

<h2>Professional Elite Group</h2> <p>Curriculum: Business Interactions 2 - 1p summary</p> <p>ATTENDANCE SHEET:</p> <p>Professional Elite Group Attendance Sheet</p>	<ul style="list-style-type: none"> Remote document color code and components Remote doc template 2023
<p>Schedule your next lesson: Schedule - Alcanza Consultants</p> <p>Pay for your lessons: https://www.alcanzaconsultants.mx/client/payment-options/</p>	<p>Feedback form: https://forms.gle/NpuFTuD1eqTCdFvV6</p>
<p>Eval reports:</p>	<p>Remotes:</p>

<p>Date / Consultant: Sep 17, 2025 Alejandro</p> <p>Lesson number/week: Lesson 3, week 1</p> <p>Topic: Agreeing and disagreeing</p> <p>Aim: Client is able to agree and disagree with what was said.</p>					
<p>Catch-up/Homework review:</p> <p>What are the most common disagreements when working on a project at this office?</p> <ul style="list-style-type: none"> - Budget / Resources - Priorities - <p>Take a look at the following conversation between colleagues. What are they arguing about? Have you been in a similar position? Agreeing and disagreeing LearnEnglish</p> <p>What phrases could you borrow from that conversation?</p> <table border="1" data-bbox="61 1667 1555 1881"> <thead> <tr> <th data-bbox="61 1667 808 1738">Agreeing</th> <th data-bbox="808 1667 1555 1738">Disagreeing</th> </tr> </thead> <tbody> <tr> <td data-bbox="61 1738 808 1881"> I see what you mean Ok, maybe you got a point here </td> <td data-bbox="808 1738 1555 1881"> I'm not convinced I'm not so sure Dont get me wrong </td> </tr> </tbody> </table>		Agreeing	Disagreeing	I see what you mean Ok, maybe you got a point here	I'm not convinced I'm not so sure Dont get me wrong
Agreeing	Disagreeing				
I see what you mean Ok, maybe you got a point here	I'm not convinced I'm not so sure Dont get me wrong				

<p>I think you are right</p> <p>I think you're right</p> <p>I agree</p> <p>We are happy with that</p>	<p>Im not convinced</p> <p>Im not sure</p> <p>Dont get me wrong</p> <p>Im not so sure</p> <p>I think i disagree</p> <p>Dont get me wrong</p>
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Agreeing: I agree with you / That's true / You're right about that

Partial agreement: I see your point, but... / I agree up to a point, however...

Disagreeing politely: I'm afraid I don't agree / I'm not so sure about that / I see it differently

Let's have some quick drills.

You were asked to introduce a proposal for a new design moodboard for the company. Pick one randomly, present your idea with a rationale for your choices, and let your partners agree or disagree.

<p>1</p>  <p>A lot of space to save things Furniture on the walls Piece of furniture (singular) Furniture (plural)</p>	<p>2</p>  <p>At first sight</p>	<p>3</p>  <p>cozyness bookshelf  The colors is very neutral.</p>
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Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Homework:

You were asked to introduce a proposal for a new design moodboard for the company. Choose your own designs 😊

Date / Consultant: Sep 12, 2025 Andréé

Lesson number/week: Lesson 2, week 1

Topic: Dealing with workplace discussions

Aim: Client is able to discuss in a polite way.

Catch-up/Homework review:

Let's discuss these questions:

- *Do you usually have discussions at work?*
- *What words or phrases do you use to be polite? Write down your answers.*

Could we do it differently?

Can I **make my opinion**

- I think we should...

What are some common discussions at work?

- The way that we make the project
- Deadlines in the project
- What resources we need to do something.
-

Discussion - Calm

Argument - Angry/Upset

Scenario: Yesterday you had a team meeting to discuss one of the topics you just described. Today your boss asks: "What did your colleagues say in the meeting?"

How can you tell the boss what happened during the meeting?

- Marcela, yesterday my team and I had a meeting with Martin about the way that we need to write the information for our projects.
First he showed us the place where we needed to do the activity.
Then we practiced how to do it and at the end we made notes and **reviewed** the information.
- We **discussed** about the resources we need to finish the project, but we couldn't agree with the amount because we don't have enough information, so we **finished** the meeting with the commitment to have another session and to bring everyone our priorities with the cost.

Use these expressions to report what was said:

Function	Reporting verb
Sharing info	said, explained, told
Making requests	asked
Making suggestions	suggested

- Marcela, yesterday my team and I had a meeting with Martin about the way that we need to write the information for our projects.
First he explained to us the place where we needed to do the activity.
Martin suggested practicing how to do it and at the end we made notes and **reviewed** the information.
- We **discussed** about the resources we need to finish the project, but we couldn't agree on the amount because we don't have enough information, so Rocio told us to have another meeting and suggested bringing our priorities with the cost.

