

何谓“高情商表达”？

试比较下面这两个句子：

例一：

We have to cut costs. Meet me in your office at 2:00 so we can talk about how to do this.

我们必须削减开支。下午2点，请到您的办公室，我们可以讨论如何实施。

例二：

I think that cutting our costs might be a good idea. How about sitting down to talk about this? Would 2:00 in your office work?

我认为降低成本可能是一个不错的主意。我们可以坐下来谈谈这个问题，您的办公室2点可以吗？

毫无疑问，例二显得更为温和并富有外交手段，有助于促进同事间（包括上下级之间）的良好关系。

在职场英语中，语气的巧妙运用不仅在于传达明确的意思，更体现在如何用委婉的措辞表达强烈的情感 and 需求，从而提升交流的效果。

“高情商表达” 第一步：体会情态动词

情态动词，如 “might”，“would” 和 “must” 等，在表达语气时发挥着至关重要的作用。它们不仅能够调整陈述句的强度，还可以使语言更加委婉和得体。

举例而言，考虑以下情景：如果您的上司直截了当地说：“You must come in tomorrow to finish the report”，您可能会感到一种强制的压力。

相反，如果上司以更为委婉的方式表达：“We really should get that report done before Monday. Would you be able to come in tomorrow and help get that finished?”

这样的表述会让人感到更加舒适。在这个例子中，使用了 “should” 和 “would” 这两个情态动词，以一种更为礼貌和请求的方式提出了需求，使整个交流过程变得更加愉快和合作。

通过选择适当的情态动词，我们能够调整语气，使表达更富有礼貌，更容易被理解和接受。这种细微的语言选择可以在职场沟通中建立更加积极和融洽的关系，进而提高工作效率。

“高情商表达” 第二步：情态动词的分类

按照语气由强到弱，以及使用的场合，情态动词可以分成如下三组：

第一组：表达命令、规则： “must,” “have to,” and “need to.”

1. Must:

- You must submit your assignment by the deadline. 你必须在截止日期前提交你的作业。
- Students must wear uniforms to school. 学生必须穿校服上学。

2. Have to:

- Employees have to attend the mandatory training session. 员工必须参加强制培训课程。
- I have to finish this report by the end of the day. 我必须在今天结束之前完成这份报告。

3. Need to:

- You need to follow the safety regulations in the laboratory. 你需要遵守实验室的安全规定。
- We need to obtain approval before implementing any changes. 在实施任何变更之前，我们需要获得批准。

“高情商表达” 第二步：情态动词的分类

第二组：表达建议、推荐：“might,” “may,” “can,” “should,” “could,” and “ought to.”

1. Might:

- It might be a good idea to double-check your work before submitting it. 在提交之前重新检查你的工作可能是个好主意。

2. May:

- May I suggest reviewing the proposal before the meeting? 我可以建议在会议之前审查一下提案吗?

3. Can:

- You can improve your skills by attending workshops and seminars. 通过参加研讨会和研讨班, 你可以提高自己的技能。

4. Should:

- You should consider talking to your supervisor about your concerns. 你应该考虑与你的主管谈谈你的担忧。

5. Could:

- If you have time, you could attend the networking event tomorrow. 如果你有时间的话, 你可以参加明天的社交活动。

6. Ought to:

- You ought to prioritize your tasks based on their importance. 你应该根据任务的重要性来设置优先级。

“高情商表达” 第二步：情态动词的分类

第三组：表达请求：“can,” “will,” “could,” and “would.”

1. Can:

- Can you please send me the report by the end of the day? 你能在今天结束之前发给我报告吗?
- Can I ask you for some assistance with this task? 我能请你帮忙完成这项任务吗?

2. Will:

- Will you attend the meeting tomorrow morning? 你明天早上会参加会议吗?
- Will you be able to provide feedback on the draft by Friday? 你能在周五之前提供对草稿的反馈吗?

3. Could:

- Could you please help me with the presentation slides? 你能帮我做一下演示文稿吗?
- Could you let me know if the project deadline can be extended? 你能告诉我项目的截止日期是否能延长吗?

