EXPRESSING OPINION

Conveying Your Opinion in a Professional Setting

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Ground **Rules**

Observe the following rules to ensure a supportive, inclusive, and engaging classes

**Give full attention
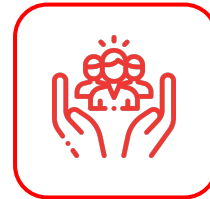in class**

**Mute your microphone
when you're not talking**

**Keep your
camera on**

English, please!

**Use raise hand or chat
to ask questions**

**Make this room a safe place
to learn and share**

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Learning Objectives

01. **Able to state and deliver opinion, thoughts, and ideas in various situations**

02. **Handle disagreements that may occur in everyday working environment**

03. **Practice expressing opinion assertively, but politely**

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Pre-Activity

- Have you had any experience speaking up during an important discussion in English?
- What drives you to speak up?
- What holds you back when stating your opinion?

Share with us how you feel!

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Conversation Practice

Read a dialogue between two team members who are having a discussion related to digital product development in a company.

Conversation **Practice**

- What went well in the conversation?
- What do you think is important when stating your opinion?
- Can you identify the important phrases when stating an opinion during their discussion?

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Conversation Practice (During a Meeting)

Garry: Hi Sarah. Thank you for setting up the meeting. Appreciate it. I know you have a hectic week.

Sarah: That's okay, Garry. It's also part of my responsibility.

Garry: Anyways, I want to discuss how we are going to develop our platform. My team has successfully designed a fresh look at our website's interface this week. We also adjusted critical features to enable our users to access the information faster. I'd be interested in hearing your thought about this as the CPO.

Sarah: That is fantastic, Garry! I am pleased to hear that. So, before answering your question... what is your consideration?

Garry: Well, from my perspective, a more responsive design will be easier for our users to navigate, especially since it is designed to be SEO-friendly. We can attract more visitors to our website and increase the traffic as well. What do you think about that?

Sarah: I agree with you, Garry. Our website is one of our primary resources to attract new users and clients. My concern is that most of our visitors are accessing our platform through mobile apps. I suppose this should be taken into account as well.

Conversation Practice (During a Meeting)

Garry: Hmm... I'm afraid I disagree with you on this. Mobile users don't convert as often as desktop users. About 70% of our users upload their documents through desktop because it is simply easier for them to get the files right from their desktop.

Sarah: I understand your view, but we need to be aware that our mobile users are increasing rapidly. We have to ensure that our mobile app is equally accessible just like our desktop version. We have worked very hard to gain a high rating in both Play Store and App Store, so let us do our best to ensure the quality of our mobile apps.

Garry: Very well then. I will take this note and bring it to my team for future development.

Sarah: Thanks, Garry. I appreciate it. Would you please keep me in the loop for any future updates related to our apps?

Garry: Definitely. We'll keep you updated for sure. Thank you for your feedback, Sarah.

Sarah: You're welcome Garry. I am sorry, I guess I need to leave now. I had another meeting in five minutes.

Garry: Sure things. Enjoy the rest of the day.

Sarah: You too, bye!

Conversation **Practice**

- What went well in the conversation?
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Conversation Practice **(During a Meeting)**

Garry: Hi Sarah. Thank you for setting up the meeting. Appreciate it. I know you have a hectic week.

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Sarah: That is fantastic, Garry! I am pleased to hear that. So, before answering your question... **what is your consideration?**

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Sarah: You're welcome Garry. I am sorry, I guess I need to leave now. I had another meeting in five minutes.

Garry: Sure things. Enjoy the rest of the day.

Sarah: You too, bye!

General Rules: Stating Your Opinion

Generally, you can say:	Or you can say it more **formally:**
→ I think...	★ In my opinion,
→ I believe...	★ In my view,
→ I feel...	★ From my viewpoint,
→ I suppose...	★ From my perspective,
→ I guess...	★ It seems to me that ...
	★ As far as I'm concerned ...

That's a fantastic idea!

I think / In my opinion, we can show this apps at the BOD meeting next week. Let's say this is a prototype of what our learning apps will look like. We can ask for their feedback also.