Discuss one of the previous topics with your partners. Think of your arguments, use polite and formal language.

What did your colleagues say?

- Alma said that she needed to hear white noise to focus, she suggested listening to music at work.
- Rocio explained that if we need to focus we need to be in a silent environment, so she suggested to have less sounds in the office.

Environment

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

From what I see...
Discuss
Argue about
Inner circle

Homework:

Send me a voice note reporting something that Marcela said yesterday

Date / Consultant: Sep 10, 2025 Alejandro

Lesson number/week: Lesson 1, week 1

Topic: Analyzing general workplace communication

Aim: Client is able to analyze and ask about the current communication in the workplace.

Catch-up/Homework review:

Tiring / Tired

My work is tiring. – thing/situation

I feel tired. – feeling

I prefer to be in motion.

Workspace:

Think of the communication within your department.

What is working efficiently?

- We transmit information clearly.
- Response time

What needs to be improved?

- Forget / forgot

-

-

[Practice Listening Business English Exercises for B1 - Global communication](#)

What challenges (mentioned in the podcast) have you encountered in your career?

Do you agree with the speaker's suggestions?

What else would you add?

Listen with all your senses ✓

Encourage people to complement or participate ✓

As you said in your email...

Hierarchy ✓

Education – Respect, politeness ✓✓✓

Plan – planned (MORE COMMON)

decide – decided** (EXCEPTION)

want – wanted** (EXCEPTION)

- My first question is for people looking for their first job after school or university. What communication skills do young people need to develop when they start working?
- So how should young professionals communicate at work?
- That's a good point. Finally, what about managers? What communication skills does a good manager need?

Here's the scenario: You're having a coaching meeting with your teammates to identify areas of growth in your communication and propose solutions for them.

What question should you be making to identify these challenges? 3-4 questions

Think of the following aspects:

- General communication
- Meetings
- Emails and messages
- Apps and tools
- Listening and understanding

Write questions to interview your team.

Marcela	What do you think we need to improve in our communication team? Do you feel we have been effective in our meetings? Can we improve the time to reply to emails and messages? What apps and tools can we consider to improve our work?
Rocío	Do we need to write the most important information? Do we need to make a list for the project? What can we do to improve the response time for emails?
Alma	What do we need to improve in our meetings to end with final decisions? Do you think we need to have more apps or tools to improve are communications? ✓ We need to make that work. How can we be more effective resolving by emails ?

be better = improve ✓

Response time = reply (action) ✓

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Homework:

Choose a question from one of your partners and send me a voice note with your response.

Date / Consultant: Sep 5, 2025 Alejandro

Lesson number/week: 0-0

Topic: Decompress

Catch-up/Homework review:

Workspace:

20 mn	Finished curriculum	 Business Interactions 1 Curriculum - 1...
	Comments on pertinence of curriculum: what was interesting? What was hard? What did not connect to your interests? What would you repeat?	We liked... Negotiations Risks Presentation strategies    What was hard? How to explain a risk, negotiating and solving a risk Resolving problems Adverbs and discourse markers (how to use)
	Review of progress report	 Marcela Montoya Progress Report - Septemb...  Alma Tapia Progress Report - September 202...  Rocio Picos Progress Report - September 20...
	Grammar / language points raised in report - Exercises	<ul style="list-style-type: none">- More consistency on verb forms and verb tenses.- Vocabulary- Discourse markers- More practice
20 mn	Next curriculum proposed	 Business/General Interactions 2 - 1p summary  Project Management Curriculum - 1p summary
	Review topics of proposed curriculum. How does it connect to your daily (work) life? Please share specific situations. What changes would you make?	Topic 1: Topic 2: Topic 3: Topic 4: Topic 5: Topic 6: Topic 7:

10 mn	Additional needs analysis	
	Brainstorm personalized ways for client to practice outside of class	

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Homework:

Date / Consultant: Sep 2, 2025 Alejandro

Lesson number/week: Lesson 26, week 8

Topic: Evaluation

Catch-up/Homework review:

Workspace:

Speaking tasks:

1. Ask your partner at least two interview questions about their professional and academic background.
2. Pick a controversial idea from the box. Share your opinion and give one or two suggestions to improve it.
3. Negotiate home office days for your team members. The office space is limited, so discuss with your boss and try to find a middle ground.
4. Prepare a short presentation about a current project you're working on. Give an overview and present updates to the team.
5. After each presentation, ask one relevant question about the subject. The speaker will answer.

Writing task:

Write a short email to your superior about potential risks that could affect one of your current projects. Write around 80–120 words. (10 minutes)

Marcela

Hi Alma.

I need to explain a very important situation, it is very important that you know the last activities and some requests of the client that can put at risk the time of delivery, and this project is part of the compromises that we have as a team this year.

