**English for Life**

**Spoken English Course – FORSA**

Trailer

Have you ever had a problem communicating with people in English? Though you had very good accomplishments during your academic life?

Were you so good at English, but when you had to talk to someone in the street you felt so nervous that you couldn’t find even words to say?

Well, don’t worry, you’re not alone. This is a very ubiquitous problem.

“English for life” is an online course that trains on English speaking, and it’s brought to you by “for9a.com”.

The course contains 2 missions.

The Formal spoken English to help you speak English at your workplace, and the Informal spoken English to help you speak with your friends and the family.

This is Mutaz Bata, the director of Easy English Program, I have an extraordinary abiding passion in speaking English. That’s why I’m here with you today. I’ll be the lead educator and the tutor on “English for life”.

The majority of the course steps will be presented to you through videos, and a few through live sessions. We also have a quiz and a final checkpoint.

During each step, you’ll be provided with an article and a table of key words that you should take a look at before starting the video or the live session.

Let’s do it together, see you guys!

0.0 Welcome.

Video, article, key words

**Hi** everybody! and welcome to “English for life”: an online course that trains on English speaking.

This is Mutaz Bata, the director of Easy English Program, I’ll be the lead educator and the tutor on “English for life”. I’ve always considered myself to have an abiding passion in speaking English. That’s why I’m here with you today.

This course is brought to you by “Forsa website: for9a.com”.

My main aim in English Language training is to help people overcome the challenge of speaking English in daily life, whether in professional environments like the workplace, or the informal environments with your friends and the family. So, let’s do it together! Are you ready?

Okay, let’s take a look at how the course works:

**This course contains 2 missions.**

**Mission 1: Formal spoken English, and mission 2: Informal spoken English.**

1. Mission 1 contains 5 consecutive steps that you should take before moving on to Mission 2.
* These 5 steps are:
	1. Introduce yourself formally.
	2. Common business English phrases.
	3. Non-professional phrases.
	4. Conduct a presentation.
	5. Perform well in a debate.

Now all these steps are presented to you through videos, except for the “Common business English phrases”, it’s going to be a live session.

1. Mission 2 also contains 5 consecutive steps that you should take before moving on to the final checkpoint.
* These 5 steps are:
	1. Introduce yourself informally.
	2. Making an informal phone call.
	3. Giving and asking for directions.
	4. Basic phrases that people use every day.
	5. The art of apology.

Like mission 1, all these steps are presented to you through videos, except for “The art of apology”, it’s going to be a live session.

Don’t worry, I’ll provide you with the key words that you’ll need to know before completing every single step. You can also take a look at the video transcript by clicking on the link just below the video.

**Navigating through the course.**

Each step contains an article and a table of key words along with their meanings, you have to read the article and the table before you watch the video or join the live session.

Whenever you finish a certain step, just click on the “Mark as done” button at the bottom right corner of the page, the button’s color will turn from orange into green. Then click the forward or backward arrow to move through the course steps. You can also review your progress by clicking on the “Course map” button at the top left corner of the page. Ask and answer questions in the comments below each step if you want to experience a truly interactive course.

**Testing.**

I’ll test you twice throughout this course, the first test is going to be a quiz just after completing mission 1 and before moving on to mission 2.

The second test is going to be a final checkpoint at the end of the course.

Both tests will be in a multiple-choice form.

Finally, don’t forget to share your experience on the social media (Like, Facebook, Twitter, Instagram and so on), to tell your friends about what you’ve learnt.

Well, that’s it for today, to be honest, I can’t wait to start making success with you all.

See you at the coming steps!

1.1 Introduce yourself formally.

Video, Article, Key words

Have you ever been in a formal situation where you had to introduce yourself to someone else? A person or a group of professionals? Have you ever had to enter a meeting room? Have you ever had to attend a conference? Were you worried about the language that you should or shouldn’t use?

If you were considered for a job vacancy, the way you introduce yourself in such a formal context is very important and it would strongly influence the process of recruiting, in other words; you can seize many opportunities by being well-prepared.

1. **So, where will you need this?**
* At your workplace, meetings, exhibitions, conferences, job interviews and so on.

**Okay, how can you introduce yourself formally?**

1. **Step 1: Introduce yourself and greet.**
* You can use the following expressions to greet.
* Good Morning Sir.
* Good Morning Madam.
* Good Afternoon Mr. Jackson.
* Good Evening Mrs. Hazel.

Note: Bear in mind that Mr. is used for both married and unmarried men, Ms. is used for both married and unmarried women, Mrs. is only used for married women.

* After the greeting, say your full name (First and last names) and give a compliment, for example:
* I am Oliver James.
* My name is Lucas Edwards.
* Good to see you.
* Nice to meet you.

Note: If you were talking to someone on the phone and your voice wasn’t clear enough due to some connection problems, you can help them spell your name, for example: My name is John, J for July, O for open, H for house, N for number.

* Then, you can ask.
* How are you?
* How do you do?
* How are you doing?

However, avoid saying “Hi” or “Hello” in formal situations; since they only work with casual cases.

* Include where you have heard about the company or the person you are talking to, for example:
* I have come across your official website, and I thought that I would come to your office to talk about …
* I have heard the media saying that this company has made such great achievements over the past few years …
* Use connections as this might be the best way to get assistance, I mean mention people you both know), for example:
* I am a friend of Olivia, she told me about you and convinced me to come to your office.
* Tell more about yourself (Studies, Work experience, Skills, Age and so on), for example:
* I am an accountant at ...
* I am currently a student at ....
* I am 25 years old.
* I am highly adaptable to change.
* I have always considered myself to have very powerful communication skills.

