

## Business Basic

### Lesson 07: Discussion

#### Practice 1 | Formal and Informal Expressions

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**Directions:** Listen and repeat.

There are certain phrases used in business conversations.

Check them with your teacher.

Formal	Informal
I beg to differ.	I doubt this is a good idea.
What is your opinion?	How about this?
That is an interesting point, but...	I think your idea isn't going to work.
That is a great idea!	It's good.
In my opinion...	I guess...

## Practice 2 | Reading Dialogue

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**Directions:** Read the dialogue aloud with your teacher.

Here is an example of a discussion. Read it with your teacher.

*Mike and Josh are discussing how to improve "Future Innovations" marketing strategy.*

**Josh** : Hello, Mike. So, do you have any ideas of how to improve our marketing?

**Mike** : Oh yes! At first, I thought about making more flyers and newspaper advertisements, but we already have them. I guess these are not so popular these days...

**Josh** : I beg to differ, I think many older people who do not know how to use a computer, read papers.

**Mike** : Well, maybe you are right. It might be that way.

**Josh** : However, I think you also have a point: many young people don't read newspapers.

**Mike** : Yes. I was thinking about running an advertisement on television. We can also make discounts for the first customers who buy our new product online.

**Josh** : This is a great idea! How about the number, how many discounts for the people?

**Mike** : Maybe 20 people who buy it first... About a 25% discount...

**Josh** : This is an interesting point, but I think our director might not like such a big discount. Maybe something like 20% would do. Anyway, your idea is very good.

### Questions:

1. What is Mike's opinion about newspaper advertisements?
2. What was Mike's suggestion?
3. What did Josh think about Mike's idea?

### Practice 3 | Studying the Manual

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**Directions:** Study the manual with your teacher.

You need to prepare for a discussion. Choosing your words is very important. Read some advice on business discussion.

- You need to be polite and show respect for a different opinion.
- When you disagree you need to mention that the opinion is interesting but you think in a different way.
- Use the following expressions: "In my opinion", "If you ask me", "To my mind", "Personally I believe that", "As far as I'm concerned", etc.
- It would be perfect if after expressing your opinion, you would ask what the other person thinks: "Do you like this idea?", "What do you think about it?", "What are your ideas?", etc.
- You need to show your response to what the other person is saying. So, sometimes add something like: "I see", "That's why", "hm..." for the person to feel that you are paying attention to his ideas.

**Practice:** Have a role-play with your teacher. You work for a travel agency and you're thinking about promoting the agency by having a lottery for people who reserve tickets and travel offers in the following month. The winner would receive two tickets to a certain destination. Your colleague is not convinced and thinks it might be too big of a reward. Try to express your opinion using the polite expressions you've learned.

## Practice 4 | Situation Questions

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**Directions:** Answer these situation questions.

1. You are in a business discussion and your coworker expresses an idea that everyone agrees to. You seem to be the only one who disagrees. What do you do?
2. You are expressing your idea and suddenly another employee impolitely interrupts you. What do you do?
3. You are in a meeting where people are discussing an important topic, but no one asks for your opinion even though you have one. What do you do?