I'm working to resolve all changes at the smallest time possible to give you an update at the end of this week. My principal goal is to finish on time.

I will be in contact with you in a few days.

Best regards.

Marcela

Alma
Dear Rocio,
I send this email to get in touch and explain to you a problem that we have in our current project "Sport Center", we are nearly to open to public but we aren't receiving all the emergency sights, its very important to have them because it's an obligation from us to put in the building and if we open without them, the government will deny to open and it will be an economic loss.
I ask you to help us with this please.

Please let me know if we need to have a meeting to discuss this.

Have a great day
Alma Tapia.

Rocio.-

Hello Marcela:
I am sending you this email because we need to discuss about the map from sportcenter.
How you know the material is very thick because it is metal, so it's very heavy and expensive. If we made it with that thickness will be dangerous for all, but we can't change it because will be lose the look the we need to for that project.
What do you thing about this situation?
Let me know.
Thank you.

**Errors/Opportunity for
growth/Pronunciation/Feedback:**

Vocabulary/Phrases:

Homework:

Date / Consultant: Sep 1, 2025 Alejandro

Lesson number/week: Lesson 25, week 8

Topic: Review

Aim: Clients discuss previous topics to prepare for the upcoming evaluation.

Catch-up/Homework review:

Workspace:

Negotiation:

Choose two different negotiation scenarios. Let's role-play a conversation.

You have five minutes to get to an agreement!

- Last minute petition – boss or client
- Evaluate who is going to home office – boss
- Vacation in december
-

STAKEHOLDERS

Function	Phrases
Starting the negotiation	- Can we discuss...?- I'd like to go over...- I wanted to talk about...
Making a request	- Is it possible to change...?- Could we find a way to...?- Can we consider...?
Suggesting a compromise	- How about we...?- What if we try...?- Would it be possible to...?
Agreeing / Disagreeing	- That seems reasonable.- I understand, but...- I'm afraid that's not possible.
Finding a solution	- Let's see if we can find a solution. What would you suggest we do next?

Feedback:

At last – at least ✓

Calculation

Operation people = Operation workers, Operation team, Operation staff

Administrator

I'm agree... I agree

Delivering a presentation:

Choose a topic you would be interested in presenting.

- How would you start the presentation?
- What is the agenda?
- What to do in case of questions?

Feedback:

Today I'm going to talk about ✓

I'm excited about... ✓

First... Then... Finally... ✓

I'll be more than glad to answer... ✓

Change – changes conditionals

Think about the projects you're currently working on.

What are the risks? Think about the CONsequences of them by using conditionals.

- It's necessary to review the quality of the floors of the tower before we receive the building, if we receive it like that we are going to have a lot of problems during the process of construction and is going to be more expensive of our budget.

-if we are not able to open on the 29th of September the consequence is going to be a negative economic impact because we wont sell the membership.

-The map of the sports center is very heavy and expensive because it is thick, if we don't change the thickness the map would be dangerous, but if we change it, the look won't be the same that we expect.

Time

IN – months, years

ON – days, dates

AT – hour on the clock

Expect

Thickness

Change

Let's go back to the same project.

What conflicts have you encountered = found in the process?

What would you do to solve it if you were the mediator?

Errors/Opportunity for growth/Pronunciation/Feedback:

SHOULD NOT = SHOULDN'T
R

Vocabulary/Phrases:

On the same page

Homework:

Date / Consultant: Aug 28, 2025 Bernardo

Lesson number/week: 24-4

Topic: Review

aim: Dealing with risks and conflicts regarding the project

Catch-up/Homework review:

Workspace:

Here's the link: <https://meet.google.com/xmd-asui-pju>

Discourse markers: Give us an update on a project you're currently working on (3 minutes) one of your colleagues will ask you 2 questions

You can use Discourse markers such as *Also, In addition, Besides* that to add information.

Marcela	Rocio
<ul style="list-style-type: none">- Deportivo Coppel- Its a project for all co-workers- It is soon to open- <p>Singular and laurel coordination</p> <p>When will_it be ready to open? <u>We</u> will be ready to open in December.</p> <p>How much will it cost? It will cost around \$ 1 500 per month for all your family.</p> <p>HOW MUCH WILL IT BE? IT WILL BE-.....</p> <p>MEMBERSHIP COURTS</p>	<ul style="list-style-type: none">➤ Innovation areas, something in the walls, how can we put a map on a wall, made of metal, so the suppliers need to change the thickness because it is very heavy.➤ Bank: front desk: colors, numbers and letters <p>What kind of projects do you prefer to assist/ do?</p> <p>Attend - to be present Assist - to help</p> <p>Do you have another option of material to change the map?</p> <p>thinner</p>

Disagreeing politely: In this activity, one of you will have a controversial design suggestion that you think is bad for the project's quality. You need to disagree with me politely and explain your professional opinion.

