# Dealing with information

# Not mp3

# Lexical

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| **<xxx>看起来是很可能的：sth is looking quiet/pretty likely**  e.g. Yes, earning financial benefits in Q3 **is looking quite/pretty likely.**  e.g. <你的升迁>**看起来是很可能的**Your promotion **is looking quite/pretty likely.** |
| 诱发性的(成为原因的，起因的) ['kɔzətɪv] Causative factors are ones which are responsible for causing something, esp like disease.  \*\*[诱发性因素: causative factors V.S. contributing factors]\*\*  e.g.  Both nicotine and **carbon monoxide** [mə'nɒksaɪd] inhaled with cigarette smoking have been incriminated  显示…有罪 as **causative factors**.  与香烟一起吸入的尼古丁和一氧化碳已经被指控为**诱发性因素**  e.g. Smoking is a **causative factor** in several major diseases. 吸烟是若干种重大疾病的致病因素。 |
| [ˈbaɪaʊt] buyout; verb) buy out <*company*>  A buyout is the buying of a company, especially by its managers or employees; buyout is a situation in which someone gains/grab control of a company by buying all or most of its shares. (尤指管理层或雇员做出的) 公司收购 [**a management buyout 管理层收购]**  e.g. It is thought that **a management buyout** is one option.  管理权收购被认为是一个选择  e.g. We got the CEO to approve the **buyout** of SAP.  e.g. **Apparently (it’s said that)** we're **buying out** SAP. |
| /əˈpærəntlɪ/ apparently    1.[ADV](javascript:;)**据说 [ apparently = it’s said that ]**  You use apparently to indicate that the information you are giving is something that you have heard, but you are not certain that it is true; used to say that you have heard that something is true, although you are not completely sure about it .  e.g. **Apparently/It’s said that** the company is losing a lot of money. 据说 该公司目前亏损很大。  e.g. I wasn’t there, but **apparently** it went well. 我当时不在，但是 据说 事情进展顺利  e.g. **Apparently (it’s said that据说)** she's moving to Germany. A director position or something like that.  e.g. **Apparently (it’s said that)** we're **buying out** Supa Systems  2.[ADV](javascript:;)看起来貌似是真的(但是不能确定) = apparently  You use apparently to refer to something that seems to be true, although you are not sure whether it is or not.  e.g.  The recent deterioration has been caused by an endless recession **apparently**.  最近的恶化是由 貌似 没完没了的萧条造成的 |
| 〔公司、机构为缩减开支而〕裁（员），紧缩（编制） ['daʊnsaɪz]  **\*\*[ 裁员: downsized its workforce = layoffs; 缩小业务（规模）downsize the business; 缩小工厂的规模: downsize the factory]\*\***  [I,T] if a company or organization downsizes, it reduces the number of people it employs in order to reduce costs; To downsize something such as a business or industry means to make it smaller. 使缩小规模  e.g. \*\***There's a rumor going around that**\*\* IBM will \*\***downsize its workforce**\*\* by 30% in Q2. \*\***Apparently(it's said that)**\*\* it would be the largest layoffs ever in IBM.  e.g. The airline has **downsized its workforce** by 30%. 这家航空公司裁员30%。  e.g. American manufacturing organizations have been **downsizing their factories**.  缩小他们工厂的规模。  e.g. ...today's downsized economy.  … 今天萎缩了的经济。  2.[N-UNCOUNT](javascript:;)缩小规模  •  ...a trend toward downsizing in the personal computer market.  …个人电脑市场规模缩小的趋势。 |
| (业务/组织/部门的）剥离/出售（给其他公司）; 公司部门或子公司的出售、清算或资产出售  divest, divesture, divestiture [dai'vestitʃə]: The sale, liquidation, or spinoff附带的利益/附带的产品of a corporate division or subsidiary. **if a company divests, it sells some of its assets, investments etc. normally to another company.**  eg IBM has finished its first phase of enterprise transformation转型, such as carrying out/implementing the **divesture of X86server** to Lenovo and achieving the acquisition of Softlayer.  eg As you also know, a core element of IBM **strategic imperatives战略规则** is our commitment to climb to higher value. We have announced the **divesture业务的出售 of our semiconductor business to the company GlobalFoundries and the divesture of x86 servers to ThinkPad**.  eg Our strategic imperatives战略规则 delivered growth of more than 30 percent for the second quarter and the first half of the year, excluding the impact of currency and divested business 剥离/出售的业务, eg the divesture of X86 server to Lenovo. Our cloud business grew more than 70 percent in the quarter, and we have delivered $8.7 billion in cloud revenue over the last 12 months. Our mobile business quadrupled, and our security business returned to double-digit growth. Taken together, the strategic imperatives战略规则 are becoming a substantial part of our total business, and their continued rapid growth gives us confidence in our strategic path forward. |
| [新创办的小公司: a startup, a startup company]  A startup company is a small business that has recently been started by someone. 新创办的 (小公司)  e.g. Thousands and thousands of startup firms have poured into the computer market.   成千上万家新成立的小公司涌入了电脑市场。  e.g.  For now the only bright spots in the labour market are small businesses and high-tech startups新创办的高科技公司. |
| I'd like to ask you about something. = Can I ask you a question? |
| Investigate a rumor    e.g. \*\***There's a rumor going around that**\*\* IBM will \*\***downsize its workforce**\*\* by 30% in Q2. \*\***Apparently(it's said that)**\*\* it would be the largest layoffs ever in IBM. |
| [此刻/当下: at the moment]  e.g. Sorry I cannot really talk about that at the moment此刻/当下  e.g. Sorry, no comments at the moment |

