

Expressing cognitive attitudes on the phone

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3504X

LANGUAGE
English

lingoda

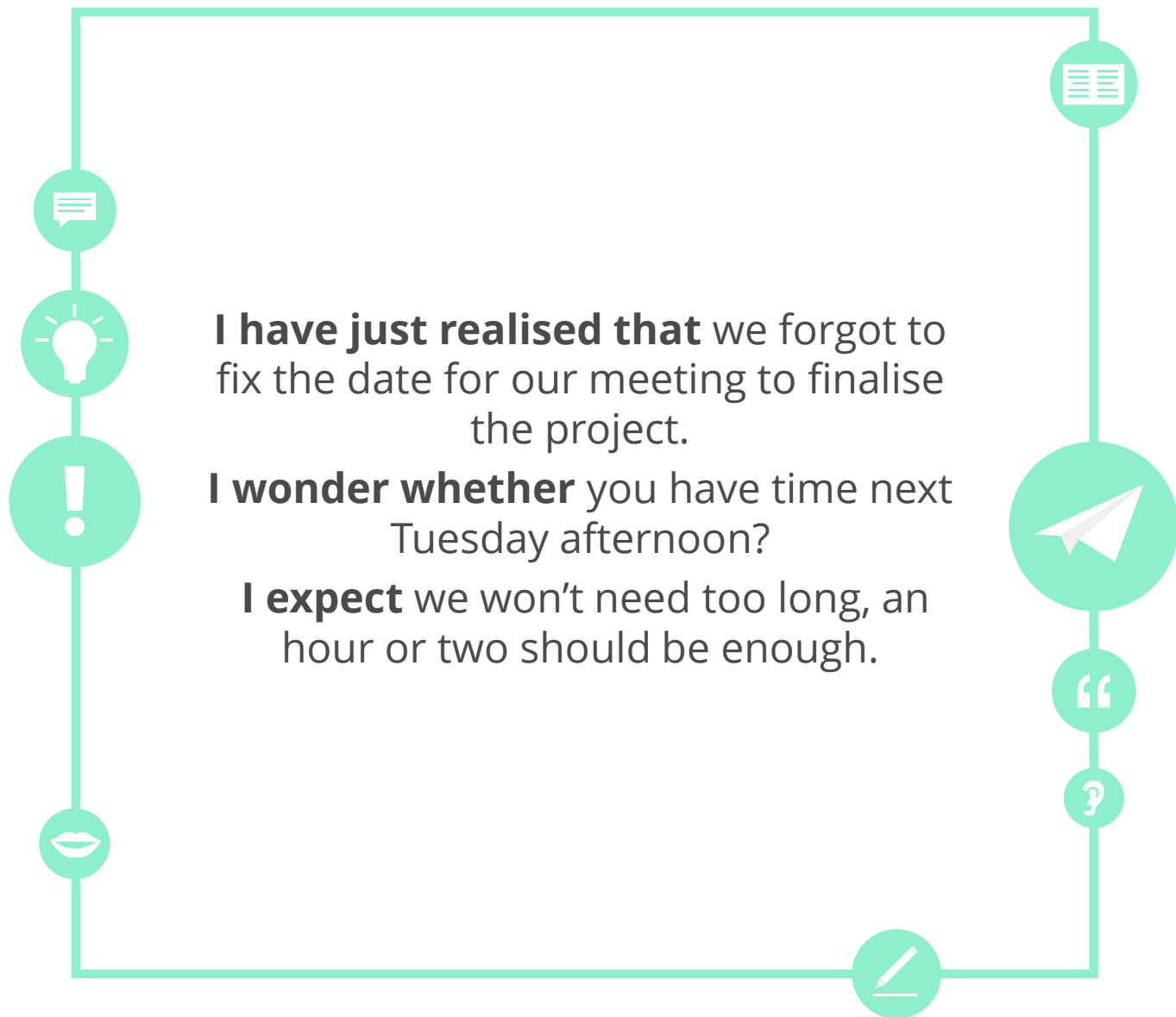




Goals

- Can understand advanced structures to express certainty or lack of it
- Can use new structures to express cognitive attitudes on the phone







Using the phone at work



What was the last phone call you made at work about? On a typical day how many phone calls do you have at work and what are they about?



Phone calls in English

**Do you ever have to speak
on the phone in English?
What do you find
challenging about
speaking on the phone in
English?**



Quick review

How might you use each in a work conversation on the phone?



think

imagine

definitely

maybe

wonder

probably

might

could

should



Expressing cognitive attitudes

- In this lesson, you will learn advanced structures to express cognitive attitudes such as awareness, certainty or the lack of them.

- In the work environment it is essential that you can express yourself effectively in English.
- Check with your teacher, how often do you currently use English at work? Is it mostly by email, on the phone, or in person?





New structures for expressing awareness/knowledge

I have just realised that

I have just realised that Michael is out of the office on Monday. Maybe we can meet on Tuesday instead?



