

Quotes of the Day

We can't solve problems by using the same kind of thinking we used when we created them. - Albert Einstein

MODULE 1

| | |
|--------------------------|--|
| (1) PRONUNCIATION | Sounds of 'TH' <i>/ð/</i> voiced dental fricative - with /wɪð/ - brother /'brʌðə(r)/ - the (strong /ði:/ - weak /ðə/) <i>/θ/</i> voiceless dental fricative - thank /θæŋk/ - thing /θɪŋ/ - think /θɪŋk/ |
| (2) ARTICULATION | listen versus hear speak versus talk say |
| (3) COMMUNICATION | |
| Social English (SE) | How to say "Thank You!" How to respond |
| Expressing Emotions (EE) | I am grateful |
| Corporate English (CE) | People in the Company |

ACTION PLAN

*Refer to the lesson in **Expressing Emotions**

- 1) Start a **Gratitude Journal**.
- 2) Write 3 things that you are grateful for today.
- 3) Share your Gratitude.

SONGS

- 1) Give thanks with a grateful heart. (for Christians)
- 2) Thank You Lord (for Christians)
- 3) Ho'oponopono

COMMUNICATION : Social English

Part 1:

5 Ways to say "Thank You!"

- 1) Thank you.
- 2) My sincere _____.
- 3) I really _____ it.
- 4) I would like to express my g_____ and a_____.
- 5) Thank you for _____

Part 2:

How to say "Thank You!"

1) Using Nouns

Thank you for your h_____.

Thank you for your a_____.

Thank you for your support.

Thank you for your concern.

Thank you for your cooperation.

Thank you for your enquiry / inquiry.

Thank you for your purchase.

Thank you for your patience (noun).

2) Using Gerunds – 'ing'

Thank you for h_____.

Thank you for assist_____.

Thank you for support_____.

Thank you for cooperat_____.

Thank you for understand_____.

Thank you for enquir_____.

Thank you for com_____.

Thank you for attend_____ the talk / seminar/ wedding / ceremony.

3) Using Being + Adjective

Thank you for being patient (adj.).

Thank you for being supportive (adj.).

Thank you for being cooperative (adj.)



Application

Thank you for holding the line. We will come back to you shortly.
Thank you for your consideration.

Part 3

How to Respond to "Thank you"

You're welcome.

My pleasure.

Glad to help.

Don't mention it.

No problem.

No worries.

Let me know if you need help again.

COMMUNICATION : Expressing Emotions

| Vocabulary | Application (Sentences) |
|--|--|
| 1. gratitude /'græʊtɪ,tju:d/ (noun) : feeling grateful | We would like to express our gratitude . |
| 2. grateful /'grɛɪtʃ(ə)/ (adjective) : feeling thankful that someone has given something | She is grateful for her loving and supportive parents. |
| 3. thankful /'θæŋkʃ(ə)/ (adjective) : pleased that something unpleasant is no longer happening. | He is so thankful that his father has just recovered from the illness. |
| 4. appreciate /ə'pri:ʃi,eɪt/ (verb) : to understand the why is the situation serious or important. | I really appreciate your effort in helping us. |
| 5. appreciation /ə,prɪ:ʃi'eɪʃ(ə)n/ (noun) : feeling of being grateful. | This gift is a token of our appreciation . The award is given to her as an appreciation of her contribution to the society. |

Expressing Appreciation

I treasure you...
 I appreciate you...
 You are such a blessing.
 I am blessed.
 I am grateful.

5 Things to be GRATEFUL for...

- 1) I am grateful to be alive.
- 2) I am grateful to be healthy.
- 3) I am grateful for the opportunities.
- 4) I am grateful for the loving people in life.
- 5) I am grateful for the strength. "What doesn't kill me make me stronger"

ACTION PLAN

- 1) Start a *Gratitude Journal*.
- 2) Write 3 things that you are grateful for **today**.
- 3) Share your Gratitude.

COMMUNICATION : Corporate English

People in the Company

1) Business

| | |
|------------------------|----------------------|
| Employer /Im'plɔɪə(r)/ | Employee /Im'plɔɪi:/ |
| Boss | Worker |
| Director | Staff |

2) People working together

| | |
|---------------------------|---|
| co-workers | Someone who works with similar position or organisation. |
| colleagues /'kɒli:g/ | Someone who works in the same organisation or department. |
| associates /ə'səʊsiət/ | Someone who works together in a business |
| partners | Someone who owns the business together while sharing the profits and losses of the company. |

3) Company Structure

C-suite: the executive-level managers within a company.

Chief Executive Officer (CEO)
 Chief Financial Officer (CFO)
 Chief Operating Officer (COO)
 Chief Information Officer (CIO).
 Director
 Managing Director
 Manager
 Senior Manager
 General Manager
 Supervisor
 Executives

Be GRATEFUL for the People

- 1) I am grateful to have a wonderful team.
- 2) I am grateful to have understanding and supportive colleagues.
- 3) I am grateful for the loving and supportive people in my life.