General Rules:

Asking For And Responding to an Opinion

| ASKING	RESPONDING
- What do you think of ... - What do you think about ... - What's your opinion about ... - What are your views on ... - What are your thoughts on that issue?	- That's a good/terrific idea! - I like that idea. - I think that's doable/we can do that/that's easy. - I agree/disagree with you. - That's true, but...

What do you think of showing this apps at the BOD meeting next week?
Therefore we can ask for their feedback as well.

I think that's doable.
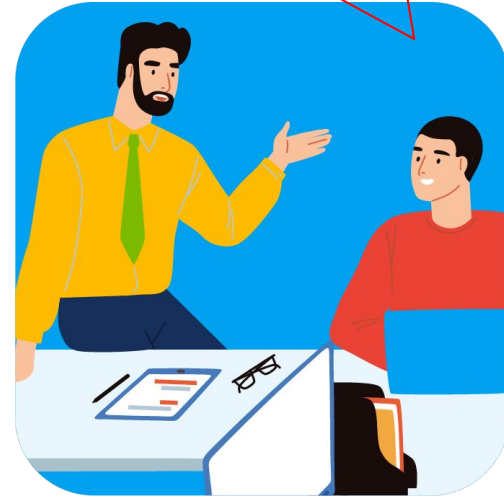
Key **Phrases**

Agree / Disagree

AGREE

➔ Exactly
➔ That's a good point
➔ I feel the same
➔ I couldn't agree more
➔ I was just going to say that

AGREE/ DISAGREE

➔ I see your point, but…
➔ You make a good point, but …
➔ I agree with you to an extent, but …
➔ That seems like a good idea, but...

DISAGREE

➔ I don't agree / disagree with you
➔ I beg to differ
➔ That's not the way I see it
➔ I don't think so/I don't feel the same.

Grammar **Points**

Degrees Of Comparison

During a conversation, when we give an opinion, we usually compare one thing to another.

This refers to

degrees of comparison.

We believe that having this feature will allow for a **faster** and **better** user experience.
If we can launch this app sooner...

The **most challenging** part of developing this platform is balancing the current app performance and device memory constraints

Garry,
Chief Technology Officer of PT XYZ

Grammar **Points**

Degree Of Comparison

Lula is **as tall as** Ryan

as + (adjective) + as

Lula **is taller than** Mia

Mia **is shorter than** Lula

to be + (adjective)*er* or *more* (adjective) + than less (adjective) + than

Arkaf **is the tallest**

among the UI/UX team.

the + (adjective)*est* or *most* (adjective) or *least* (adjective)

POSITIVE

COMPARATIVE

SUPERLATIVE

Grammar Points

Common Mistakes

⊗ Wrong	⊘ Correct	Reason
She is **more faster** when doing administrative tasks.	She is **faster** when doing administrative tasks than conceptual assignments.	You should not put double comparative or double superlative.
Of the two, he is the **most suitable** candidate.	Of the two, he is the **more suitable** candidate.	You should not use superlative to compare two things.
Their product prototype is the **most unique** among the others.	Their product prototype is **unique** among the others.	The word "unique" itself already shows that it has the "most" distinctive quality.

Grammar Practice

Degree Of Comparison

Fill in the blank with the suitable modal verb by choosing from the options written in the sentences.

- Before you learn looping statement, you need to understand arithmetic operators **better** than you learn function statement.

- I don't think he can fit into our working culture. He is the **least determined** candidate from all the candidates at the interview today.

- Our company's website page authority score is rising. I think this is the **highest** score we've gotten so far.

Grammar **Practice**

Degree Of Comparison

Fill in the blank with the suitable modal verb by choosing from the options written in the sentences.

- We are on a very tight budget this year. We need to cut unnecessary spending and make our development process **more efficient** than before.
- This is the **(m** **most complex** ect among the many projects I have previously led in the past 5 years of my career.
- The document with many images inside is **heavier** than to open than the one with fewer images.
- Working from home occasionally is **less tiring** than having to commute to work every day.

