

# Review

Imagine you are organizing a secret birthday party for a teammate.

# Requirements:

> Assign different roles to the members.



# LEARNING GOALS

- Delivering Good News
- Responding to Good News



# Situational Dialogue



Jordan delivers the good news.









# **Key Vocabulary**

#### Learn the new words and answer the questions.



# delighted

(adj.) feeling or showing great pleasure

e.g. The employees are delighted about the pay raise.



#### increase

(v.) to become greater in amount, number, or size

e.g. The sales have increased for the past few weeks.



#### satisfied

(adj.) happy with what one has or with the way things are

e.g. She is satisfied with her current work schedule.



# **Key Vocabulary**

#### Learn the new words and answer the questions.



#### recommend

(v.) to present as something that one can trust or have confidence in

e.g. The doctor recommended I take some medicine to ease the pain.



# give it one's best shot

(idiom) to do something as well as you possibly can

e.g. She gave it her best shot and won the swimming competition.



# **Dialogue Review**

Have a role play and answer the questions.



Jordan delivers the good news.

**Jordan:** I'm **delighted** to inform you that our clients are **increasing**.

**Selena:** What exciting news!

**Jordan:** That's because our clients are **satisfied** with our service.

They **recommend** our company to their family and friends

and bring more clients.

Kenzo: You're right! We should keep giving it our best shot.

**Jordan:** However, I have one more thing to tell you.

# **Learning Goals**

#### Let's check the learning goals!



Jordan delivers the good news.

# **1. Delivering Good News**

Jordan: I'm delighted to inform you that our clients are increasing.

Selena: What exciting news! © 2. Responding to Good News

Jordan: That's because our clients are satisfied with our service.

They **recommend** our company to their family and friends

and bring more clients.

Kenzo: You're right! We should keep giving it our best shot.

Jordan: However, I have one more thing to tell you.

# **Learning Goals**

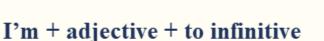
Learn the key expressions and sentence structures.

# ... Delivering Good news

- > I'm pleased/ delighted to tell/ inform you that ...
- > You will be pleased/ delighted to learn that...
- l've got some good news for you.

#### Example sentences:

- I'm delighted to inform you that the sales have increased.
- You will be pleased to learn that more clients are coming.



- I'm pleased to inform you that you have been promoted.
- I'm delighted to tell you that you have been chosen for the job.

# **Learning Goals**

Learn the key expressions and sentence structures.

# .... Responding to Good news

- That sounds like great news!
- What splendid/ exciting news!
- I'm so glad to hear that!
- That's great! Thank you for sharing that with me!

#### One word responses:

- Congratulations. (formal)
- Wonderful! (formal)
- Fantastic! (informal)
- Awesome! (informal)

# Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: Your team had successfully finished a project. The client was very pleased and would like your team to handle another big project. You are going to share that good news in the meeting.



- I'm pleased/ delighted to tell/ inform you that ...
- You will be pleased/ delighted to learn that...
- I've got some good news for you.

#### **Coffee Break**

Learn what a study revealed about delivering good or bad news.

# .... Which should be shared first - the good or the bad news?



According to a 2013 study published in the *Personality and Social Psychology Bulletin...* 

- Most people prefer to hear bad news first.
- They believed they would feel better if they got the bad news out of the way and ended on a good note.



- 1. Do you agree with the results of the study mentioned?
- 2. Which do you usually share first? Good news or bad news?

# Overview

#### **Keywords and expressions:**

delighted/increase/satisfied recommend/give it one's best shot

I'm pleased/ delighted to tell/ inform you that ...
You will be pleased/ delighted to learn that...
I've got some good news for you.

That sounds like great news! What splendid/ exciting news!