Phrases for Disagreeing Politely:

- *I see your point, but...*
- *I'm not sure I agree with that because...*
- *That's interesting, but maybe we could...*
- *I understand, however...*

- *With respect, I think...*

Marcela	Rocio

More light - lighter
Person (1) - people (plural)

What I'm taking form this class

Marcela	Rocio
<i>Practicing the question structure and polite disagreement</i>	<i>Practice, more confidence</i>

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:
[Merriam-Webster](#) (dictionary)

Homework:

Prepare for your evaluation!

Date / Consultant: Aug 27, 2025 Bernardo

Lesson number/week: 23-8

Topic: Review

aim: Negotiating the terms of the project

Catch-up/Homework review:

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Workspace:

Here's the link: <https://meet.google.com/izn-bmkr-rpi>

You need to negotiate a better deal for some items in your latest project

Name	elements
------	----------

Marcela	Time of delivery of furniture Deadline of a project Quality of finishings in a construction
Alma	New material, low cost construction,, quality of construction
Rocio	Dekton material- laminate's brands - laminate colors

Let's explain the reasons for some decisions in a project, you decided to make some adjustments.)Cause - effect)

E.g. We need to change the material of the cushions, since the new one is softer and more affordable.

Alma: We need to look for some new material for this project **since** we need to change the look and feel of the building.

Marcela: We need to reduce the time of delivery of furniture **consequently** the project is going to be before the date schedule, **so it** is necessary to be on time to be ready for the delivery.

Rocio.- We need to change the laminate's brands, we use Ralph Wilson and we need to use formica, **since** the quality is better.

Cause and effect connector: Because - since - consequently - therefore - as a result

Although - while, whereas

Now compare it with a project where the materials/process was better.

Comparatives and superlatives

E.g. We **did** it in the last remodeling, the materials were **easier** to find and transport

Marcela: We did in the last project, the time of delivery was shorter with this provider and that helped us **to finish the delivery on time**

What was the supplier?

Do you receive the same quality in the delivery?

Alma: The last time we changed the materials we took the highest risks.

Why you think it's necessary change the material for the project?

What kind of materials do you need to change?

Finishing

Rocio.- We used dekton in the last remodeling, it's more expensive than laminate and the time to deliver is longer too, so we should change it and save time and money.

But the laminate is better than the Deknton in quality or in price?

It will have the same look if you change to laminate?

COMPARATIVE & SUPERLATIVE ADJECTIVES			
		test-english.com	
1 SYLLABLE	OLD	OLDER	THE OLDEST
+ -ER/-EST	CHEAP	CHEAPER	THE CHEAPEST
	HIGH	HIGHER	THE HIGHEST
1 SYLLABLE CONS.-VOWEL-CONS.	HOT	HOTTER	THE HOTTEST
DOUBLE CONSONANT + -ER/-EST	BIG	BIGGER	THE BIGGEST
	THIN	THINNER	THE THINNEST
2 SYLLABLES ENDING -Y*	HEALTHY	HEALTHIER	THE HEALTHIEST
-Y → -IER/IEST	HAPPY	HAPPIER	THE HAPPIEST
*ADVERBS → MORE/MOST MORE SLOWLY (NOT SLOWLIER)	NOISY	NOISIER	THE NOISIEST
2 OR MORE SYLLABLES	FAMOUS	MORE FAMOUS	THE MOST FAMOUS
MORE/MOST + ADJECTIVE	GENEROUS	MORE GENEROUS	THE MOST GENEROUS
IRREGULAR ADJECTIVES	GOOD	BETTER	THE BEST
	BAD	WORSE	THE WORST
	FAR	FARTHER FURTHER	THE FARTHEST THE FURTHEST

Let's do a round of questions for your coworkers

E.g. Do you think the prices are the same?

What was the supplier? - **Who** was the supplier for furniture?

Do you receive the same quality in the delivery? - Did you receive the same quality in the delivery in comparison with the last project?

Why you think it's necessary change the material for the project? -

Why do you think it's necessary to change the material for the project?

Why did you think it's necessary to change the material for the project?

What kind of materials do you need to change in the project? -

But the laminate is better than the Deknton in quality or in price? -

It is **better than the Deknton in quality or in price?**

Is it better Deknton in quality or in price?

It will have the same look if you change to laminate? -

Will it have the same look if you change to laminate?

Errors/Opportunity for
growth/Pronunciation/Feedback:

Vocabulary/Phrases:
[Merriam-Webster](#)

Question structure: auxiliary + subject + verb
+ ?

Homework:

Send an audio to the WA group, compare your ideas with what we shared in the group.

