

Language tool

Topic 5. Using diplomatic language

(Highlight 20-30% to give yourself more focus when doing the daily personalization and intermittent review)

Step 1. Work through the useful structures you met in this topic. Notice the functional language use applied in communication.

*Items marked with * do not appear in the conversation, but belong to the same functional group. *

Reassuring your counterpart / softening bad news

- Hopefully (it's) nothing too major; it's just that...
- We've hit a bit of a stumbling block on...
- We've reached a bit of an impasse
- *We've run into a few issues...
- Despite...we've, unfortunately, been unable to...
- We're pretty confident that..., but I'm afraid it's likely to require some additional time.
- I'm afraid we really don't have much wiggle room on this occasion.
- Don't worry, you're not in any kind of trouble. But we are a little concerned about...
- ...is quite a bit lower than...
- It's not that...; it's just that...
- It is/was only a minor issue, but...
- It's okay, these things happen.
- It seems that... / *It appears that... / *It's looking like...
- The good news is that...
- provided that....we're all set

Asking for input / opinion

- I thought it might be best to/ it would be best to consult (with) you about....
- What're you thinking?
- Can I ask why you think that is?
- *What are your thoughts on that?
- *We'd like to get your input on...

Giving input/opinions

- I've talked it through with my team, and we've come to the conclusion that...
- It seems that our best bet is to...

- I'm afraid we don't have a n awful lot of....to spare.
- We could really do with ...
- In that case, I think we should probably...(play it safe)...
- Do you think it's worth....?
- Just to be on the safe side, perhaps we should....
- Do you not think it's at least worth trying?
- How about we...?
- I think with the benefit of hindsight it wasn't the right call in this instance.

Diplomatically/respectfully expressing disagreement or concern

- Normally that wouldn't be a problem, but...
- I know you were skeptical, but I think it's worth a shot.
- I know we dismiss dit before, but do you think it's worth revisiting?
- It's certainly an interesting idea, but...
- In light of..., I think it'd be somewhat of a gamble.
- I don't want to dismiss it outright, but it seems to me it would...
- I understand your reservations, but...
- What makes you think...?
- Don't get me wrong. I absolutely agree with you that.... It's just that...
- Based on our previous experience, we suspect that...
- I get you, but do you see any viable alternative?
- I (do) understand your position
- We'd be happy to give it a go, but....
- If you like, we can always...

Expressing understanding

- I see.
- Thanks, I (really) appreciate that.
- Thanks for bringing the issue to my attention.

Explaining/reasoning

- ...looks quite promising to me.
- *If we could pull it off, it'd...
- If we can successfully implement...

- If we..., I'm confident that we can...
- It's not as (efficient) as we'd like, but it'll get the job done.
- I'm a little concerned about.../that...will...
- There's (always) the chance that....will/won't...

Making polite requests

- Would it be at all possible for...to...?
- The more time the better.
- *Do you think you could...?
- *Would you mind...?
- *We were hoping that you could...

Closing and agreeing on action points

- It seems we've reached an important juncture. I'll need to consult my team.
- *I'll (definitely) endeavor to...
- When do you need an answer by?
- The more time the better.
- I'll get back to you...with....
- Okay. Let's wrap this up here and...

Step 2. Work with the language list to get fully familiar with the useful lexical and grammatical items. If you don't feel confident about some of them, try to personalize them; feel free to share with the rest of the group and your teachers.

| Vocabulary | Sentence structures |
|--|--|
| major issue reach an impasse problematic replicate (the result/the yield/ etc.) consult smn / consult with smn go ahead push head with sufficient investigate a reasonable time buffer allow for <sth> wiggle room be in the process of have a small window double the efforts expedite explore options dismiss sth outright revisit sth be detailed in be doubtful time constraint practical timeframe an all-or-nothing approach guarantee low/high chance of success hav enormous potential put effort into sth/doing sth perfect (v) attempt sth be hit and miss a viable alternative take [on the additional] risk implement an idea give a [distinct] competitive edge over subsequent batches the remainder of sth get the job done make sth happen get sth out of the way understand repercussions go through with sth inform smn | Anytime. Despite our best efforts, ... Given <sth>/<that..>, ... Provided <clause>, ... We're all set. We could really do with <sth> We don't have an awful lot of <sth> We appreciate that ,but would it be at all possible to... Normally, ...wouldn't be a problem As you know, ... On this occasion we really... If we <do>, it'd mean <doing> To be on the safe side, perhaps, ... It's certainly that I'd love to... In view of..., ... Even if ..., ... Do you not think? I don't want to..., but it seems to me that... Don't get me wrong, I absolutely agree.... It's just that.... Based on ..., we suspect... I'd prefer ...to, but if we can't..., then we may... I do understand your position. However, I have some concerns about ... as... It's not as <adj> as., but... There's always the chance that... If you like, we can always ... Thanks for bringing this issue to my attention. It's seems we've reached an important junction. The more <sth> the better. The <more> the <better>. When it comes to <sth>. In the meantime, ... |