It has occurred to me that

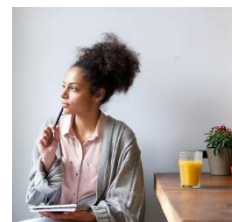
It has occurred to me that if you don't use some of your holiday allowance soon you will lose some of your days since we're nearly at the end of the year.



**I think so
(as an answer)**

Will you hear back from the client by the end of the day?

I think so, they seemed fairly confident they would know the answer by then.



I have the impression that

I have the impression that Mark is finding his new role challenging. What is your impression of his performance?





New structures for expressing scepticism/lack of knowledge

I wonder whether

I wonder whether it might be better to wait until Charlotte is here to start the interview. Her input will be of value.



I have no clue

I have no clue if they have received the letter or not. We haven't received any response from them.



I never thought

I never thought Peter would be so good in the role, he has really surprised me with his performance.

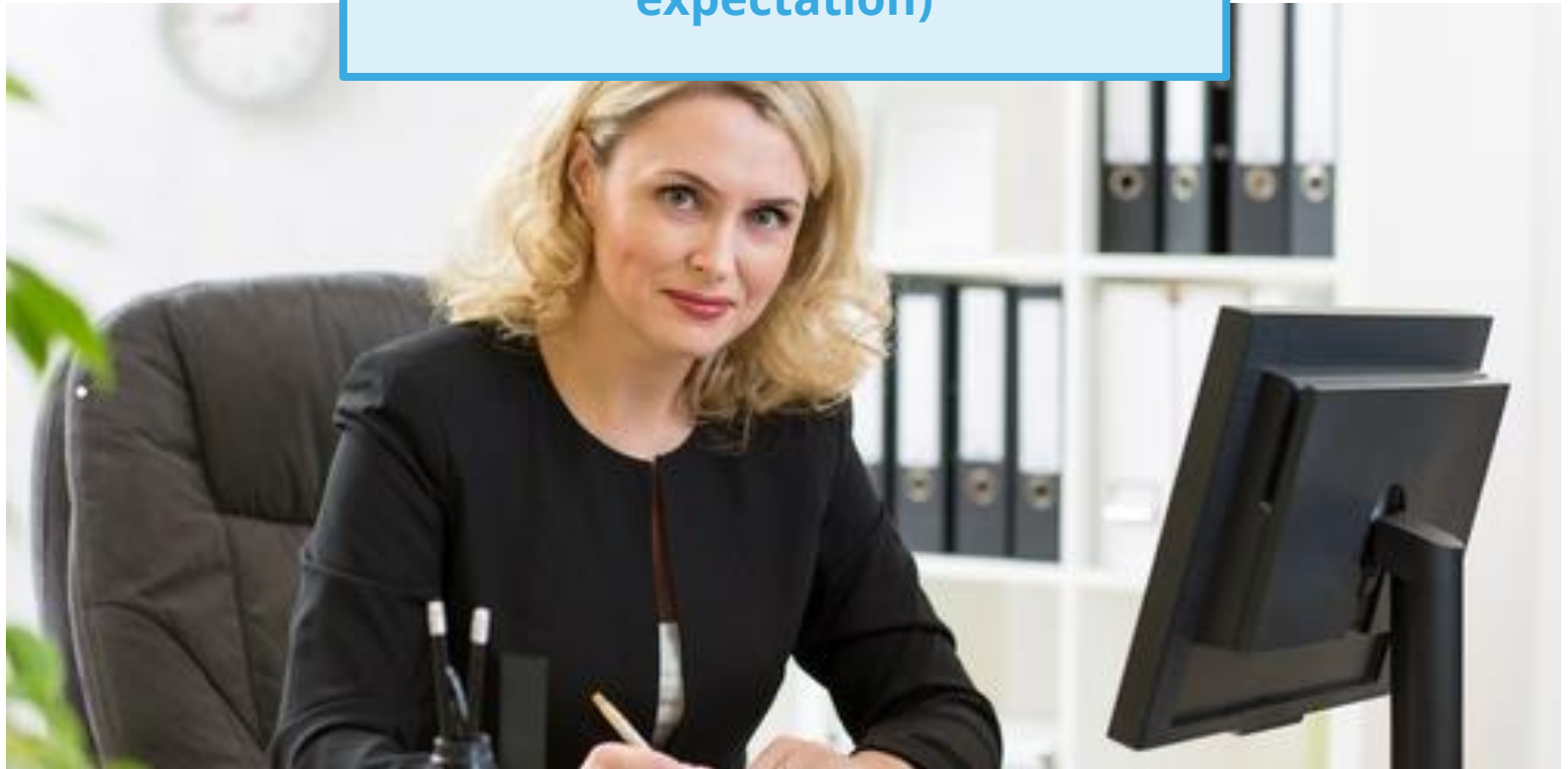


I would not expect

I would not expect you to work Saturdays normally but we are exceptionally busy. Do you think it might be possible just this once?



I thought (I had a different expectation)



I thought we were going for a more modern look, this design looks very old-fashioned to me.



Choose the right expression

You are talking with a colleague on the phone, and you are surprised by what they are telling you. Can you respond to the sentences on the cards below using the structure, I thought, to reflect your different expectations?