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| [现在进行时: the present continuous] |
| |  | | --- | | Here are some different ways to react to unexpected news:   * **Good for her. 🡺** Really? Good for her. * No way! // No way! Are you serious? * Wow. I cann’t believe that. * Are you serious? / Seriously?/ * Are you kidding (me)? * **No way! Are you serious?** * That cann’t be true! * I’m shocked. 我震惊了 * I’m so surprised. * Wow, that’s big news. * OMG, such a shock/such a surprise | |
| 代词/ˈprəʊˌnaʊn/  pronoun  [N-COUNT](javascript:;)A pronoun is a word that you use to refer to someone or something when you do not need to use a noun, often because the person or thing has been mentioned earlier. Examples are "it," "she, he, they" "something," and "myself."  🡺**不定代词indefinite pronoun**  [N-COUNT](javascript:;)An indefinite pronoun is a pronoun such as "someone," "anything," or "nobody," that you use to refer to a person or thing in a general way  🡺**【语法学】反身代词reflexive pronoun**  Use indefinite pronouns to refer to nonspecific people, places and things. Generally, indefinite pronouns with **some-** are used for positive statements (like someone, somebody, something), and indefinite pronouns with **any-** for questions and negative statements (anyone, anything). |
| 可数名词, 解雇裁员 layoff /ˈleɪ**ɒ**f/, layoffs V.S. [**裁员: downsized its workforce]**  [N-COUNT](javascript:;)When there are layoffs in a company, people become unemployed because there is no more work for them in the company.  e.g. It will close more than 200 stores nationwide resulting in the **layoffs**可数名词of an estimated 2,000 employees.  e.g. Nobody else knows about the **layoffs可数名词**yet. Only we know. |

# React to unexpected news

## Describe changes at the office

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| Here are some ways to describe staff changes. Notice that, as they describe an ongoing situation, they are in the **present continuous 现在进行时.** | | |
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|  | We'**re getting** a new CEO. |  |
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|  | He'**s moving** to go to a startup. |  |
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|  | Mary'**s transferring** to Boston. |  |
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|  | Johnny'**s being replaced** by a new **intern**. 🡺 **present continuous 现在进行时** |  |
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|  | She'**s leaving** to go traveling. |  |
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|  | Sally **is joining** the marketing department. | . |
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|  | He'**s quitting** to take some time off. |  |

