

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. A coffee cup is on the table. The image is overlaid with a large orange and blue graphic.

# **NEW BUSINESS ENGLISH 4**

## **Unit 3 Lesson 5**

### **Delivering Bad News**



# Review

**Assume that your sales increased this month.  
Tell your manager the good news.**

## ***Requirements:***

- *Deliver the good news to your manager.*





# LEARNING GOALS

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- ◆ Delivering Bad News
- ◆ Responding to Bad News



## Situational Dialogue

▶ Jordan delivers the bad news.



Jordan Brett

Selena Leroy

Jia Chen

Kenzo Hara





Now, we have a problem.  
We have more clients, but  
there are not enough people  
to handle the projects.

Oh, that's  
really awful!





Don't worry. I'm confident that we can solve this matter quickly. But before that, I'd like to hear your ideas about it.





# Key Vocabulary

Learn the new words and answer the questions.



**handle**

*(v.) manage a situation or something*

e.g. She **handles** a lot of circumstance in her shift.



**awful**

*(adj.) very bad or unpleasant*

e.g. The graph shows an **awful** sales report.



**confident**

*(adj.) having strong belief or full assurance*

e.g. She is **confident** that she can solve the problem.

## Dialogue Review

Have a role play and answer the questions.



*Jordan delivers the bad news.*

**Jordan:** Now we have a problem. We have more clients, but there are not enough people to **handle** the projects.

**Kenzo:** Oh, that's really **awful**!

**Ms. Chen:** Don't worry. I'm **confident** that we can solve this matter quickly. But before that, I'd like to hear your ideas about it.





*Jordan delivers the bad news.*



## 1. Delivering Bad News

**Jordan:**

***Now we have a problem.***

We have more clients, but there are not enough people to handle the projects.

**Kenzo:**

***Oh! That's really awful!***



## 2. Responding to Bad News

**Ms. Chen:**

Don't worry. I'm confident that we can solve this matter quickly. But before that, I'd like to hear your ideas about it.

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Delivering Bad News

- We have a problem with ...
- I'm afraid I've got some bad news for you.
- I'm sorry I've got a bit of bad news to tell you.

Example sentences:

- We have a problem with the terms of the contract.
- I'm afraid I've got some bad news for you. The clients have a bad impression of the products.

**You can also use:**

- I don't know how to say it, but...
- I'm sorry to have to say this, but...
- I feel bad to have to say this, but....

*Can you give an example bad news and deliver it?*

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Responding to Bad News

- **That is + (adjective).**
- **If there's anything I can do to help, ...**

Example sentences:

- That's awful! / That's too bad. / That's a little tricky.
- If there's anything I can do to help, just let me know.

**You can also use:**

- **How + adjective...**  
e.g. How unfortunate!  
How dreadful!
- **What a + noun...**  
e.g. What a pity!  
What a shame!

*How do you respond to bad news?*



# Semi-open Dialogue

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

**Scenario:** Your company is experiencing financial difficulty and your team won't have an annual salary increase this year. Share the news with your team.



∴ You can refer to the following key expressions:

- We have a problem.
- I'm afraid I've got some bad news for you.
- I'm sorry I've got a bit of bad news to tell you.
- That's awful/ too bad/ a little tricky.
- If there's anything I can do to help, just let me know.

Learn about the art of delivering bad news.

## ⋮ How to Properly Deliver Bad News



**Prepare Yourself Emotionally**



**Identify Solutions**



**Be Gentle and Frank**



**Pay Attention to Setting and Timing**



1. Have you ever tried delivering some bad news?
2. How did you do it?

# Overview

## Key words and expressions:

*handle/ awful/ confident*

*Now we have a problem.*

*I'm afraid I've got some bad news for you.*

*I'm sorry I've got a bit of some bad news for you.*

*That's awful/ too bad/ a little tricky.*

*If there's anything I can do to help, just let me know.*