David said he is really looking forward to hearing your presentation tomorrow morning

I'll phone the client next week, I don't want to rush things

It was so kind of you to volunteer to work over Christmas and New Year, especially since you have a young family



Free talk

Can you come up with two example sentences to handle the situations on the cards below? Use two of the new phrases you have just learnt for each card.



Trying to get a response from a customer about whether they want to go ahead with the purchase

Asking your boss if you can take the rest of your holiday allowance next week



Expressing surprise at an inexperienced colleague being promoted to a management role

Answering your colleague's question about if the customer will reply by the end of the day



Practise some more

Now pick one of the situations from the previous slide and role play the entire telephone conversation with your teacher. Think about why you phoned this person? Remember also to introduce yourself on the phone and to close the conversation effectively. Use as many of the new expressions as you can in the role play.



introduction

purpose

new phrases

closure



New structures for expressing certainty

to be absolutely
sure

I **am absolutely sure** Jack is right for the role, he has the experience and the qualifications.



to rely on/upon

You can **rely on** Michelle, she is always on time and works really hard.



proof

The **proof** of the product's popularity can be shown in the strong sales.



to ensure

To ensure you receive your salary on time please submit your timesheets by the end of the week.





New structures for expressing certainty

- We can use the structure **to expect to** to express that we are convinced about the certainty of our expectations coming true.



We expect to sell our house by the summer, we have already had five people visit this week!



Practise using new phrases: *to expect to*

Practise using the new expression *to expect to* by voicing your own expectations. List your expectations about the subjects on the cards below.





Think of your experiences

Think of the past 6 months in your work place. Can you think of a time you could have used the expressions on the cards below, especially in a telephone call? Can you give an example sentence for each phrase?

to be absolutely
sure

to rely on/upon

to prove

to ensure



New words for expressing lack of certainty

probably

We will **probably** have to move to a bigger office next year, the company is growing rapidly.



very (un)likely

It is **very unlikely** that the deal will fall through at this late stage.



presumably

Presumably if they had offered him more money he would have stayed.



supposedly

Supposedly the interview was so good they offered her the job on the spot!

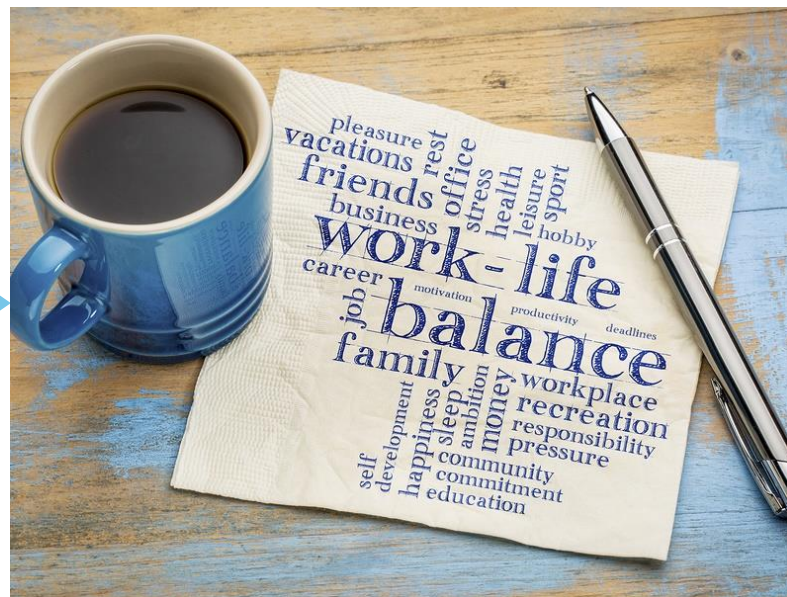




New words for expressing lack of certainty

- We can use the structure, **to be supposed to**, to express when something was expected to happen, or someone was expected to behave in a certain way but it did not happen.
- We use the structure **apparently** as a synonym for seemingly.

- **Apparently** Keith also applied for the position but he was unsuccessful. He **was supposed to** get a promotion this year so I hear he is extremely disappointed.





Carl the problem employee

Oh dear, your colleague Carl is not a very good employee. Can you make a phone call and apologise on his behalf to the appropriate person using the phrase, *to be supposed to*, and the information on the cards below?



Carl didn't clean up the meeting room and so John had to start his meeting late

Carl didn't give Sue's form to HR and now her pay is late

Carl didn't phone the supplier to check on the delivery time

Carl didn't phone the customer to apologise for the problems with the order



Practise phone conversation skills

Role play with your teacher the phone conversations on the cards below, and use the new phrases in your conversation!

You have to call a client to say it is very likely a delivery will be late

You have to call the post office to check on a parcel, supposedly Carl posted it but it hasn't arrived at its destination

You have to phone the IT department, presumably there is a problem with the company network today, it hasn't been working all morning

You have to phone your boss, there is an accident on the road and you will probably be late for work



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!







Evaluation

How did you find this class? Which parts did you find most challenging? Which did you find easiest?





Writing

Choose ten of the new phrases from this class that you find most useful and write a sentence with each.

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