Okay, that’s it for step 1: Introduce yourself and greet.

Now:

1. **Step 2: Ask questions.**
* What do you do for living?
* What is your job?
* Where do you live?

However, be careful, do not be so rude by getting too personal.

Ask for advice or make a suggestion, do not make a demand.

1. **Step 3: Show that you are very excited for the conversation.**
* Talk about future plans, for example:
* I am really looking forward to working with you.
* I am very enthusiastic to meet you guys at the office.
* I can’t wait to start making success at your esteemed company.
1. **Step 4: End the conversation politely.**
* Use one of the following expressions for example:
* Goodbye.
* Thank you for your time.
* It was a pleasure meeting you.
* It was a pleasure talking to you.
* It was a pleasure to meet you.
* It was a pleasure to have met you (Use this phrase if you would like to thank somebody for hosting).
* Thank you for your consideration.
* Thank you for your recommendation.
* Thank you for your assistance in this matter.
* Thank you for your sympathy (Use this phrase if the other part has shown or expressed sympathy for you in some way or another).
1. **General tips.**
* The personal space is the physical distance between 2 persons in a certain environment. You have to leave an appropriate distance between you and the person you are talking to, 1 meter or more would be good when talking to people in a formal environment like the coworkers or the acquaintances, do not get closer.

Okay, that’s it for this step, don’t forget to click on the “Mark as done” button at the bottom right corner of the page before you move on to the coming step, at which we’ll talk about common business English phrases through an interesting live session. Stay tuned. See you later!

1.2 Common business English phrases

Live session.

The following step is going to be an interesting online live session, in which we’re going to learn about

“Common business English phrases”

In the calendar shown, choose the date that best fits your schedule and don’t miss the golden opportunity of interactive learning.

Let’s do this!

1.3 Non-professional phrases.

Video, Article, Key words.

You have to maintain a professional attitude at your workplace, regardless to how close you are to your coworkers or your boss. Before you say a single word, make sure it enhances your professionalism.

The way you communicate with your coworkers and your boss sends a clear message about your level of interest in your job, the level of commitment and your integrity.

Here are some common words and phrases you hear in the workplace that you should avoid if you want to seem and sound professional:

