



When you are talking to people in a business situation, it is important to be able to make it clear when you are talking about a fact and when you are giving your personal viewpoint.



Here are examples of words use to express personal viewpoints:

VERBS: mean, think, expect, believe, would like, understand

Ex.

Sean: I expect you to do that job...I know it's difficult....

Abigail: I do believe that what I've contributed to the department.

Michelle: I mean, I think I've made an effort... I think it's becoming less interesting

ADVERBS: frankly, hopefully, really, just

Ex.

Frankly- means honestly and directly. Often used when the speaker wants to prepare the listener to hear something that he or she knows will make the listener feel uncomfortable.

(Sean: frankly, I've seen very little change.)

ADJECTIVES: important, afraid..

Ex. I'm afraid, despite what you said, I don't want to make a conclusion.

I wasn't particularly happy with what you did.



ACTIVITY

Use the words and phrases expressing personal viewpoints. Read the following situation. Tell if you agree or not.

1. **Employees should only be given a pay rise after 10 years of service to the company.**
2. **An employee who performed less satisfactory should be warned and given a chance to correct his/her mistake.**
3. **If the client, who complains, yells at you, you should yell back because they are insulting your work and your profession.**
4. **After being disappointed for not being promoted, you stop working efficiently. Instead you become surly to your co-worker.**

PRACTICE

Choose any situation given above and make a role play out of the given situation using the expression.