Date / Consultant: Aug 26, 2025, Alejandro

Lesson number/week: Lesson 22, week 8

Topic: Review

Aim: Client will review previous topics and prepare for the upcoming evaluation.

Catch-up/Homework review:

Workspace:

Week 1 - First day	
<ul style="list-style-type: none">- Present your educational background- Explain your professional experience- Discuss cultural differences between Mexico and the US	<ul style="list-style-type: none">- Present tenses- Basic sentence structure- Comparisons
Week 2 - Current Projects	
<ul style="list-style-type: none">- Explain what projects you're currently working on- Offer your opinion on a project strategy- Identify areas of growth in a results presentation	<ul style="list-style-type: none">- Connecting words for cause and effect- Expressions for personal opinion- Modals
Week 3 - Proposing a project	
<ul style="list-style-type: none">- Describe your strategy for creating a project proposal- Back up your proposal with substantial arguments- Give feedback on a coworker's presentation	<ul style="list-style-type: none">- Prepositions of time- Argumentation- Giving feedback

Think about common interview questions about professional and educational background. What can they be?

- What kind of project **were** you **working on** at Coppel? ✓
- Where **did** you work? ✓
- What kind of experience **do** you have? ✓
- Where **did** you study your bachelor? ✓
- Do** you have a master degree? ✓
- Where **did** you **work** before your current job? ✓

Look at this workspace.

1. What worked well?
2. What needs improvement?

The space doesn't have...

Think of modal verbs for the solutions:

Could, should, might, must, can

They must... to

They should... to

People shouldn't (should not)...



Create a pitch for your design proposals for the office.

Use the following signposting phrases to build your ideas.

1. Introduce your idea

I propose that... / My suggestion is to... / One solution could be...

2. Justify your idea

This would be beneficial because... / The main advantage is that...

3. Anticipate concerns

Some may argue that..., but...

4. Conclude your argument

In conclusion, this is the best course of action because...

**Errors/Opportunity for
growth/Pronunciation/Feedback:**

Vocabulary/Phrases:
[Merriam-Webster](#)

Pronunciation:

Worked

Designed

Studied

Decided

Wanted

Sold

Made

Valued: Valorado

Recognize / Recognition

Collaborative

Reinforce

Homework:

Send me a voice note with your enhanced pitch. 1 minute long.

Date: Aug 19, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 21, week 7

Topic: Giving motivation back to your team

Aim: Client is able to motivate a team again after a conflict.

Catch up/Homework review:

Workspace:

Imagine your team has worked late all week, but the client rejected the proposal. Some team members are upset and don't want to continue. What would you say first to your team?

I know you have been working a lot...

Sometimes the client expects...

Deliverable: Entregable

It's necessary to keep working on...

Collocation:

I am working on a project name... ✓

I am working on different projects ✓

I am working on several projects ✓

Motivational expressions:

I know this was a challenge, but...

Let's **focus on** what we can control...

I **believe in** this team's creativity...

This project is important because...

Giving solutions:

We can still finish on time if...

What if we try another approach?

Let's keep + ing...

How about changing...

Collocations:

- Work on

- Focus on
- Believe in
- Learn from
- By law

Think of this:

Your design team had a strong disagreement about materials for a client's project. The client is worried, and morale is low. You need to motivate the team back on track.

<p>I know every project is a challenge and you are able to create new things with every project. It's very important that you focus on this and let's keep working together to finish on time and present the new proposal.</p>	
<p>Let's focus on what we can do for make it better, so let's discuss what is the best for the project and work together without affecting the deliverable.</p>	<p>This project is important because it's a lot of departments involved and we need to finish on time, let's keep working together and select materials we can buy in the best time for our project.</p>

Let's brainstorm some situations that could lower team morale. Then, improvise short motivational pitches for each one.

-
-
-

Errors/Opportunity for growth/Pronunciation/Feedback:

Verb combinations:

I have **to go.**

I want **to eat.**

I enjoy **sleeping.**

We need to **sort out** the final date...

Pronunciation:

Vacation

Organized

Priority

Vocabulary/Phrases:

Impersonator: Imitador

Carpool

Sneakers: Tennis

Overload

Quality

Warmth

Collocations:

- Work on
- Focus on
- Believe in
- Learn from
- By law

Homework:

Send me a voice note with a solution to mediate the conflict between your team members.

Date: Aug 15, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 20, week 7

Topic: Expressing disagreement to your boss

Aim: Client is able to disagree politely.

Catch up/Homework review:

Workspace:

When was the last time you disagreed with your boss?

-
-
-

What happens if you disagree directly vs. politely?

<https://www.youtube.com/shorts/8J8HdqrZGzo>

Polite disagreement expressions:

I see your point, but...

I'm not sure I agree with that because...

That's interesting, but maybe we could...

I understand, however...