1. **That’s not my job.**
* Well, it might really be not related to your job responsibilities or not mentioned in your job description, however, by saying this, you’re getting yourself out of the team. You seem to be not willing to be cooperative or versatile. Instead, you can say: “I’m not sure I’ve done it before, but I will do my best for you” or “I’m not sure I’ve done it before, but I’ll take care of it for you”.
1. **I don’t know what to do here.**
* Well, don’t say that. Someone will have to know how to figure this out, so why don’t you be confident enough and find a solution?
1. **No problem.**
* Don’t reply with this if somebody told you: “Thank you” after you had helped them with anything at work. “No problem” means that they have bothered you when they asked for help, who said anything about there being a problem? If you want to be much friendlier, say: “It’s my pleasure”, or “You’re welcome”, it would give a much better impression.
1. **I’m bored.**
* Be initiative and find something interesting and useful to do instead of being boring (not bored). You should have a positive effect on your workplace.
1. **I’m so exhausted.**
* Successful people work really hard for their own good, as well as for the good of their companies. By expressing that you are so exhausted, that means that you are unable to manage a healthy lifestyle. So, fix your own issues or keep it to yourself. In other words, being exhausted needs to be managed by the individual.
1. **I thought you were doing that.**
* It conveys a very bad message, that you are trying to shrink responsibilities as much as possible, and also you have no idea about what’s going on inside your team.
1. **I told you so.**
* This is not a constructive criticism and provides no logical solution for any problem, it is rude as well. If you say so, you’re discouraging creativity and innovation. Instead, try giving advice for future tries, if you are to be a good leader or a positive team member.
1. **We’ve always done it this way.**
* You can say this instead: “What are the benefits of changing the method to a new one?”, if they were able to give you a convincible answer that’s okay, if they weren’t, then you can describe the reason why do you see that staying at the same method is better, however, not by saying: “Because that’s how we have done this for so long”. Companies and businesses will never progress if the people weren’t interested in the idea of changing things. Saying: “We’ve always done it this way” means that you are resistant to change, and just because you’ve always done it this way, doesn’t mean that it is the best way.
1. **Never or Always.**
* Generalization and exaggeration could put you in embarrassing situations. Don’t always assert things this way, since that implies that you don’t have real facts or logical information to talk about.
1. **It’s not fair.**
* If you’re being given more work than your coworkers, then this is the best opportunity for you to set yourself apart. On the other hand, if you feel that you’re being dealt unfairly, you can find out something else to say or to do. You can for example sit down with your Boss and discuss your performance or reconsider the distribution of responsibilities.
1. **You look tired today, are you okay?**
* You won’t be caring if you said so, or if you commented on your colleague’s appearance, they won’t feel happy knowing that they have a bad look. Be more friendly by offering a quick visit to the break room for a refreshment.
1. **Don’t tell the Boss.**
* If you’re saying so to your coworkers or teammates, then you’re making them feel that you’re creating an unsafe environment. This phrase implies that there’s some kind of conspiracy.
1. **I can’t stand my boss.**
* You don’t know how fast this will get around the office, even if your coworkers agree with you, and if it makes its way to your boss, that will be really embarrassing and absolutely will make trouble. Try saying instead: “You seem to be very getting along with the boss, how do you do it?”. After that you should try to enhance your relationships inside the office, with your boss and your colleagues as well.
1. **It is what it is.**
* It implies that you are satisfied with the regular approach, even if it is not taking you to the goals that you have set before. It also denotes that you are unwilling to find better ways at work, or other creative solutions that improve the progress of the company.
1. **Maybe or it depends.**
* Try your best to give clear and explicit answers. “Yes” or “No” are always preferred, however, if you need more information to give an emphasized answer, ask for clarification or more time to explore additional details.
1. **You’re all dressed up today, got a job interview somewhere?**
* What do you mean? Do you mean that they don’t always dress up or look nice? or do you mean that they don’t care about their appearance at the current company? or imagine that they really have a job interview, wouldn’t that be very awkward? Play it safe and just say: “You look really handsome or pretty today”.
1. **They will never know.**
* This phrase implies that you are being deceptive, and if you are telling someone else about this deception, you are revealing your bad intentions.
1. **Let’s bet on this.**
* Workplace is not the right place for gambling. Gambling inside offices shows a lack of prioritization and decorum, you don’t need to do that.
1. **I’ll try.**
* This implies that you’re given an unachievable task, but you have accepted it anyway. It’s the same as “I can’t do it”. You can instead ask for help or support in order to get it done as well as guarantee not failing. All in all, don’t set yourself up for failure.
1. **I’m staying at the office, I can’t go home, I have too much to do.**
* By saying so, you are telling the other coworkers that you are incapable of doing the job within the official working hours. Try to manage your time and work responsibilities or find another job that best fits your capabilities.
1. **Sorry.**
* Of course, it is very polite to say sorry when you have done something wrong. But don’t use it all day long, respect yourself and the value of your speech. “I’m sorry” usually means: “I’m sorry for taking up your time” or “I’m sorry for bothering you”, No! don’t overuse it as long as you know that your information will add to the conversation.
1. **Fantastic! Great!**
* Don’t say this all the time, because if you see everything great, then there is something wrong with your standards of judgement. It’s good to be positive, however, don’t overuse it.
1. **I’m not sure if you can, but …**
* This phrase shows a very weak and inferior tone of speech. It implies that the person you are talking to is very busy and important that you have to beg for consultation or assistance. No! don’t use it, instead, you can say: “Would you like to help me with this?” or “Would you like to provide me with your feedback on this document?”.
1. **I don’t have time to talk right now.**
* If you were in a hurry and you had to pass by a colleague’s office for some reason and they wanted to have a conversation with you, offer them to book a meeting later to discuss issues that matter to them. If you received a phone call while you are incapable of talking, don’t answer the phone, let your voice mail do its job. Never say: “I don’t have time to talk right now”.
1. **How old are you?**
* If they were older than they appear, then you have pointed out that they seem less mature. However, if they were younger, then you have declared that they look older. You certainly don’t want to put yourself in those two horrible situations.
1. **Just.**
* Like saying: “I just want to know” or “I just want to say”. Those phrases denote a lot of hesitation and a lack of confidence. Be clear and say what you want to say powerfully without taking yourself aback.
1. **Yes.**
* You might be surprised, however, let me tell you something, don’t say: “Yes” if you don’t mean it, or if you’re not 100% sure that you can fulfill the request or deliver the task on time. Otherwise, that will be so disrespectful to you and your coworkers.
1. **Are you pregnant?**
* Ask anything but not this question. Just never ask this question. Maybe they don’t want to let the cat out of the bag, or maybe you are totally wrong. It is up to them, whether to tell you or not.
1. **Did you hear what happened?**
* Stop the gossip, don’t spread information unless you are 100% sure that it is right. Moreover, if you feel that this information could be harmful to anyone by any means, keep silent and stop the gossip.
1. **Using the passive voice.**
* If you are addressing or communicating with your employees, you must take responsibility and stand by your decisions, by saying “I” at the beginning of your speech.
* Example:
* Say: “I have created a new rule on the sick leaves“, not: “A new rule on the sick leaves has been created by me”, you see the difference?.

Okay, that’s it for this step, remember to train on these phrases, so that you avoid using them at your workplace. Then move on to the next step at which we’ll discuss how to conduct an outstanding presentation.

See you then!

1.4 Conduct a presentation.

Video, Article, Key words.

If you are to conduct a presentation you have to do it very well, since the audience wouldn’t listen to you if they were unconvinced that your presentation is interesting and beneficial. Therefore, providing a killer presentation opener is such an essential part of your skills bank.

Thus, in this step we’re going to represent 5 major steps that you must take into consideration before conducting a presentation.

We’re also going to introduce the topic of “Giving up fast food” as an example for a presentation.

