

1 | Introducing yourself to a group

Saying who you are

Hi, my name's X. I'm from the Y office.
As most of you will know, I'm ...
For those of you who don't know me already, I am ...

Talking about your role

I'm accountable for ...
My responsibilities include ...
I'm empowered to ... and have the task of ...
Lately I've been concentrating on ...
Basically, my role is to coordinate ..., making sure ...
This entails ...
I'm responsible for ...

Giving your reasons for being there

What's the point of me being here today?
I hope to share some of my ideas with you.
I'm here today to ...

Updating people on achievements / activities

I'm pleased to say that ...
I've now managed to ...
I'd like to point out that over the years, I have been continually ...
We've had a great few years.
You'll be happy to know that ...

Talking about your aspirations

And I can see ways of further improving ...
We want to help out ...
I guess I'm ready to take on board ...
I can't wait to share our expertise with you and to help you ...

2 | Getting your point across

Reformulating

Yes, sorry, let me rephrase that ...
In other words, ...
To put it another way, ...

Clarifying what is meant

What I'm saying is that ...
I was actually referring to ...
What I mean by ... is ...
To clarify, I'm saying that ...

Illustrating or offering to illustrate a point

Would it help if I gave you an example?
Well, if you look at ... you'll see ...

Summarizing

The fact of the matter is ...
But the point I'm trying to make is ...
Basically, ...
To summarize, ...

3 | Showing understanding

Showing you understand the problem

I know what you mean.
No, it hasn't, has it?
I hear what you're saying ...
I can see where you're coming from.
I totally understand.

Explaining why you understand

It's quite hectic over here, too.
I know this is a tricky time for a lot of you.
I had a similar problem at ...
That happened to me, too.

Offering practical solutions

It might be worth ... -ing ...
I still think you should ...
You might want to ...
What about ... -ing?
Have you tried ... -ing?

4 | Establishing rapport

Recalling past events in common

It must be two years or more since we last met?
Wasn't it at that conference in ...?
Oh, yes, ... – it was really beautiful.
Do you remember that ...?

Paying a compliment

You're looking well.
You look great – have you been on holiday?

Asking a follow-up question

And are you still enjoying it? Really?
And what do you think of it?

Asking about someone's journey

How was the journey?
Was the journey OK?
How was the flight?
Did you get here OK?

Showing knowledge about a person you have just met

It's X, isn't it? I've seen your picture on the website.
You're not the X who ..., are you?
And anyway, X, I've heard quite a lot about you, too. You ..., didn't you?

Giving a brief summary of your recent history

Well, I'd been working in ... for five years when ...
So I've been in ... for the last ..., in a luxury apartment overlooking ...

Echoing the other person to encourage them to say more

A I have had a few ups and downs.
B Ups and downs?
A I've just been on a business trip to Budapest.
B Budapest?

Picking up on a key word to extend the conversation

A ... but the job's pretty challenging.
B ... Challenging in what way?
A I'm not sure about Jack. I find him a bit distant.
B Distant in what way?

Joking about yourself

I may be old, but you can't get rid of me that easily.

Being modest about achievements

Well, it wasn't just me. There was a whole team involved.
Oh, it was nothing.
I couldn't have done it without the team.

5 | Responding to feedback

Responding to positive feedback

Thanks for your support – it's good to know I'm on the right track.
Thanks, though I have to admit, I got the idea from ...
Thanks. I'm glad you liked it.

Taking on board negative feedback

I'm sorry, I didn't realize – thanks for pointing that out.
Oh, I see. Well it seems a pity to ..., but maybe you're right.
Oh, really? Why do you think that?
So how do you think I could improve it?
OK, I'll see if I can improve it.
Actually, I'm very happy to have some honest feedback. I'll just keep working on it.

Challenging negative feedback

Look, you're entitled to your opinion, but ...
I see what you're saying, but ...
To be honest, I just don't have time to ...
Fair enough, but it's a bit late now.

No, I'm sorry. I don't see what you're getting at.
I'm not sure I agree with you.
I'd like a second opinion on this, if you don't mind.

6 | Using vague language

Something about ..., I think!
... you've put me on the spot there.
I'm not quite sure now.
I seem to remember ...
... something like that, in any case.
I'm sure I would have done.
I'm trying to think ...
I'd say you're on the right track.
... it's the kind of thing ...
It just needs a bit more ...
You know, ... and so on.
Something along those lines ...
Yes, ... something like that.
No, not really.
It's difficult to explain, really ...
It almost had a hint of ...
It was kind of ...
... you know, that sort of thing.
... a bit like that, but not quite as ...
It was a bit ... oh, I don't know.

7 | Expressing dissatisfaction

I have to admit, I'm not getting much out of it.
It's doing my head in!
It's really testing my patience.
I think I've reached my limit.
It hasn't lived up to expectations so far.
I have to say, I was expecting something a bit more ...
It's just not up to scratch.
To be frank, I'm not very happy with ...
I can't really see the the point of ... -ing.
To be honest, I'm finding it a bit frustrating that ...
I just don't think this is the best use of my time.
This is ridiculous.
This is just not good enough.

8 | Dealing with difficult questions

Admitting ignorance

I'm afraid I don't know any more than you do.
Sorry, I don't know what you mean.
I'm afraid I'm not up to speed on ...

Refusing to answer

I'm sorry, but I can't answer that.
I would prefer not to talk about it.
I'm afraid I can't disclose that information – it's confidential.

Avoiding the question

Well, it's not that straightforward.
It's hard to say at the moment.
I can't really comment.

Distancing yourself from the question

I'm afraid I'm really not in a position to talk about that.
It's not for me to say.
It's nothing to do with me.

9 | Dealing with misunderstandings

Saying you haven't understood

I don't know what you're talking about.
What do you mean?
I don't get it.

Responding to a misunderstanding

I didn't mean that.
Sorry if I didn't make that clear.
No, you've got it wrong.
I was thinking more along the lines of ...
That's not really what I meant – what I actually wanted to say was ...
What I meant was ...
Can I put this straight?
It may seem ..., but actually ...
No, that's not right.
No, that's not exactly what I'm saying.

10 | Expressing personal views

Encouraging someone to express personal views

So what did you think of ...?
Such as?
You're not in favour of ..., then?
I was interested in what you said earlier about ...
What did you like about it in particular?
It must have been ...?
How does it feel to ...?
You were saying earlier that ...
I heard ...
What do you mean?
So ...?
What are your thoughts on ...?
I'd like to know what you think about it.

Expressing personal views

To be honest with you, ...
Personally speaking, ...
I have to say ...
To tell you the truth, ...
To be perfectly honest, ...
Honestly?
Personally, I think ...
I look at it like this: ...
My attitude is ...

11 | Raising a difficult point

I don't mean to sound rude, but ...
This is a bit delicate.
Please don't take offence.
Please don't take this the wrong way.
You see, the thing is, ...
I'm not quite sure how to put this.
With respect, ...
I have to say that ...
The fact is, ...
Don't be offended, but ...
I'm sorry to have to say this, but ...

12 | Giving and responding to compliments

Complimenting

That was great.
A very worthwhile meeting / discussion.
You're looking well.
I like your ...
I thoroughly enjoyed that.
It was very interesting.
Great design.
I love ...
Well done, you did a great job.
You have very nice ...
That was brilliant.
I saw your ... and I thought it was excellent.

Responding

Thanks.
Thank you. I felt it went well.
Thanks for the feedback.
I don't know how you can say that, but thanks anyway.
I was hoping it'd be well received.
Glad you enjoyed it.
I'm glad you liked it.