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|  | *IXW is* ***buying out*** *its biggest competitor.* | . |
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|  | *Management* ***is shutting down*** *the project.* | . |
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|  | *We'****re kicking off*** *a new project in the second quarter.* |  |
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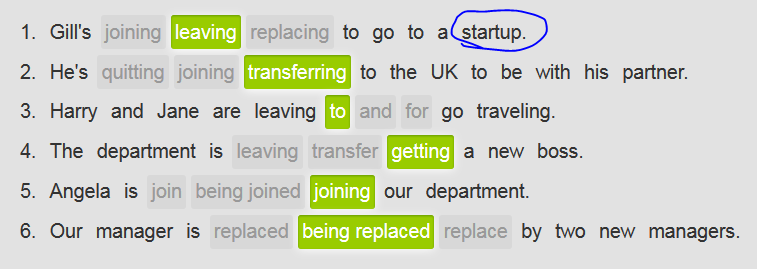
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|  | *Sales* ***is recruiting*** *a new team to drive growth.* |  |
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|  | We'**re making** some staff redundant. |  |
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|  | *Our team* ***is expanding****, and we'****re moving*** *to new offices.* |  |
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|  | *The company* ***is downsizing*** *the sales department.* |  |

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| (业务/组织/部门的）剥离/出售（给其他公司; 公司部门或子公司的出售、清算或资产分派 | divest, divesture, divestiture [dai'vestitʃə]: The sale, liquidation, or spinoff of a corporate division or subsidiary. if a company divests, it sells some of its assets, investments etc. normally to another company. 公司部门或子公司的出售、清算或资产分派 //n.续集（电视剧的）；副产品；附带的利益 spinoff |
| eg IBM has finished its first phase of enterprise transformation转型, such as carrying out the **divesture of X86server** to Lenovo and achievingthe acquisition of Softlayer.  eg As you also know, a core element of IBM strategic imperatives战略规则 is our commitment to climb to higher value. We have announced the divesture业务的出售 of our semiconductor manufacturing business to another company GlobalFoundries and the divesture of x86 servers to ThinkPad. |
| eg Our strategic imperatives战略规则 delivered growth of more than 30 percent for the second quarter and the first half of the year, excluding the impact of currency and divested business 剥离/出售的业务, eg the divesture of X86 server to Lenovo. Our cloud business grew more than 70 percent in the quarter, and we have delivered $8.7 billion in cloud revenue over the last 12 months. Our mobile business quadrupled, and our security business returned to double-digit growth. Taken together, the strategic imperatives战略规则 are becoming a substantial part of our total business, and their continued rapid growth gives us confidence in our strategic path forward. |



## Indefinite pronoun

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| [N-COUNT](javascript:;)A pronoun is a word that you use to refer to someone or something when you do not need to use a noun, often because the person or thing has been mentioned earlier. Examples are "it," "she," "something," and "myself."  🡺  不定代词indefinite pronoun  [N-COUNT](javascript:;)An indefinite pronoun is a pronoun such as "someone," "anything," or "nobody," that you use to refer to a person or thing in a general way. |

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| Use indefinite pronouns to refer to nonspecific people, places and things. Generally, indefinite pronouns with **some-** are used for positive statements (like someone, somebody, something), and indefinite pronouns with **any-** for questions and negative statements (anyone, anything). |

## Indefinite pronoun-People

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| The suffixes **-one** and **-body** refer to people. They mean the same thing and are interchangeable. | | |
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|  | **Someone** told me we're getting a new boss. |  |
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|  | **Everybody** is saying that Josh is leaving to go to a competitor. |  |
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|  | Please don't tell **anybody** that he's joining another team. |  |
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|  | **No one** knows he's getting replaced. |  |

## Indefinite pronoun-Place

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| For places, you can use **-where** and **-place**, with no change in meaning. | | |
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|  | I need **somewhere** quiet to work. It's a little noisy in here. |  |
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|  | Let's go **someplace** quiet.  Everywhere I go, I see him. So I take it as a coincidence巧合 between us. |  |

## Indefinite pronoun-Thing

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| For things, simply use **-thing**. | | |
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|  | I need to tell you **something**. Can you **keep it a secret**? |  |
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|  | Don't ask me. I don't know **anything** about it.  Frankly, I have nothing to say to you. |  |

e.g.