1. **Step 1: Give a confident introduction.**
* Introduce yourself, your position and bring your inflection down at the end to show that you are relaxed and confident, for example:
* Good afternoon everybody my name is Lucas and I work at the Healthcare department (Did you see how I brought my inflection down at the end?)
* Hello everybody, before I start let me introduce myself briefly: I am Lucas, and I am the head of Healthcare department (Did you notice that?).
* Remember to get rid of nervousness by somehow standing still, do not move or pace.
1. **Step 2: Give your credentials and deliver the hook (Which is the audience benefit).**
* In order to be a good speaker, tell your audience what you would offer them, do not just talk about yourself and your achievements. That would grab their attention and make the topic more relevant to them. You can also do that by mentioning a common problem that they have and the solution to make them feel comfortable, for example:
* Well, I help people give up fast food and move on to a more active life.
* Do you know how much people admire fast food and eat it so greedily? Although they know very well that it could have a catastrophic impact on their lives? Well, I convince them to give up fast food and experience a healthier life.
* Introduce your topic in one sentence if it was simple, or in many sentences with a more detailed way if it was more complex, for example:
* Today, I am going to be talking about negative effects of fast food (This is a simple form).
* I would like to talk to you today about fast food and why we are all addicted to it though it has so many bad effects on our health (This is also a simple form).
* I will begin by explaining the negative effects of fast food, then I will talk about the problems associated with obesity. Finally, I will allocate some time to receive questions (This is a detailed form).
* First of all, I will discuss the negative effects of fast food, I will continue by talking about problems associated with obesity. To finish, I will allocate some time to receive questions (This is also a detailed form).
* When delivering the hook, be specific! You have to tell your audience about your purpose in this presentation, choose a target that would make them feel happy, successful and free. They would listen to you then, because the issue is connected to their feelings and experiences. Use this formula: “I am going to show you …”, “I am going to convince you …”. Answer the question: Why would they feel happier, more successful and freer? Let the answer be your hook, for example:
* I’m going to convince you that you should give up fast food tomorrow if you are to feel happier, more active and experience a healthier lifestyle.
1. **Step 3: Introduce your agenda.**
* Use the white board or power point to tell the audience about the takeaways; the points that they should take away and use tomorrow in their lives. Do not read the slide, let them read it, you just paraphrase it, for example:
* I’m going to discuss 5 points with you today, that would show you how fast food is affecting our daily lives.
1. Negative effects of fast food.
2. The risk of brain damage.
3. Junk food manufacturers.
4. Criticism against fast food industry.
5. Obesity and being overweight.
6. **Step 4: Start the presentation.**
* Give strong relevant facts and statistics to support your message, for example:
* Do you know that researches have shown that 50 million Americans Fast Food every day?
* Tell relevant stories, that would enrich your message and give your presentation an emotional dimension, for example:
* I know a close friend of mine who has given up Fast Food because his father passed away due to a lot of indispositions caused by obesity.
* Dale Carnegie said: “Tell your audience what you are going to say; say it, and then tell them what you have said”. He wanted to point out to the well-organized presentations. You should organize your ideas by linking them using some key phrases (We call this the signposting Language), for example:
* Let’s move on and talk about …
* Next, we would like to discuss …
* At this point, I would like to turn to …
* To sum up, …
* To wrap up, …
* I would like to point out …
* Let’s go into more detail about …
* What conclusions can we extract from this …
* When there is a controversial issue, try to explain both points of view.
1. **Step 5: Overcome problems associated with presentations.**

|  |  |
| --- | --- |
| Problem | Solution |
| 1. You forgot a word or a piece of information.
 | You solve this problem by:* Preparing a list of keywords.
* Preparing a cue card.
 |
| 1. You forgot your speaking notes.
 | * If you have a printout of your slides that is being used as a handout for the audience, grab a copy and make some quick notes under each slide.  This could remind you of the key points you wanted to make.
 |
| 1. You lost your place.
 | You solve this problem by:* Using filler phrases (Where was I? What was I saying? What was that word? What is the word in English again?).
 |
| 1. You made a mistake, or you didn’t explain something well.
 | You solve this problem by saying:* I wanted to say that …
* Let me rephrase that.
* What I meant to say is …

Using those phrases, you can correct yourself without admitting that you were wrong. |
| 1. You wanted to add something you forgot.
 | You solve this problem by saying:* Let me add one more thing.
* Let me go back (return) to an earlier point.
* Let me add something to a point we discussed earlier.
 |
| 1. You have been asked something difficult that you don’t know.
 | If the question is relevant to the topic being discussed, you can delay the answer of deflect it, for example:* I have allocated time for questions at the end of the session, so we will get to your point later.
* I am not in a position to answer your question at the moment, but I will get back to you later.
* That’s an interesting question, but before I answer, I would like to know: What’s your take on this?
* You’ve raised an important point there. What does everyone else think about this?

If the question is irrelevant to the topic being discussed, you can dismiss the answer, for example:* Thanks for your input, but I don’t see how that’s connected to what I’m saying.
* I don’t mean to be blunt, but I don’t think that’s relevant to what I’m saying.
 |
| 1. You felt nervous.
 | Remember those points:* Remember that your audience is glad it is you up there and not them.
* Don’t worry, you are just making a conversation with your audience.
* We all make mistakes all the time, so don’t worry or put yourself down if you made a mistake, just correct it and move on.
 |

Okay, that’s it for Conducting a presentation, I hope you make a fantastic presentation. Now let’s move on to the coming step at which we’ll talk about how to perform well in a debate.

See you then guys!

1.5 Perform well in a debate.

Video, Article, Key words.

A debate is a formal discussion on a specific topic.

No matter how perfect and analytical a debate is, your presentation will have a powerful effect on your adjudicator, your opponent and your audience …. Some debaters may come up with the most astonishing content for their argument, however, most of the marking criteria goes to the delivery of the material. Let me be clear on this, your way of debating is as important as the research strength.

Here are several key tips that would help you perform well in a debate.

