to report** we're on track with the timeline you provided. **Currently, we're in the process of** optimizing the synthesis process to ensure consistency and scalability. **We anticipate that** within the next few weeks, **we'll** be ready to move forward with the scale-up and production phases.

Client: **That's great to hear,** and it sounds like everything is proceeding smoothly. **Is there anything else I should be aware of?** You mentioned some not-so-good news?

CRO: **Unfortunately,** there is a minor setback in terms of impurity profiles. **Although** the compound's overall purity meets the criteria, **we've identified** a low-level impurity that, **while not directly impacting** the compound's safety or efficacy, might **raise regulatory concerns**.

Client: I see. I appreciate your transparency. What can we do to address this impurity issue?

CRO: We're already working on it. **Our team is conducting** a thorough analysis to pinpoint the source of the impurity. **Once identified, we'll** develop strategies to minimize or eliminate it from the final product. However, **this may require** some additional steps in the synthesis process, which could impact the timeline.

Client: Thank you for the update and your proactive approach to this issue. I understand that challenges can arise in this kind of complex synthesis.

Part2:

Client: How exactly will this impact our timeline and budget?

CRO: Well that depends. **At this stage it's a bit too early to tell how long it will take.** It seems like it will be a significant challenge to remove this impurity. **My best guess is that it may add some time to** the project timeline, **likely** a few weeks. **In terms of** budget, we'll need to **allocate resources** for the additional work required to eliminate the impurity effectively. We'll provide you with a revised timeline and budget to reflect these changes.

Client: I appreciate your dedication to resolving this impurity issue, and I'm confident in your team's expertise. Let's move forward with the necessary steps to ensure a high-quality final product. I think it's better to solve these problems now **rather than** kicking the can down the road. Please provide me with the updated plan and budget as soon as possible.

CRO: Absolutely, **we'll ensure that** you have all the details you need to make informed decisions. **We're committed to** solving this issue, and **we'll keep you updated on our progress**.

Client: Thank you for your professionalism and commitment to this project. I'm confident that, **despite this challenge, we'll achieve a successful outcome**.

CRO: You're very welcome, Thomas. If you have any further questions or need clarification on any aspect, **please don't hesitate to reach out**.

Client: Thank you, I appreciate that. Thank you for the update, and let's continue making progress.



ELITE LEARNING