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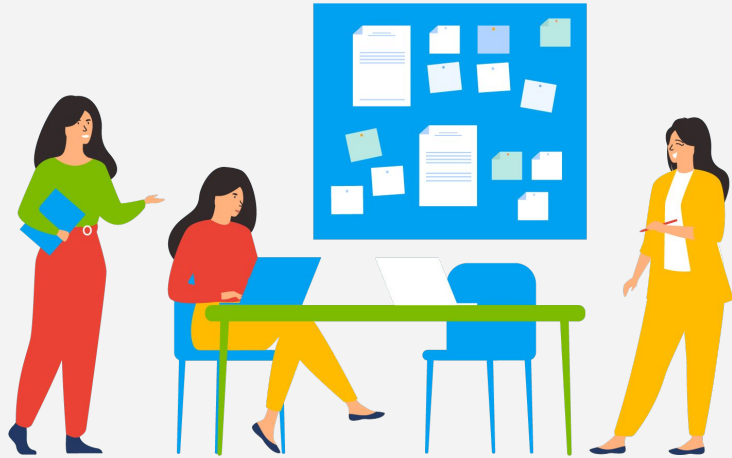
Overcoming the Fear Of Speaking **Your Opinion**

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General Rules: The 'FSA' Framework

I attended an international Learning and Development summit two weeks ago, and one of the speakers from Harvard University presented her latest research.

FACTS

According to her latest findings, more than 70% of the Learning Management System users spend less than an hour learning from the apps/website every day, while less than 30% of them keep using it after six months since their onboarding to the platform.

STORY

I was thinking about it, and I feel that the fact relates to many of our managers' struggle to find time to learn outside of their working schedule. As a matter of fact, I am among that group too. Therefore, I thought of setting up an automatic notification feature on our platform to remind everyone to learn.

ASK

Is this something that can be added to our work pipeline?
How can we collaborate with the Learning & Development Team to introduce this?

Sarah,
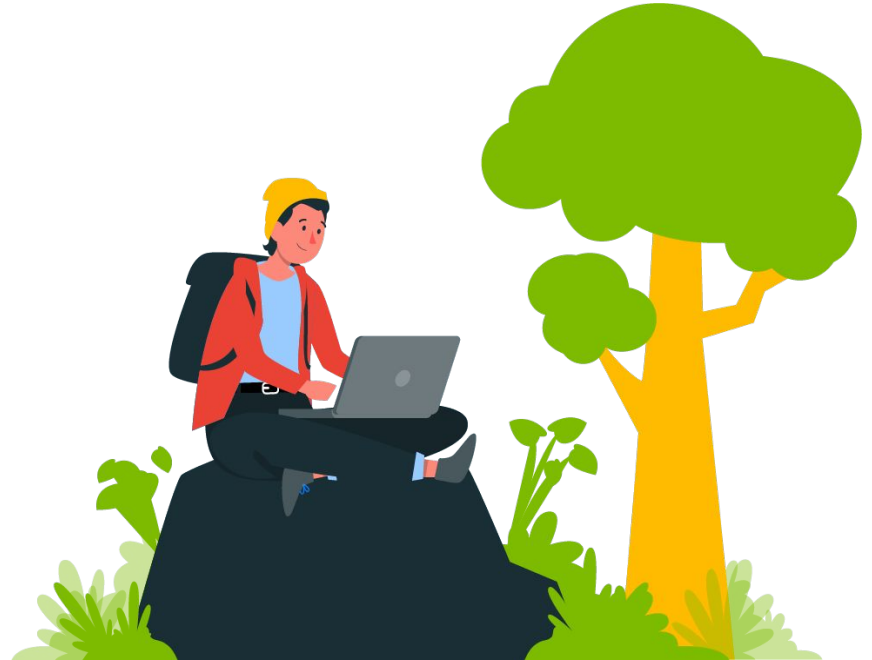the Chief People Officer
of LND company.

Short Practice

Asking & Giving an Opinion

What's your opinion about

working from anywhere?

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Key Phrases: **Asking for Feedback**

- Be **specific**
- Don't use **leading question**
- Don't use **a close-ended question**
- Say **thank you**

Prita: How did the pitching go?

Bryan: We did great, Prita. I think Jody nailed it!

Jodi: You think so? I was shaking the whole time. It's my first time pitching in front of international boards. That's why I hid my hand in my pocket. Hopefully, they didn't notice it. In your opinion, what could I change about my presentation skills to deliver a more powerful presentation next time?

