

Workplace English – 10 Practical Communication Skills

1 Making Polite Requests

Use **could / can / would you mind...**

Examples:

- *Could you send me the report?*
- *Would you mind helping me with this task?*

Why useful: Helps in emails, meetings, teamwork.

2 Giving Clear Instructions

Use short, direct sentences.

Examples:

- *Please check the file.*
- *Make sure the data is correct.*
- *Let me know when you're done.*

Work benefit: Sounds professional and confident.

3 Asking for Clarification (When you don't understand)

Use polite phrases:

- *Sorry, could you repeat that, please?*
- *I didn't catch that. What do you mean?*
- *Can you explain it in another way?*

Work benefit: Avoids mistakes + shows professionalism.

4 Expressing Your Opinion Confidently

Useful phrases:

- *I think...*
- *In my view...*
- *From my experience...*
- *I believe this approach is better because...*

Work benefit: Strong communication in meetings or discussions.

5 Agreeing & Disagreeing Politely

Agree:

- *I agree with you.*
- *That makes sense.*

Disagree (soft):

- *I'm not sure I agree with that.*
- *I see your point, but...*
- *Another idea could be...*

Work benefit: Shows maturity and confidence without sounding rude.

6 Small Talk at Work (Professional, not personal)

Useful to build friendly relationships.

Examples:

- *How has your day been?*
- *Did you finish the project yesterday?*
- *What are your plans for the weekend?* (simple, safe)

Work benefit: Helps break the ice and build trust.

7 Handling Problems Professionally

Use calm, solution-focused language:

- *There seems to be an issue with...*
- *Let's find a solution together.*
- *We can fix this by...*

Work benefit: Shows leadership and maturity.

8 Giving Feedback (Positive & Negative)

Positive:

- *You did a great job on this presentation.*
- *I really appreciate your effort.*

Negative (polite):

- *This is good, but we can improve it by...*
- *Maybe we should try a different approach.*

Work benefit: Clear communication without hurting anyone.

9 Email Basics (Professional Tone)

Use simple structure:

Start:

- *Hi John,*
- *Good morning,*

Body:

- *I am writing to...*
- *Please find attached...*
- *Let me know if you need anything else.*

End:

- *Best regards,*
- *Thank you,*

Work benefit: Makes emails look professional and polite.

10 Building Confidence in Speaking

Use these quick boosters:

- Use simple sentences, not long complicated ones.
- Pause if needed — it shows control.
- Smile slightly — helps your voice sound confident.
- If you make a mistake, continue. People focus on meaning, not grammar.

Example (simple confidence sentence):

- *Let me explain my point.*
- *Give me a moment to think.*
- *I'll get back to you on that.*

Work benefit: Sounds confident even at B1 level.