4. Would:

- Would you mind sharing your insights on this topic during the meeting? 你介意在会议上分享一下你对这个话题的见解吗?
- Would you be able to join us for lunch tomorrow? 你明天能和我们一起吃午饭吗?

使用rather, quite 和 fairly

"Rather," "quite," and "fairly" 是在口语中经常使用的词汇，它们在形容词之前的使用中有着微妙的语气调节作用。这三个词的巧妙运用可以使表达更为委婉和礼貌，让人感觉语气更轻松自然。

场景：您刚刚阅读了一位同事的草稿，发现他的文字使用过于啰嗦，而且过于正式。如何表达您的观点？

试比较下面这两种表达法：

原句：It' s too wordy. | It' s too formal.

改后句：It' s rather wordy. | It' s quite/fairly formal.

这一微小的修饰，却能够产生显著的影响。通过使用 "rather"，您传达出草稿过于啰嗦的观点，但语气相对轻松，更显得委婉。而使用 "quite" 或 "fairly"，则在弱化 "too formal" 这一观点的同时，保持了一定的客气和礼貌。

这样微妙的差别，往往能够让对方感受到您的批评并非强硬或直接，而是建设性的建议。在交流中，这种巧妙运用词语的技巧有助于维持良好的人际关系，使得沟通更加顺畅和融洽。因此，选择合适的修饰词汇，是表达意见时需要特别注意的细节之一。

使用rather, quite 和 fairly

例句:

1. Rather:

- The proposal seems rather ambitious; perhaps we could start with smaller steps. 这个提案似乎相当雄心勃勃，也许我们可以从小的步骤开始。
- Your performance was rather unexpected; we hadn't anticipated such creativity. 你的表现相当出乎意料，我们没有预料到这样的创造力。

2. Quite:

- This task is quite challenging, but with teamwork, we can overcome it. 这项任务相当具有挑战性，但通过团队合作，我们可以克服它。
- It's quite a unique solution; I haven't seen anything like it before. 这是一个相当独特的解决方案，我以前从未见过类似的。

3. Fairly:

- The feedback received was fairly positive, with just a few minor suggestions. 收到的反馈相当积极，只有一些小的建议。
- She's fairly new to project management, but her contributions have been valuable. 她对项目管理还比较陌生，但她的贡献非常有价值。

使用little, slight 和 minor

使用 "little," "slight," 和 "minor" 等委婉修饰词能够巧妙缓和表达，保持礼貌，强调问题的轻微性质，促进合作，降低紧张感，从而有效提升沟通的效果和人际关系。

比较下面这两种表达：

原句：The website has a problem.

改后句：The website has a slight problem.

通过添加 "slight" 这一修饰词，我们成功地使表达更加委婉和缓和了语气。这个微小的改变使得我们不再直接强调问题的严重性，而是传达了一种轻微的不适。这种修饰的巧妙运用有助于在交流中保持温和而礼貌的语气。

然而，需要注意的是，修饰词的选择应该根据实际情况和问题的严重性进行调整。在某些情况下，如果问题确实较为严重，就不要使用 "slight" 这样的弱化修饰词。在这种情况下，需要调整用词以更准确地表达问题的本质，选择直接表达问题的严重性，以便确保对方理解情况的紧急性。

使用little, slight 和 minor

例句:

1.Little:

- I have a little concern about the project timeline; perhaps we could review it. 我对项目进度有一点担忧，也许我们可以进行一次审核。
- Your contribution might need a little refinement, but overall, it's commendable. 你的贡献可能需要一点改进，但总体来说，它是值得称赞的。

1.Slight:

- There's a slight discrepancy in the budget figures that we should address. 预算数字存在一些轻微的差异，我们应该解决一下。
- I've noticed a slight error in the report; could we discuss it during the meeting? 我注意到报告中有一处轻微的错误，我们在会议上能否讨论一下？

1.Minor:

- There's a minor issue with the software update, but it can be easily fixed. 软件更新存在一个小问题，但可以很容易修复。
- Please make a few minor adjustments to the design for a more polished look. 请对设计进行一些小的调整，以使其看起来更加精致。

限定number, frequency 和 certainty

通过对number、frequency和certainty进行限定，即使用限定性的修饰词，有助于在表达中加入委婉的成分，使信息更准确、更谨慎，从而提高沟通的清晰度和言辞的礼貌性。

1. 对number做出限定，使用 “a few” 、 “some” 或 “several” ， 例如：

- 原句：There are mistakes.
- 改后句：There are a few mistakes.