Bryan: Hmm..it seems to me that you're fine. Your English is understandable. Perhaps, if you can change some words to sound more professional than casual, that would be perfect.

Jodi: Ah, yes... I need to learn about that. Thank you, Bryan!

Key Phrases: Giving Feedback/Advice

- Focus on the **behavior**, not the **person**.

- **Be honest**, but don't put the other person down.

- Using more **"I", or "we"**, NOT "you" in a conversation.

- Remember to **provide context**.

- Refrain from using **too many adjectives**.

- Conclude with **a positive comment**.

Key Phrases: Giving Feedback/Advice

Example of lousy feedback/advice ✗

Jodi: What things do I need to adjust in my presentation deck to appeals to the VCs?

Prita: I don't think the design looks good. You should not use so many typefaces because it seems messy.

Jodi: Ok, noted. Anything else?

Prita: About the copy-writing, your words are very casual, and there are many typos. You can not use this deck to present in front of a very important person for our company.

Jodi: All right. I'll change it immediately.

Example of a good feedback/advice ✓

Jodi: What things do I need to adjust in my presentation deck to appeals to the VCs?

Prita: When I look at the design, I feel it is difficult to understand each slide's main points. There are many different typefaces, and my mind was wondering if I missed something when reading through the copywriting.

Jodi: I understand. I will use only two typefaces then.

Prita: That's better. Let's simplify it because the VC may have come from many meetings before us. Also, when you send this deck back to me, can you please make sure it's proofread and formatted correctly?

Jodi: Will do, Prita. Thanks for your feedback.

Let's **Practice!**

Express your opinion through the key phrases and degrees of comparison to add value to your opinion.

Let's do a group practice! Choose 1 of the 3 scenarios in the next slides.

Speaking practice - Expressing Opinion Role-Play

Scenario 1:

This is a discussion about Product Development in a startup, between cross-functional representatives. **You may discuss specifically what type of product will be launched along with the stages, timeline, and launching strategy.**

Fika: You are a Product Development Manager of an XYZ start-up. You gather your team to discuss the best way to launch the product to the customers. You have invited Nancy the Marketing Head, Arbi the Full-Stack Developer, and Yohan the Data Scientist.

Nancy: You are the Marketing Head of an XYZ start-up. You want to clarify the list of influencers who are going to be among the first 10 users for your marketing campaign.

Arbi: You are the Full-Stack Developer of an XYZ start-up.
You are supporting your team with the technicalities of the product.

Yohan: You are the Data Scientist who presents the forecast analysis in the upcoming future. You are representing Clara, the Department Head, who is unable to attend the meeting.

Speaking practice - Expressing Opinion Role-Play

Scenario 2:

Firman: You are a new Software Developer at ABC Company.

You have been working for two years, and you want to know in which areas you can develop your strength. You want to contribute better to the company. **Thus, you ask Kania, your supervisor, for advice/feedback.**

Kania: You are the Head of Software Development at ABC Company.

You liked Firman from the very first time working with him. You acknowledge his capability of handling many projects simultaneously and his ability to exceed the expectation of the clients; however, you realize that, lately, Firman has been working too hard and maybe experiencing burn-out. **You might want to give some advice or feedback on overcoming his problem.**

Speaking practice - Expressing Opinion Role-Play

Scenario 3:

Create your own scenario!

You may create a hypothetical scenario about two people having a discussion on who is going to be involved in a project, how to achieve a certain target, solving a technical problem, or any other scenario that you see fit.

Don't forget to use important key phrases & grammar that we have learned, so you can practice and remember.

Speaking Practice

Expressing Opinion Role-Play

Scenario 1

Scenario 2

Scenario 3

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What Have You
Learned Today?

- What are the general rules when giving feedback to someone?
- Which aspect do you find to be the most challenging part of expressing an opinion?
- Are there any questions?

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Quiz

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Pop-Up Quiz!

Duration: 5 minutes

Let's check your understanding of this module!

Please go to the provided quiz link to answer 5 questions related to the material you've just listened to.

The link will be shared in the Chat Box.

Thank You

See you in the next class

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