**Everyone** is saying that Jack is moving to Japan.

**Everyone** is saying there'll be a big announcement.

**Someone** said that Mary is being promoted.

Please do**n't** tell **anyone** .  It's a secret.

**Nobody** else knows about the layoffs裁员（可数名词） yet. Only we know.

I do**n't** know **anything** about the new project.

**No one** tells me **anything** these days.

 Really? I have**n't** heard **anything**.

She's moving to **someplace/somewhere** in the U.S. I don't know where.

And she's being moved to **somewhere** in the U.S.

Well, there should be an announcement **sometime** soon.

## React to news

Hey, did you hear? Everyone's saying that Danny is joining marketing.

**No way**! He's wanted that job for a while.

Yeah. And there's more news. Iris is leaving.

Are you serious? Why?

**Apparently (it’s said that据说)**she's moving to Germany. A director position or something like that.

I can't believe it! Such a surprise.

Additionally, did you hear? Travis’s getting a promotion.

**No way! Are you serious?**

I’m pretty sure (that) it’s true.

**Hmm, anyway, good for him (但愿他会好，语气不是恭喜其实)**

## Deliver unexpected news

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| You can use words like **someone** and **everyone** to deliver unexpected news if you're not sure **where the news originated** or if it's true. You can also use the word **apparently(it’s said that据说)**. | | |
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|  | ***Someone*** *told me we're getting a new boss.* |  |
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|  | ***Everybody*** *is saying that Josh is leaving to go to a competitor.* |  |
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|  | ***Apparently* (it’s said that据说)*,*** *Nicole is moving to New York.* |  |
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| Here are ways to get someone's attention and add extra information: | | |
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|  | ***Did you hear?*** *Kim's getting a promotion.* |  |
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|  | ***There's more news.*** *The company is moving to London!* |  |

## React to unexpected news

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| Here are some different ways to react to unexpected news:   * **Well, good for her. 对她有好处 🡺** Really? Good for her. * No way! // No way! Are you serious? * Wow. I cann’t believe that. * Are you serious? / Seriously?/ Are you kidding? * Are you kidding (me)? * **No way! Are you serious?** * That cann’t be true! * I’m shocked. 我震惊了 * I’m so surprised. * Wow, that’s big news. * OMG, such a shock/such a surprise | | |

# Investigate rumor and gossip

## Explain reasons

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| **Reasons for change**   * … because of … * .. be due to … * .. thanks to … | | |
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| You can use phrases like “**be due to”** and **because of** to give reasons for change. **For positive changes**, you can also use **thanks to**. | | |
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|  | ***Thanks to*** *great sales and growth, we're opening new offices.*  ***Thanks to*** rising profits, we're buying out two competitors. |  |
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| Here are some frequent reasons for change in a company. | | |
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|  | ***… because*** *the company lost money last year.* | . |
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|  | ***… thanks to*** *great financial results.* | . |
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|  | ***… due to*** *your hard work and effort.* | . |
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|  | ***… because*** *we need to make cost savings.* |  |

**Due to** rising costs, we're **downsizing** the marketing team.

We're shutting down the project, **due to** many staff leaving.

Management is making staff redundant **because of** poor sales.

Hi, team.

**I'd like to (想做xxx)** let you know about a few changes at the company. **Thanks to** a great year of sales and growth, we're expanding our business and opening new offices in Asia.

To help us achieve this, we're recruiting two new teams to help run the new offices in Hong Kong and Singapore. More news to come soon.

I'd like to **(想做xxx)** say thanks to everyone. **It's your hard work that's made this mission possible.**

Best,

Sandra

## Causative verbs (cause 🡺causative)

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| ['kɔːzətɪv] cause 🡺 causative: acting as the cause of something; Causative factors are ones which are responsible for causing something. 诱发性的l 成为原因的，起因的  **[诱发性因素: causative factors]**  e.g.  Both nicotine and carbon monoxide inhaled with cigarette smoking have been incriminated as causative factors.  与香烟一起吸入的尼古丁和一氧化碳已经被指控为诱发性因素  e.g. Smoking is a causative factor in several major diseases. 吸烟是若干种重大疾病的致病因素。 |