2. 对frequency做出限定，即使用 “occasionally” 、 “sometimes” 或 “from time to time” ， 例如：

- 原句：Joe fails to prepare sufficiently for presentations.
- 改后句：From time to time Joe does not prepare sufficiently for presentations

3. 对certainty做出限定，使用情态动词 “might” 、 “could” 和 “may” ， 例如：

- 原句：Our bid will not be successful.
- 改后句：Our bid might not be successful.

职场高情商表达-30个常用句型

1.Issue Recognition (问题认知)

- 原文: There's a big problem with the project timeline.
- 修饰后: There are a few challenges we need to address regarding the project timeline.
- 中文: 关于项目进度表存在一些需要解决的挑战。

2.Constructive Criticism (建设性批评)

- 原文: Your presentation was confusing.
- 修饰后: There might be some room for improvement in terms of clarity in your presentation.
- 中文: 关于表达清晰度方面可能有一些改进的空间。

3.Suggestions for Improvement (改进建议)

- 原文: Your approach won't work.
- 修饰后: English: Perhaps there could be alternative approaches that might yield better results
- 中文: 或许可以考虑一些替代方案, 可能会取得更好的结果。

4.Disagreement (不同意见)

- 原文: I strongly disagree with your proposal.
- 修饰后: I see where you're coming from, but I may have a slightly different perspective on the proposal.
- 中文: 我理解你的观点, 但我可能对这个提案持有稍微不同的看法。

5.Expressing Concerns (表达担忧)

- 原文: Your decision seems risky.
- 修饰后: I have some reservations about the potential risks associated with this decision.
- 中文: 我对这个决定可能涉及的潜在风险有一些顾虑。

6. Request for Clarification (请求澄清)

- 原文: Your instructions are unclear.
- 修饰后: English: I may need a bit more clarification on your instructions to ensure accuracy.
- 中文: 我可能需要更多的解释, 以确保按照你的指示准确执行。

7. Assigning Tasks (任务分配)

- 原文: I need you to do this right away.
- 修饰后: English: If you could, please prioritize this task as it is time-sensitive.
- 中文: 如果可能的话, 请优先处理这个任务, 因为它时间紧迫。

8. Expressing Disapproval (表示不同意)

- 原文: I can't support this idea.
- 修饰后: I have some reservations about endorsing this particular idea at the moment.
- 中文: 我对目前支持这个具体想法有一些保留意见。

9. Time Management (时间管理)

- 原文: You're always late for meetings.
- 修饰后: I've noticed there have been some delays in punctuality during recent meetings.
- 中文: 我注意到最近会议守时方面存在一些延误。

10. Salary Negotiation (薪资谈判)

- 原文: I need a higher salary.
- 修饰后: I was hoping we could discuss some adjustments to the compensation package.
- 中文: 我希望我们能够讨论一下薪资方案的调整。

11.Handling Mistakes (处理错误)

- 原文: You made a serious error in the report.
- 修饰后: I noticed a couple of inaccuracies in the report that we should address.
- 中文: 我注意到报告中存在一些不准确之处, 我们应该予以解决。

12.Meeting Interruption (会议打断)

- 原文: Can you stop interrupting me?
- 修饰后: I appreciate your enthusiasm, but I'd like to finish my thought before we discuss further.
- 中文: 感谢你的热情, 但我想在进一步讨论之前完成我的思路。

13.Policy Change Disagreement (政策变更异议)

- 原文: This new policy is a bad idea.
- 修饰后: I have some reservations about how the new policy might impact our workflow.
- 中文: 我对新政策可能对我们工作流程产生的影响保留意见。

14.Teamwork Adjustment (团队合作调整)

- 原文: You need to work better with your colleagues.
- 修饰后: Building stronger collaborative relationships with colleagues could enhance team dynamics.
- 中文: 与同事建立更强大的协作关系可能有助于提高团队的协同效应。

15.Request for Assistance (请求协助)

- 原文: I need you to do this for me.
- 修饰后: If it's possible, could you assist me with this task?
- 中文: 如果可能的话, 你能帮助我完成这个任务吗?