With respect, I think...

Let's explore these expressions with the following opinions. Choose roles... Staff member or boss?

1. Let's make all meeting rooms open-plan with no doors, to encourage transparency.
2. We should remove the reception desk and use digital check-in screens only.
3. To reduce costs, let's use only artificial lighting and remove natural skylights.
4. Let's **standardize** every workspace with the same chair and table model.
5. Why don't we reduce cafeteria space and use those square meters for more offices?

Errors/Opportunity for growth/Pronunciation/Feedback:

It has a doctor's office next to it.

There's a doctor's office next to it.

A space WHERE you don't have visibility.

I don't think we can do it...

Vocabulary/Phrases:

Artisanal beer
Lightening / Thunder
Pergola
Doctor's office
Wood sheet
Take it off
Me neither
Implement
Phone booth

I don't think so.

Organize / Organization

We need more spaces FOR the people we hire.

Let's put a pin in this and check it later.

Organizational positions:
Entry-level, Mid-level,
Senior-level, Lead / Manager /
Coordinator, Director, C-level

Homework:

Send me a voice note disagreeing with a plan your friends want to have, but you don't. What would you say? Think about it and send me a voice note.

Date: Aug 11, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 19, week 7

Topic: Solving a conflict between two co-workers

Aim: Client is able to mediate in a conflict between other parties.

Catch up/Homework review:

Workspace:

What are common conflicts in this office?

- Workspace distribution
- Workload distribution
- Noise in the workspace

Phrasal verbs

What's the meaning for each?

Calm down

Work out: Solution

Point out

Back down: Stop trying to win an argument.

Sort out: Find the solution to a problem. – *We need to sort out **this problem**.*

Speak up: Express your opinion.

Bring up: Start talking about a topic in a conversation.

Get along: Have a respectful relationship with someone.

What's the conflict in this video?

What would you suggest if you were the mediator in this conversation?

 Conflict Video 1

Let's discuss a recent conflict at the office.

Errors/Opportunity for growth/Pronunciation/Feedback:

When people get noisy...

Dis-tri-bute
IU

Vocabulary/Phrases:

Counter: Repisa (cocina)
Someone gave it a bite
Bite - Bit
Complain
Struggle ✓: Battle
TYPO

Homework:

Let's see what really happened later. Watch the video and send me a voice note explaining what happened using the PHRASAL VERBS.

 Conflict Video 2

Alma

The manager helped to work out the conflict by talking to the two coworkers in a peaceful environment, they bringing up solutions that work for both, so they can finish the project on time and be able to get the bonus.

Date: Aug 7, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 18, week 6

Topic: Declining a project because of risk

Aim: Client is able to politely decline a risky project and give arguments to support the decision.

Catch up/Homework review:

Workspace:

What can be reasons to decline a supplier?

- Expensive costs
- Long time to deliver the project
- Bad quality service
- Lack of target materials
- Bad communication with the supplier

What can be a consequence of this factor?

Expensive costs

If we pay a supplier expensive costs we need to reduce another material in the project. In addition if we do this we need to change the project and reduce costs in another aspect.

	<p>Connectors: Adding ideas</p> <ul style="list-style-type: none"> • Also... • In addition... • Besides that... <p>Thing = Element, aspect, area</p>
Long time to deliver the project	If we choose a supplier with a long time to deliver, we are going to deliver the project late. Besides that if we do that we need to pay more to another supplier TO finish the job.
Bad quality service	another supplier to finish the job from the other supplier ✓
Lack of target materials	
Bad communication with the supplier	

UPSIDE = ADVANTAGE

DOWNSIDE = DISADVANTAGE

Phrases to show upsides

We were **particularly impressed** with...

We really appreciate the offer, especially...

We were happy to see that you included...

Phrases to decline

I'm afraid we can't move forward **because**... (sentence)

Un/FOR/tu/nate/ly, we have to decline **due to**... (noun)

We'd love to, but...

Greet the supplier → explain the status of the negotiation → show the upsides of their service → show the downsides and consequences → politely decline

We issued a tender

Better service

cost

- Also...
- In addition...
- Besides that

HOWEVER

You are... You have the most expensive prices in the market /// costs...

Fulfill the requirements

We will have to change the project materials...

Can

Another – singular (A)

Other – plural

Is there a way to make it work? Try to convince your supplier to fix the problems.

Errors/Opportunity for growth/Pronunciation/Feedback:

Pronunciation:

Un/FOR/tu/nate/ly

We will have to change the project materials...

Can

cheapest from all the suppliers ✓

Vocabulary/Phrases:

To issue a tender

Issue: emitir

Tender: licitación

I am contacting you about the project...

reaching by phone

Homework:

Write an email using the ideas from your pitch to decline the offer from a supplier.