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| Use the causative verbs **let**, **make**, **have** and **get** to show that a person or thing helps to make something happen. | | | |
| The causative verb **let** means to allow someone to do something. The form is **let +** person **+** verb. | | | |
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|  | *My manager* ***let me kick off*** *the meeting.* | My manager let me kick off the meeting. | |
| The causative verb **make** means to force someone to do something. The form is **make +** person **+** verb. | | | |
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|  | *My boss* ***made me work*** *on the weekend.* | My boss made me work on the weekend. |

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| The causative verb **have** means to give someone the responsibility to do something. The form is **have +** person **+** verb. | | |
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|  | *She* ***has her assistant make*** *coffee every morning.* | She has her assistant make coffee every morning. |
| The causative verb **get** means to persuade someone to do something. Notice that the form is different from **let**, **make** and **have**. Use **get +** person **+ to +** verb. | | |
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|  | *My best friend* ***got me to tell*** *her the rumor.* | My best friend got me to tell her the rumor. |

 e.g.

My manager is **letting** me expand my department.

His boss **has** him prepare financial reports every month.

Last night, I **got** her to tell me the latest rumor.

He **made** me write a detailed report on the conference.

They are going to **have** employees reduce their overtime hours.

## Rumors and gossip

## **How to ask questions**

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| When you want to ask about something sensitive like a **rumor** (rumor), you might want to prepare the person you're asking first. Use expressions like these: | | |
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|  | Can I ask you a question? |  |
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|  | **I'd like to ask you about something.** |  |

## **Investigate rumors**

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| Use phrases like these to refer to the **rumor** you've heard. | | |
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|  | ***Is it true that*** we're closing the Shanghai office? |  |
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|  | ***There's a rumor going around.***  ***There's a rumor going around that*** we're kicking off a new project. |  |
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|  | ***I heard that*** we're buying out Supa Systems. |  |
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|  | ***Everyone seems to think*** the company is shutting down the project. |  |

## **Respond to rumors**

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| Here are some ways to confirm or deny rumors: | | |
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|  | *Yes,* ***it looks like it's true****.* |
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|  | **Yes, it's looking quite/pretty likely. 看起来是很可能的** |
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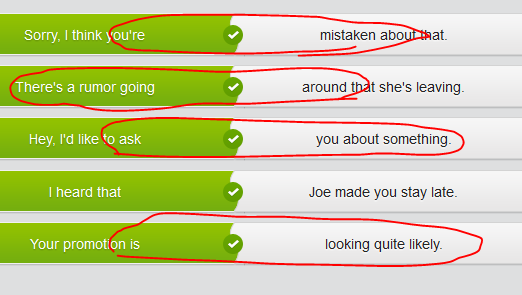
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|  | *No,* ***it's not happening****.* |  |
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|  | **No, I think you're mistaken (about that)***.* |  |
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| If you don't want to make any comment, you can say something like this: | | |
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|  | *I'm sorry.* ***I can't say anything about that* at the moment此刻/当下*.***  Sorry I cannot really talk about that **at the moment此刻/当下** |  |
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| Or if you want to indicate more information will be given soon, say something like this: | | |
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|  | ***I'm going to announce it to everyone*** *on Thursday.* | . |
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|  | ***I'll let everyone know what's going on*** *soon.* |  |