1. **Key number 1: Do as much research as possible before you go to a debate.**
* Choose reliable resources, get more information and know your audience.
* That will make you very well-prepared, and ready to answer questions and discuss points with confidence.
* That also makes you treat your opponent and your audience with honesty, and only tell the truth.
1. **Key number 2: Don’t be disrespectful.**
* Don’t aim to humiliate your opponent, treat them with respect.
* Don’t interrupt your opponent, it doesn’t feel good to be interrupted, listen to your opponent carefully and pay attention, that would make them listen to you when it’s your turn to speak and argue. Treat them with respect.
* Stay calm and don’t raise your voice.
* Don’t use the Caps lock key if you were debating on the screen.
* Smile.
* Never threat or use ultimatums.
* Never say:
* “You are so stupid”.
* “Oh, that’s ridiculous”.
* “Oh, damn”.
* “What a dumb point this is”.
* “You are irresponsible”.
* “You fool”.
* “You are so weird”.
* “You’re wrong”.
1. **Key number 3: Don’t exaggerate or generalize.**
* Anyone with no real facts or logical information would resort to generalization.
* As a matter of fact, exaggerating will make people stop listening to you, you will lose them.
* If you exaggerate or generalize, people will no longer want to listen to you or treat you in a serious manner.
* Never say:
* Everybody knows that …
* That always happens …
* Everybody would agree with …
1. **Key number 4: Admit it when your opponent makes a good point.**
* This is a point of strength not weakness. That doesn’t insult you.
* Say:
* “You are right”.
* “You raised an important point”.
* “I couldn’t agree more”.
* “Point well taken”.
* “I can’t help but agree”.
* “I completely agree”.
* “I’m with you on that”.
* “I feel exactly the way you do”.
* “You can say that again”.
1. **Key number 5: Don’t be afraid to say: “I don’t know”.**
* This is a point of strength not weakness.
* It implies that you are honest, and don’t claim that you know almost everything. As well as, it lets you give more accurate information.
* Say:
* “Well, I don’t know”.
* “I’m not sure”.
* “It’s beyond me”.
* “That’s a good question, but I don’t know”.
* “That requires a bit more research first”.
* “Who knows?”.
* “What do you think?”.
* “What do you suggest?”.
* “Let me find out for you”.
* “I have no idea”.
* “I have no clue”.
* “I can find out for you”.
* “I’ll get back to you on that one”.
* “There are several possible answers, I’ll need more information first”.
* “I will respond to you as soon as I have a credible answer”.
1. **Key number 6: Leave the audience with something to think about.**
* If you want your discussion to be really useful and effective to your audience or even your opponent, you have to give them an idea to think about, which would stir up their minds even after the debate is over.
* Don’t leave or walk away before the debate is over, because leaving would imply that you are not capable of proceeding, or you are giving in.
* Leave the audience with something to think about, this could be directly or indirectly related to the argument being discussed.
* You can use powerful quotes for example, that would sometimes make a real transformation in someone’s life.
* Say:
* “And the only way to do great work is to love what you do. If you haven’t found it yet, keep looking, don’t settle. As with all matters of the heart, you’ll know when you find it”. This is a famous quote by Steve Jobs.
* “No matter how many mistakes you make or how slow you progress, you are still way ahead of everyone who isn’t trying”. This is a famous quote by Toni Robbins.
* “A ship is safe in harbor, but that’s not what ships are for”. This is a famous quote by William Shedd.
1. **Key number 7: Pushing for specifics.**
* Push your opponent to relate exactly what they mean specifically. That implies that you are actively listening, seeking the truth and keen on understanding their points of view.
* Ask your opponent to elaborate if you couldn’t get the point they’re explaining.
* Say:
* If I understand you correctly, you want … is that right?
* If I understand you correctly, you mean … is that right?
* If I understand you correctly, you’re saying that …?
* I’m not quite clear on a few things and I want to make sure we’re on the same page, what do you mean by …?
* I’m sorry but I’m not sure (that) I understand.
* I’m sorry but I’m not sure I understand what you mean by …?
* Can you clarify that for me?
* Could you be more specific?
* Sorry but I don’t quite follow what you’re saying about the ... Could you be more specific about …?
* After you understand, let your opponent know, Say:
* Now I understand, Thanks a lot.
* I got it, thank you.
1. **Key number 8: Don’t get stuck into defending your own honor. If you are being attacked, then you are the winner.**
* Don’t try to defend your own honor, even if you don’t like it. Stick to the point that would be strongest to your argument.
* Say:
* “I have no comment on this, I just want to discuss …”.
* “Let me not talk about this, let’s just focus on …”.
* “I’ve never attributed … to myself, I don’t have to be …”.
* “I will not defend my own honor, let me just point out that …”.
1. **Key number 9: Add a sense of humor to the argument.**
* That would make your argument more persuasive to the audience, even if they disagree with the point you’ve made.
* You can start with a joke that is related to the topic being discussed, and that could stir something up inside the audience’s minds.

Okay, now that we’re done with mission 1, remember to share your experience on the social media (Like, Facebook, Twitter, Instagram and so on) to tell your friends what you’ve learnt so far.

The next step is going to be a quiz to test how are you doing so far with the course. Good luck guys!

2.1 Introduce yourself informally.

Video, article, key words

Have you ever been in an informal situation where you had to introduce yourself to someone else? Like a party or a regular gathering? The first impression that people make on you is so important because it’s very hard to be modified. Therefore, the way you introduce yourself to others is one of the most basic skills that you must take care of. It’s your job to make a fantastic first impression.