16.Deadline Adjustment (截止日期调整)

- 原文: I can't meet the deadline.
- 修饰后: I might need an extension on the deadline due to unexpected challenges.
- 中文: 由于一些意外情况, 我可能需要延长截止日期。

17.Project Scope Clarification (项目范围澄清)

- 原文: This project is too broad.
- 修饰后: I think we might need to clarify the project's scope to ensure better focus.
- 中文: 我认为我们可能需要澄清项目范围, 以确保更好的专注。

18.Handling a Difficult Colleague (处理难缠同事)

- 原文: You're impossible to work with.
- 修饰后: I've noticed some challenges in our collaboration, and I believe open communication could help us find common ground.
- 中文: 我注意到我们合作中存在一些挑战, 我相信通过开放的沟通我们可以找到共同点。

19.Conflict Resolution (冲突解决)

- 原文: You're wrong, and I'm right.
- 修饰后: I think we might have differing opinions, and I'm open to discussing how we can find a middle ground.
- 中文: 我认为我们可能存在不同的观点, 我愿意讨论如何找到一个折中点。

20.Feedback on a Proposal (对提案的反馈)

- 原文: Your idea won't work.
- 修饰后: I appreciate the effort you've put into the proposal, and I believe with a few adjustments, it could be even more effective.
- 中文: 我感谢你在提案中付出的努力, 并相信通过一些调整, 它可能会更加有效。

21.Encouraging Improvement (鼓励改进)

- 原文: Your performance is not up to par.
- 修饰后: There may be opportunities for enhancement in your performance.
- 中文: 在你的表现方面可能存在一些提升的机会。

22.Opinion Consideration (考虑不同观点)

- 原文: Your strategy is flawed.
- 修饰后: I see the merit in your strategy, but there might be room for refinement.
- 中文: 我认可你的战略, 但可能还有改进的空间。

23.Handling Unproductive Meetings (处理低效会议)

- 原文: Your meetings are a waste of time.
- 修饰后: I believe there's potential to make our meetings more productive.
- 中文: 我相信我们的会议有潜力变得更加高效。

24.Feedback on Contribution (对贡献的反馈)

- 原文: Your input is not valuable.
- 修饰后: I appreciate your input, and I think it could become even more valuable with additional details.
- 中文: 我感谢你的意见, 并认为通过更多细节的补充, 它可能会变得更有价值。

25.Encouraging Initiative (鼓励主动性)

- 原文: You're not proactive in your role.
- 修饰后: There's potential for you to take a more proactive approach in your responsibilities.
- 中文: 在你的职责中, 你有更多主动性的发挥空间。

26. Discussing Workload Issues (讨论工作负荷问题)

- 原文: You're giving me too much work.
- 修饰后: I'm currently managing a challenging workload; perhaps we could explore a more balanced distribution of tasks.
- 中文: 我目前正承担一些有挑战性的工作, 也许我们可以探讨一下更平衡的任务分配方式。

27. Handling Unproductive Processes (处理低效流程)

- 原文: This process is inefficient.
- 修饰后: There might be opportunities to streamline and improve the efficiency of this process.
- 中文: 或许有机会使这个流程更简单化, 提高效率。

28. Handling Employee Behavior (处理员工行为)

- 原文: Your behavior is inappropriate.
- 修饰后: I've observed some behavior that may be perceived as inappropriate; let's discuss how we can align with our professional standards.
- 中文: 我注意到一些可能被视为不适当的行为; 让我们讨论一下如何与我们的专业标准保持一致。

29. Encouraging Team Collaboration (鼓励团队协作)

- 原文: Your team isn't working well together.
- 修饰后: I believe there's potential for stronger collaboration within the team.
- 中文: 我相信团队内部有更强大的协作潜力。

30. Handling Mistakes Gently (温和处理错误)

- 原文: You messed up.
- 修饰后: I've noticed a small oversight, and I'm confident we can address it together for future improvement.
- 中文: 我注意到了一个小小的疏忽, 我相信我们可以共同解决, 以便未来的改进。