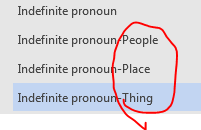


# Deal with confidential info

## 反身代词reflexive pronoun

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| Verb)  ['riːfleks]  reflex  1. [N-PLURAL](javascript:;)Your **reflexes (plural form)** are your ability to react quickly with your body when something unexpected happens, for example when you are involved in sports or when you are driving a car；the natural ability to react quickly and well to sudden situations (自然的)反应能力; 迅速反应能力 **[have good/quick/slow reflexes ]**  •  It takes great skill, cool nerves, and the **reflexes** of an athlete.  这需要运动员娴熟的技巧、冷静的头脑以及迅速反应的能力  •A tennis player needs to **have very quick reflexes.** 网球运动员需要反应迅速。  2. N-COUNT reflex: A reflex or a reflex action is a normal, uncontrollable reaction of your body to something that you feel, see, or experience; is a sudden uncontrolled movement that your muscles make as a natural reaction to a physical effect  〔生理上的〕反射动作，反射作用  •  ...tests for reflexes, like tapping the knee or the heel with a rubber hammer.  …反射动作的测试，比如用橡胶锤敲击膝盖或脚踵。  •Doctor Mulholland tested Jennifer’s reflexes (= especially by hitting her knee with a special rubber hammer ) . 马尔霍兰医生检查了珍妮弗的反射反应。  2.[**reflex action]** something that you do without thinking, as a natural, quick reaction to a situation  [N-COUNT](javascript:;)A reflex or a reflex action is something that you do automatically and without thinking, as a habit or as a reaction to something. 下意识的反应/本能反应; 下意识的习惯性动作  •  Walt fumbled in his pocket, a reflex from his smoking days.   沃尔特在口袋里摸索，一个他以前抽烟时形成的习惯性动作 |
| [rɪ'fleksɪv] reflexive /rɪˈflɛksɪv/  1.[ADJ](javascript:;)A reflexive reaction or movement occurs immediately in response to something that happens. 反射性的  •  The programme tries to make children more rational, less reflexive consumers. 更有理智的、反射性反应略少的消费者。  2.[ADV](javascript:;)•  He felt his head jerk reflexively.  他感到自己的头部突然反射性的抽动。  3. 反身代词: a reflexive verb or pronoun shows that the action in a sentence affects the person or thing that does the action. In the sentence ‘I enjoyed myself’, ‘myself’ is reflexive.〔动词或代词〕反身的〔句子I enjoyed myself中，myself是反身代词〕 |

V.S. indefinite pronoun



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| Here are the reflexive forms for each pronoun: | |
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| **Singular** | |
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|  | I - myself |
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|  | you - yourself |
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| --- | --- |
|  | she - herself |
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| --- | --- |
|  | he - himself |
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| --- | --- |
|  | it - itself |
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| **Plural** | |
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| --- | --- |
|  | we - ourselves |
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|  |  |
| --- | --- |
|  | you - yourselves |
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| --- | --- |
|  | they - themselves |

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| **Referring back to the subject** | | | |
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| Use reflexive pronouns to refer back to the subject of a sentence or clause. Reflexive pronouns are formed by adding **-self** to singular pronouns or **-selves** to a plural pronoun. | | | |
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| Use reflexive pronouns when the subject and the object are the same. | | | |
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|  | *I promised* ***myself*** *I'd quit smoking.* |  |  |
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|  | *He bought* ***himself*** *a new suit.* |  |  |
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|  | *You'll have to go* ***yourselves****. I can't come with you.* |  |  |

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| You can use reflexive pronouns as the object of a preposition. | | | |
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|  | *I didn't buy it for you. I bought it* ***for myself****.* |  |  |
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| You can also use reflexive pronouns to add emphasis. | | | |
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|  | *Their friends were sick, so they had to go to the party* ***by themselves****.* |  |  |
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|  | *I didn't break it – honest. It stopped working* ***by itself****.* |

I did it by **myself**. 🡺 reflexive pronoun

I want to hear it from my manager himself.

She plans to make the announcement herself.

You need to keep the information to **yourself**. 🡺 reflexive pronoun

## Discuss confidential information

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| ## If you want to tell someone that information is confidential, use expressions like these: | | |
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| --- | --- | --- |
|  | ***我不应该告诉任何人 I'm not supposed to tell anyone****.* |  |
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| --- | --- | --- |
|  | *Nobody knows about it* ***except*** *the boss.* |  |
|  |  |  |