**Okay, how can you introduce yourself informally?**

1. **Step 1: Greet and introduce yourself.**
* Start with a smile, shake hands firmly and then use one of the following expressions to greet.
* Hello!
* Howdy?
* Hi!
* Hey!
* Then, tell them your name, for example:
* I’m Mutaz.
* Hi! Mutaz is here!
* After that, tell more about yourself (Age, job, place and so on) , for example:
* I’m an accountant at a private company.
* Working as an Engineer at an engineering office.
* I’m currently a student at the IT college.
* I’m 25 years old.
* I’m from Jordan.
* Then, you can ask.
* What’s up?
* Sup? (Slang form).
* How are you?
* How is it going?
* How you doing?
* How are things?
* What’s new?
* How’s everything?
* What’s going on?
* What’s happening?
* Now if you were asked the most basic conversation starter “how are you”, how will you respond to that?
* If you were okay and wanted to give a very basic, fair and brief answer, you respond with: “I’m fine”.
* If you were enthusiastic about the conversation, and interested in proceeding, you respond with: “Great, what about you?”, “Pretty good, how are you?”, “Better now that you’re here, how you doing?” or “I’m so grateful that you’re here”.
* If you didn’t want to go ahead with the conversation for some reason, or if you were willing to end the conversation, you respond with: “Not bad” or “Not too bad”.
* If you were having a bad day, and you wanted to tell the listener to try to find some kind of sympathy, you respond with: “I’ve been better” or “I’m hanging in there”. The listener usually tells you back: “What’s wrong?”, then you tell them your story, like: “I forgot to apply for the scholarship before the deadline”.
* In general, you can give as many answers as possible, depending on the context, like: “Gearing up for the week”, “Can’t wait for the weekend” or “Want to get away”.
1. **Step 2: Introduce others.**
* If there was somebody else, introduce them.
* For example:
* Hey Joy, do you know David? David, this is Joy.
* Hey David, I’d like to introduce you to Joy.
* Joy, please meet David.
1. **Step 3: Ask questions.**

 Like:

* What are you up to?
* What is your job?
* Are you married?
* Do you have children?
* Where do you live?
* Where are you from?

You can ask some personal questions depending on the nature of the relationship between you and the person you’re talking to.

* Proceed asking questions if you feel that the other person is enjoying the conversation.
* What’s your favorite movie?
* Do you do sports?
* What’s your favorite dish?
* What’s your favorite book?
* What’s your favorite TV show?
1. **Step 4: End the conversation politely.**

Say:

* Goodbye.
* Bye Bye.
* Take care.
* I hope you enjoyed the gathering.
* I hope you enjoyed the party.
* See you.
* See you soon.
* And last but not least, Shake hands firmly.
1. **General tips.**
* As we discussed before, the personal space is the physical distance between 2 persons in a certain environment. You have to leave an appropriate distance between you and the person you are talking to, half a meter or more would be good when talking to people in an informal environment like your friends or your family.
* Maintain a good eye contact throughout the conversation.
* Keep your gestures direct, straight and clear.
* Shake hands firmly both at the start and the end of the conversation.

Okay, that’s it for this step, don’t forget to click on the “Mark as done” button at the bottom right corner of the page before you move on to the coming step, at which we’ll talk about how to make an informal phone call. Stay tuned and see you then!

2.2 Making an informal phone call.

Video, article, key words

A phone call is one of the most important communication channels nowadays. If you were the caller, we say that you make a phone call. If you were the receiver, we say that you pick up the phone, or you answer the phone.

Here are the steps that you should take if you were the caller (Or the one who is making the phone call):

1. **Step 1: Start the call.**
* Dial the number and when the receiver answers, say:
* Hello Peter.
* Hey Rian.

Or just say Hello or Hey if you don’t know who the receiver is.

* I’m Richard, how are you?
* It’s Mark, how you doing?
* I’m Liam, how’s it going?
* It’s Mark calling, how are you?
1. **Step 2: Ask for the person you want to talk to.**

Say:

* Is Karen here?
* Can I talk to Lucas?
* I want to talk to Olivia.
* Can I speak to Lucas please?
* Is your sister in?
* The receiver is supposed to call for the person you want to talk to, by saying: Lucas! Phone’s for you, or: Olivia! Richard’s on the phone.
1. **Step 3: Respond to the receiver’s conversation starter.**
* If the receiver says: How are you? You can respond by: I’m fine, What about you?
* If the receiver says: How you doing? You can respond by: Pretty good, how are you?
* If the receiver says: What’s up? You can respond by: Nothing much, just chilling at home.
* If the receiver says: Who is this? You can respond by: It’s Olivia.
1. **Step 4: Say what you want to say.**
* Are you up for camping this weekend?
* You want to grab a bite?
* I was wondering if you wanted to go camping this weekend.
* My friends and I are going to the movies tonight, you want to join us?
* You want to hang out?

If you were the receiver (The one who is picking up the phone or answering the phone), you can give positive or negative information this way:

1. **Giving a positive respond.**
* If the caller asked you to put somebody else on the phone, you can give a positive respond this way:
* Yes, I’ll get him.
* Yes, I’ll get her.
1. **Giving negative respond.**
* If the caller asked you to put somebody else on the phone, you can give a negative respond this way:
* Sorry, you’ve got the wrong number.
* Oh sorry, he’s not at home. I’ll let him call you back.
* Oh sorry, I’m afraid she’s got a meeting. Can I take a message?
* Sorry, she’s not here. I’ll let her call you back.
1. **Asking to hold.**
* You can ask the receiver to hold by saying one of the following phrases:
* Hold on.
* Hold on one second.
* Hang on a second.
* Could you please stay on the phone for a second?
* Just a moment, please.
* Hold the line, please!
1. **Difficulties of understanding.**
* What if there were some telephone problems? In this case, you can use one of the following phrases:
* Hellooo! I can’t hear you.
* Sorry?
* Can you hear me?
* What was that? I didn’t hear you.
* What a bad connection! I can’t hear you.
* Speak up, please.
* Could you repeat that?
* Your voice is jarring.
* The line is very bad.
* Your voice is cracking.
1. **Now, let’s End the call.**
* If you were the receiver, it is better to wait for the caller to end the call, since they were the first to initiate the conversation and vice versa. But if you were the caller, then probably it is your job to end the call. You can use one of the following interesting choices:
* I have to get going.
* I got to go.
* Well, I guess I better get going.
* See you later.
* Talk to you later.
* Talk to you soon.
* I should let you get back to your work.
* Take care.
* I’ll call you again later.
* I better let you go.
* Bye bye.
* Bye for now.

