

When you are talking to people in a business situation, it is important to be able to make it clear whether you are talking about a fact, or you are giving your personal viewpoint.



Here are examples of words use to express personal viewpoints:

VERBS: mean, think, expect, believe, would like, understand

Ex.

Sean: I expect you to do that job...I know it's difficult....

Abigail: I do believe that what I've contributed to the department.

Michelle: I mean, I think I've made an effort... I think it's becoming less interesting

ADVERBS: frankly, hopefully, really, just

Ex.

Frankly- means honestly and directly. Often used when the speaker wants to prepare the listener to hear something that he or she knows will make the listener feel uncomfortable.

(Sean: frankly, I've seen very little change.)

ADJECTIVES: important, afraid..

Ex. I'm afraid, despite what you said, I don't want to make a conclusion.

I wasn't particularly happy with what you did.

LET'S TALK

Use the words and phrases expressing personal viewpoints. Read the following situation. Tell if you agree or not.

1. Employees should only be given a pay rise after 10 years of service to the company.
2. An employee who performed less satisfactory should be warned and given a chance to correct his/her mistake.
3. If the client, who complains, yells at you, you should yell back because they are insulting your work and your profession.
4. After being disappointed for not being promoted, you stop working efficiently. Instead you become surly to your co-worker.

LET'S PRACTICE

Choose any situation given above and make a role play out of the given situation using the expression.