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| --- | --- | --- |
|  | *This is confidential information.* ***I’m not supposed to tell anyone我不应该告诉任何人.*** |  |
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| ## If you share confidential information with someone, but want them to keep it secret, use expressions like these: | | |
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|  | *Don't tell anybody about this.* |  |
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|  | ***你自己知道就好/保密 (You promise) Keep this to yourself, would you?*** |  |
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|  | | *You can't tell anyone, OK?* | |  | |
| ## If someone refuses to tell you something, you can either let it go or plead for more information. | | | | | |
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|  | *A: This is confidential information.* ***I’m not supposed to tell anyone我不应该告诉任何人*** |  |
| *B: OK.* ***Then*** *don't tell me.* |  |
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|  | *A: The information's confidential.****I’m not supposed to tell anyone我不应该告诉任何人*** | |  |
| *B: But you can tell me, right?* ***Come on.*** | |  |
|  | |  | | |  |
| ## You may even want to**转移回避这个问题deflect questions** about sensitive information**.**  **[转移回避问题deflect questions] V.S. [ fend off question: 回避问题，不做回答]** | | | | | |
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| --- | --- | --- |
|  | ***Never mind. It's nothing to worry about****.* |  |

# STOP

# Office and company issues

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| **Office issues** | | |
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| Here are some issues you might have at your office and how to describe them: | | |
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|  | The bathrooms are **out of order**. |  |
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| --- | --- | --- |
|  | The **company intranet isn't working**. |  |
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| --- | --- | --- |
|  | The **phone lines are down**. |  |
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|  | The **projector** in the conference room is **out of action. //[out of action: malfunction不(再)活动；不(再)运转(尤指突然坏掉)，停止运行，出故障，不(再)起作用，失去作用]** | . |
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| **Company issues** | | |
|  |  |  |
| Your company might encounter more serious issues, such as these: | | |
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|  | Our **databases were hacked**. |  |
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|  | The company lost millions due to a **major product defect 产品缺陷**.  **Customer information** was **stolen**. |  |
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| Databases hacked  From:  sandra.brown@funinc.com  To:  staff@funinc.com  To all staff:  **I'm writing to inform you of** a serious, emergency situation at Fun Inc. We've discovered that our databases have been hacked, and a large amount of customer data has been stolen. We're trying to find out how the hackers got into our system.  This is a very serious situation for us and could affect more than 50% of our customers. We're looking into the situation, so **please bear with us**请容忍我们while we investigate.  This information is confidential, so you are reminded that passing on this information to non-staff members is strictly prohibited.  Best regards,  Sandra |

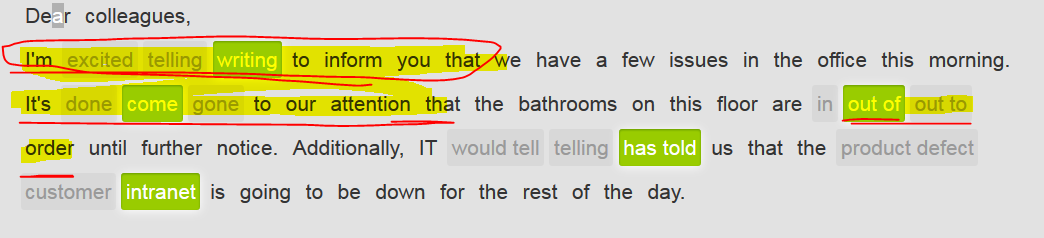
# Opening **signposts** of an email or letter

**To do: should copy/merge the following to the “Correspondence\_Email.docx” in C:\Tracy\TW related\English\EF\2 EF oral topics - Script based on Level\EF L17\_FieldSpecific\Business English**

|  |
| --- |
| Signpost:  1.a signpost is a sign at the side of a road showing directions and distances路标  •I’m sure that **signpost** is pointing the wrong way. 我敢肯定那块路标指错了方向。  •Just follow the **signposts** to the city centre. 就按路标所指的方向去市中心  2. 线索，迹象，征兆〔尤用于新闻报道〕signpost is something that helps you understand how something is organized (esp in writing), where to go, or what will follow – used especially in news reports  •As yet, there are few signposts pointing to success. 到目前为止，几乎未见成功的迹象 |

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| One way to open a formal email or letter containing important information is like this: | | | | |
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| *I'm writing to inform you (that) ...* | | |  |  |
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| You can then explain the main points or issues. | | | | |
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| ***We've discovered that*** *a large amount of customer data has been stolen.* | | |  |  |
|  | | |  |  |
| *I****t's come (has come) to our attention that*** *one of our products has a major defect.* | | |  |  |
|  | | |  |  |
| ***We've just found out that*** *the bathrooms are out of order.* | | |  |  |