Okay, that’s it for making an informal phone call, I hope you make a wonderful one. Now let’s learn how to give and ask for directions in the coming step.

See you then guys!

2.3 Giving and asking for directions.

Video, article, key words

If you were unfamiliar with a certain town or if you have arrived at a different country, you might need to find a place; a restaurant, a hospital or a hotel, to do so, you should ask the locals about directions.

The following steps will show you how to do that:

1. **Step 1: Start politely.**
* Begin the conversation with giving greetings, like:
* Good morning!
* Good afternoon!
* Good evening!
* Hello!
* Hi!
* Excuse me.
* Then, know how to ask, you can use modal verbs before the question, like:
* Could you help me …?
* Could you guide me …?
* May I ask you …?
* I would like to ask about …
* I would like to go to …
* Can you tell me how to get to …?
* Can I ask you how to get to …?
* Do you know how to get to …?
1. **Step 2: Ask a specific question.**
* The more you be specific in your question, the more you get a specific answer (The chance will be better), for example:
* Could you guide me to the kids Garden, please?
* Do you know how to get to the Royal Museum?
* I would like to go to the nearest toilet, please.
* May I ask you how to get to the public bus stop?
* Can I ask you how to get to the Indian Restaurant, please?
* Could you help me to find the Grand Hotel, please?
* Which subway line should I take to get to the Classic Cars exhibition?
* How can I get to the Sportswear showroom?
* Where is the closest Police Station, please?
1. **Step 3: End politely.**
* End the conversation using one of the following examples:
* Have a great day.
* Have a nice day.
* Have a good day.
* Thank you.
* That was helpful, thank you.
* Thanks so much.

Now, have you ever met a person who was unfamiliar with a certain place and you had to help them out?

Probably yes.

But, how can you do that?

1. **Step 1: Use appropriate phrases.**
* For example:
* Go straight ahead.
* Turn right.
* Turn left.
* Take a right turn.
* Take a left turn.
* Take a right.
* Take a left.
* Go to the right.
* Go to the left.
* It’s just on your right.
* It’s just on your left.
* It’s just around the corner.
* Go down the road.
* Go down the stairs here.
* Stay in the right lane.
* Get in the left lane.
* It’s opposite to …
1. **Step 2: Use landmarks for a better guidance.**
* Every City in the world has its own landmarks, using the locations of these various landmarks, you can help others to find their destination.
* To make it more useful, specify the time taken between these landmarks.
* For example:
* Turn right immediately after the museum.
* You will go that way for about 15 minutes, then you turn left at the hospital over here.
* Pass the public park and then make a left turn.
* There might be construction.
* It’s opposite to the police station.
* You’ll pass a middle school.
* You’ll see a hypermarket on the right.
1. **Step 3: Make sure that the other person understands.**
* Ask the other person: “Did you get it?”.
* Repeat the directions in front of the other person over and over, so that they feel more confident.
* Ask the other person to repeat the directions back to you.
* If the previous steps didn’t work, try to draw a map.
1. **What if you don’t know the way?**
* Okay, apologize and try to suggest a solution.
* However, don’t try to guess the directions.
* Say:
* I’m afraid I can’t help you.
* I’m not from here, I’m sorry.
* I’m afraid I don’t know my way around here.
* I’m sorry, I can’t help you, you could ask one of the locals.
* I’m sorry, I’m not from here, you could ask one of the Taxi drivers.

Okay, that’s it for this step, remember to give only right directions. Then move on to the next step at which we’ll learn about basic phrases that people use every day.

See you guys then!

2.4 Basic phrases that people use every day.

Video, article, key words

If English is not your native language, and you want to be practical and sound like a native speaker, you have to learn basic phrases that people use every day. These basic phrases will help you express yourself in English in a better way if you use them in appropriate situations. These phrases are very easy to understand and can be very useful for beginners. Let’s take a look at these phrases.