Hello, good afternoon, I am sending this email because we issued a tender for this project and we really appreciate the offer, especially with quality in your final product but I'm afraid we can't move forward because you have the highest prices in the market, also you don't fulfill the requirements to the project materials, so I want to thank you and I hope we can work together on the next project

Dear _____

I'm contacting you because we were particularly impressed with the offer you gave us last week about the furniture. We have some questions about it because we want to make sure that the offer has all we need.

Date: Aug 6, 2025 / Consultant: Alejandro

Lesson number/week: Lesson , week 6

Topic: Declining a project because of risk

Aim: Client is able to politely decline a risky project and give arguments to support the decision.

Catch up/Homework review:

Workspace:

▶ Interior Design Insurance, is it necessary?

This conversation **stresses = emphasize** the importance of securing business insurance from the very start, even for small or new design practices. Claims and lawsuits are unpredictable and can occur during a first job, potentially ruining a business before it **gains traction = becomes popular**. Insurance should be prioritized **alongside = at the same time** foundational tasks like forming a corporation, leasing a space, or buying equipment. Early protection reduces vulnerability, especially when entering clients' homes or facing potential fraud. The discussion highlights that delaying coverage to save money or focus on marketing and operations can **backfire**, making insurance an essential first step in responsibly launching a sustainable business.

When something is broken... we can change it or we can repair it. ✓

1. bad quality...
2. a long **timespan** for the delivery....
3. a bad installation...

Phrases to decline

I'm afraid we can't move forward **because**...

Un/for/tu/nate/ly, we have to decline **due to**...

We'd love to, but...

It wouldn't be feasible if...

Errors/Opportunity for growth/Pronunciation/Feedback:

Something is... ✓
are... ✗

Everyone is... ✓
are... ✗

Something is broke
broken

Vocabulary/Phrases:

Backfire: Tiro por la culata
Fix: Repararlo
Requirements ✓

Anything that can go wrong, will go wrong... Murphy Law

Median...
Average...

Homework:

Check your notes for next class!

Date: Aug 1, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 16, week 6

Topic: Compare and manage risks

Aim: Client compares and manages risks related to their projects.

Catch up/Homework review:

Workspace:

Think about a risky supplier that you interacted with in the past. Explain why that supplier was a risky option using the adverbs and adjectives.

A long time ago, I had to work with a Vargas Stone. This supplier **provided** a lot of options of materials but gave me highly risky problems about the times of productions. To solve this situation the supplier didn't do anything and me, as a client, had to look other ways.

ANOTHER – singular
OTHER – plural

Herzal is a very problematic supplier because they did not respect the deadline project. The quality is very questionable and the communication with them is quite **complicated**, because they never answer the phone. So this supplier is highly risky to hire.

How to describe project aspects?

Positive	Negative
stable, re/l(a)/ia/ble , secure, manageable, predictable, consistent, convenient	risky, complicated, dangerous, delicate, problematic, unreliable, critical, questionable

Comparing risks

The delivery delay is minor; **however**, the material damage is serious.

Although the cost is high, the risk of delay is low. **TH**

While the timeline is critical, the budget risk is low.

Vendor A is reliable, **whereas** Vendor B is risky.

Although herzal has bad quality, they can deliver across the country

Although PLP has expensive cost, they have good quality

While plp needs to subcontract, herzal has its own work team

While Herzal has late delivery, PLP has better time to delivery

Delivery – process

Deliver – action

Herzal VS. PLP

Cheaper
delivery delay is major (foreign supplier)
Own transport
Good number for workers for installation
Needs more time to answer

More committed – reliable supplier
More efficient
Pays for transport / shipping
Can subcontract
Fast answer to clients

Risks for each company

Bad quality
Bad communication
Late Delivery

Expensive cost
Need pays for transport
Work only in Culiacán

Errors/Opportunity for growth/Pronunciation/Feedback:

Delivery: entrega
Herzal can **make the delivery** ✓

Deliver: entregar
Herzal can deliver... ✓

Vocabulary/Phrases:

Be able to = Can

Homework:

Write an email to your superior to let them know about what supplier is the best (Herzal vs. PLP). Give me at least 4 examples of comparison between both companies using the connectors from the class.

Marcela:

Hello, I'm writing to you because we have **decided** to hire the supplier PLP.

This decision has been made for these reasons, **although** herzal it is cheaper, PLP has more experience in the field, and **while** herzal did not answer the mail, PLP has already the budget.

But we need your confirmation because we need to pay the installation. While herzal have the team, plp need to hire one, however we think PLP is better.

What do you think about it?

Let me know.

Rocio.

THINK

Date: Jul 31, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 16, week 6

Topic: Evaluate risks and qualify vendors

Aim: Client **is able to = can assess and evaluate** risks associated with their projects.