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| --- | --- | --- |
| Here are more words and phrases for reporting information: | | |
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| *Office management* ***has informed us that*** *the phone lines are temporarily out of action.* |  |  |
|  |  |  |
| ***I'd also like to mention that*** *some customer information has been stolen.* |  |  |
|  |  |  |
| ***Just letting you know*** *the bathrooms are out of order until further notice.* |  |  |
|  |  |  |
| *IT* ***told me that*** *the intranet server is down today.* |  |  |
|  |  |  |
| ***I heard Jim say that*** *the projector is out of action.* |  |  |



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| --- |
| Dear colleagues,  **I'm writing to inform you of** <an issue in the office this morning>. ***It*'s come (has come) to our attention *that*** <*our phone lines/our projects*> are not working/are **out of action/malfunctional**.  It's a small issue, and there's no need for concern. It shouldn't affect our team. IT is investigating the problem and repairing the broken lines. We'll **keep you updated** when we have more information. Thanks for your patience and **bearing with us容忍我们.**  Br,  IT support |
| Dear colleagues,  **I'm writing to inform you of** an issue in the office this morning. ***It'*s come to our attention *that*** our phone lines are not working.  It's a small issue, and there's no need for concern. It shouldn't affect our team. IT is investigating the problem and repairing the broken lines.  We'll update you with more information before lunchtime/ We'll **keep you updated** when we have more information. Thanks for your patience and understanding.  Best,  Helen |

## Explain an issue

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| In an email about company issues, it's a good idea to add a paragraph explaining how serious the issue is, who is affected and what is being done to fix it. | | |
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| **Describe the scale of the problem** | | |
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|  | *It's looking like* ***a serious issue****.* | It's looking like **a serious issue**. |
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| --- | --- | --- |
|  | *We have* ***a severe problem****.* | We have **a severe problem**. |
|  |  |  |

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| --- | --- | --- |
|  | *It's* ***a small problem****, and there's* ***no need for concern****.* | It's **a small problem**, and there's **no need for concern**. |
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| **Say who it affects** | | |
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|  | ***The issue will impact*** *all of our staff on the second floor.* | **The issue will impact** all of our staff on the second floor. |
|  |  |  |

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| --- | --- | --- |
|  | *It* ***shouldn't affect*** *anyone on our team.* | It **shouldn't affect** anyone on our team. |

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| **Say what's being done** | | |
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|  | *We're* ***working on a fix*** *for the problem.* | We're **working on a fix** for the problem. |
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|  | *We're* ***investigating the issue****.* | We're **investigating the issue**. |
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|  | *We're* ***looking into the problem with some urgency****.* | We're **looking into the problem with some urgency**. |
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| --- | --- | --- |
|  | *An engineer* ***has been called to fix the issue****.* | An engineer **has been called to fix the issue**. |

# Closing **signposts** of an email or letter

**Next steps and thanks**

In the closing section of a letter or email informing people of a problem, it's a good idea to tell them what to expect next and thank them for their understanding.

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| *We'll give you an update when we have more information.* |  |  |
|  |  |  |
| *We expect the issue to be resolved within the next few hours.* |  |  |
|  |  |  |
| *Thanks for your understanding regarding this matter.* |  |  |
|  |  |  |
| *Please be patient while we find a solution.* |  |  |
|  |  |  |
| *Please bear with us as we resolve the issue.* |  |  |

# Write an advisory email

Your manager has left you a voicemail asking you to inform the team about an issue. Write the opening paragraph to inform the team of the issue. Write a second paragraph to explain how serious it is and what is being done.

Type in the input box. Write 60-80 words. Use your own words where possible.

 Sample

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| Dear colleagues,    **I am writing to inform you of** an important issue in the office. The projector in the meeting room is out of action today. I've called IT, and they are working on a fix.    It is not a serious problem, but it will affect anybody who wants to give a presentation in the large meeting room. It should be fixed by this afternoon. We'll keep you updated with more information before lunchtime. Thanks for your patience and understanding.    Br, Tracy |