1. **Thank you so much.**
* This is a simple sentence you can use to thank someone. To add detail, say: Thank you so much for (something).
* For example:
* Thank you so much for the birthday gift.
* Thank you so much for driving me home.
1. **Thanks for being helpful.**
* We can use this phrase to thank someone for offering us useful information or a service.
* For example:
* Turn right, then the restaurant is just on your right. Okay, Thanks for being helpful.
1. **My pleasure.**
* You can use this phrase to respond to “Thank you”.
* You can use other phrases for the same purpose, for example:
* Anytime.
* Don’t mention it.
* No worries.
* You’re welcome.
1. **I really appreciate (something).**
* You can also use this phrase to thank someone.
* For example, you might say:
* I really appreciate your help.
* I really appreciate that.
* Thank you so much for cooking dinner. I really appreciate it.
* Thank you so much. I really appreciate you cooking dinner.
1. **That’s very kind of you.**
* We usually use this phrase to give some kind of praise or compliment.
* For example:
* Thank you for the flowers, that’s very kind of you.
* To help others is very kind of you.
1. **I owe you one.**
* We use this phrase to thank somebody for helping us, and to tell that we are willing to do them a favor in the future, in return of the favor they did us earlier.
* For example:
* Thank you for the invitation Peter, I owe you one.
* It is very kind of you to offer me this opportunity Rian, I owe you one.
1. **Excuse me.**
* If you want to grab someone’s attention, you can simply say: Excuse me.
* For example:
* Excuse me sir, you dropped your wallet.
* Excuse me, do you know [what time it is](https://www.fluentu.com/english/blog/how-to-tell-time-in-english/)?
1. **I’m sorry.**
* Use this phrase to apologize, whether for something big or small. Use “for” to give more detail. For example:
* I’m sorry for being so late.
* I’m sorry for the mess. I wasn’t expecting anyone today.
* I’m really sorry I didn’t invite you to the party.
1. **I’m starving.**
* If you were so hungry, you can say: I’m starving.
* You can also use other phrases to give almost the same meaning, for example:
* How about eating out this evening?
* Let’s grab a bite.
* You want to get a bite?
1. **I’m exhausted.**
* This is a simple short sentence we can use to tell that we are tired.
* We could also use some other phrases that can be used in the same context, like: I’m going to hit the sack, I’m very tired, I can barely hold my eyes open.
* For example:
* Oh man, I can’t hang out tonight, I’m really exhausted.
* I’m very tired. I guess I’m going to hit the sack.
* I can’t drive. I can barely hold my eyes open.
1. **I have no idea.**
* If somebody asked you something, and you don’t know the answer, you can simply say: I have no idea.
* Here are some other examples with almost the same purpose:
* I don’t know.
* I have no clue.
* Beats me.
1. **Would you like to …?**
* Use this phrase if you want to invite someone somewhere.
* You can use other phrases to indicate the same meaning.
* For example:
* Would you like to go to the museum?
* Are you free Friday night?
* Are you doing anything Friday night?
* Do you want to grab a bite?
1. **What do you think?**
* If you want to hear someone’s opinion on a certain idea or a topic, you can say: What do you think?
* For example:
* I’m wondering why John didn’t come to the party. What do you think?
* I’m not sure if I should study this chapter or not. What do you think?
1. **How does that sound?**
* If you want to know what others think about your idea or suggestion, use this phrase.
* For example:
* We could go to the movies on the weekend before the schools start, how does that sound?
* It’s better to have lunch at least 2 hours before swimming, how does that sound?
1. **That sounds great.**
* If you like someone’s idea, and they ask you: How does that sound? you can respond with this phrase. You can replace the word “Great” with other words like: “awesome”, “perfect” or “fantastic.”
* For example:
* How about doing some sports tomorrow morning? That sounds great.
* We should visit Olivia this weekend, she’s been sick since the last week, how does that sound? That sounds perfect.
1. **Absolutely.**
* You can use this expression if you agree with somebody.
* A lot of words and phrases can be used in the same context, like:
* Exactly.
* Sure.
* I couldn’t agree more.
* I’ll say.
* That’s so true.
* I agree with you 100%.
1. **Not necessarily.**
* You can use this expression if you disagree with somebody.
* Again, a lot of words and phrases can be used in the same context, like:
* That’s not how I see it.
* I disagree with you.
* I’m not sure about that.
1. **Easy does it!**
* We use this phrase to tell someone to do or handle something carefully and slowly.
* For example:
* “Where can I put this box? Put it right there but be careful; it’s fragile so easy does it”.
1. **You nailed it!**
* We usually use this phrase to indicate that someone has made a great success or had an outstanding completion of something.
* For example:
* You had a great debate last night, you really nailed it!
* What a great team, they won the championship, they nailed it!
* I have passed the TOEFL test successfully, I nailed it!
1. **I don’t understand.**
* We can use this phrase when we don’t understand what someone exactly means.
* For example:
* Sorry, I don’t understand. Could you repeat that again?
* I don’t understand, this problem is very confusing, I need you to clarify some points for me.
1. **Could you please speak slower (more slowly)?**
* If someone was talking to you so fast that you couldn’t understand, you can use this phrase to let them slow down.
* For example:
* Go straight ahead, then take a left turn immediately after the museum, then you turn left at the hospital over here. I’m sorry, I didn’t get that, could you please speak slower (more slowly)?
1. **I just started learning English.**
* Again, if someone was talking to you so fast that you couldn’t understand, you can use this phrase to let them slow down, because it tells people that you are not a native English speaker.
* For example:
* Go straight ahead, then take a left turn immediately after the museum, then you turn left at the hospital over here. I’m sorry, I just started learning English, could you repeat that?
1. **I got to go.**
* You can use this phrase to end a conversation politely.
* You can also say: I should get going.
* For example:
* Anyway, it was nice chatting with you, I got to go.
* Hey guys, do you want anything from me, I got to go.
* It’s too late, I got to go.

Okay, that’s it for this step, like we said before, those are some basic phrases that people use every day, train on using them to help your English language knowledge grow.

Finally, never forget to share your experience on the social media (Like, Facebook, Twitter, Instagram and so on), to tell your friends about what you’ve learnt.

In the coming step we’ll talk about the art of apology through a very exciting live session. See you there.

And now, I got to go, bye.

2.5 The art of apology

Live session.

The following step is going to be an interesting online live session, in which we’re going to learn about

“The art of apology”

In the calendar shown, choose the date that best fits your schedule and don’t miss the golden opportunity of interactive learning.

Let’s do this!