Catch up/Homework review:

Workspace:

What risks could you possibly face in your current projects? Which one is more serious?

COULD...

MIGHT...

The timeline might be delayed.

Costs could be expensive.

We might not find someone to do the project.

We might make some mistakes

Do these statements apply to your current projects?

- This material is quite delicate and needs careful handling.
- The supplier's re-l(a)-a-bi-li-ty is very questionable after recent delays.
- The project timeline is highly vulnerable to unexpected changes.

Adverbs of degree

1. Slightly – a little
2. Quite – so so
3. Very
4. Highly

Describe situations: risky, complicated, dangerous, delicate, problematic, unreliable, critical, questionable, challenging, convenient, reliable.

The timeline might be delayed. This is... This can be... This might be... **BECAUSE...**

Costs could be expensive. **BECAUSE** the supplier...

We might not find someone to do the project.

We might make some mistakes

Good morning we are here to talk about the ecommerce's office first we will see the risk to the material delivery and we will continue with the coffee point and the end the desk we have in the reception.

The material delivery is highly complicated because we have a deadline and we didn't buy at the moment we should. With the coffee point it's quite critical install it at the same time as the appliances and the surface from the desk is highly delicate, so we need to install carefully.

Let's take a look at the following business case.

You need to select a furniture supplier for an important new store project. You have information about two potential vendors, but some risks are involved with each choice. Think about the possible risks and **advantages based** on the facts.

Vendor A: Modern Furnishings Co.	Vendor B: Budget Interiors Ltd.
<p>Delivery times can be as short as 2 days, though occasionally orders take up to 5 days during busy periods.</p> <p>Materials include hardwood and recycled composites tested to last over 10 years.</p> <p>This supplier has worked with several major retail chains over the past 15 years.</p>	<p>Deliveries typically take between 7 to 10 days, but some orders have arrived after 14 days.</p> <p>Materials consist mainly of engineered wood and plastics, some items requiring careful handling.</p> <p>This supplier has been operating for 3 years and has mixed reviews regarding delivery reliability.</p>

<p>Errors/Opportunity for growth/Pronunciation/Feedback:</p>	<p>Vocabulary/Phrases:</p> <p>Fragile: Frágil Coward Worksite: Obra Handling: Maniobras Regarding = About</p>
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Homework:

Think about a risky supplier that you interacted with in the past. Explain why that supplier was a risky option using the adverbs and adjectives from today.

Date: Jul 28, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 15, week 5

Topic: Asking and answering questions

Aim: Client is able to ask and answer questions **related** to a presentation.

Catch up/Homework review:

Workspace:

What are the top 5 questions you regularly hear during meetings and presentations?

1. When is the deadline of this project?
2. When can you start to work on this project?
3. How much will it cost?
4. What are the Appliances' brands?

5. What can we **do to minimize** the timeline?

Let's go over the presentation pitch you did for homework. Let your partners ask questions about it using the phrase starters from below.

Function	Phrases
Clarifying	<i>"Could you explain...?", "What do you mean by...?", "Can you repeat that?"</i>
Feedback	<i>"Have you considered...?", "It might be better if...", "That could work, but..."</i>
Suggesting	<i>"What if you tried...?", "Would it be possible to...?"</i>
Question forms	<i>"Why did you...?", "What inspired you to...?", "Did you test...?"</i>

INSTEAD OF ✓

WALKAWAY: Space between furniture pieces

SURFACE

SOFT

WARM: Cálido

Choose one of the challenges from the list. Create a short presentation using elements from the last class.

1. Integrate nature and technology into a relaxing multi-use room. – Marcela
2. Innovate a site office using only recyclable and modular elements.
3. Solve noise and focus issues in open-plan workspaces. – Rocío

Verbs	Adjectives	Nouns
Enhance: Elevate, improve Highlight Maximize Frame Transform Contrast	Bold Minimal Timeless Spacious Vibrant Textured Decent, functional, adequate	Layout Flow Focal point Lighting Functionality Atmosphere Maintenance Air conditioning Equipment Lifetime

Marcela In the relaxing and multi-use	Rocío For the noise problem, we worked on an acoustic panel	Alma
--	--	------

room I decided to integrate natural materials, like wood, stone and a lot of plants to give to coworkers the feeling of nature in a close area. It also included technology to have dimmers to regulate the lights and ambient sound to generate a relaxing environment.

RELATED TO...



on the wall instead of frames with pictures. We can use it as a focal point in the space we can selected the color. It has low maintenance and i think is timeless _so_ we can have it for a long time in the space.



Errors/Opportunity for growth/Pronunciation/Feedback:

ANOTHER COLOR
OTHER COLORS

ON... UNDER... IN... BELOW... ABOVE...

Vocabulary/Phrases:

APPLIANCES:
Electrodomésticos
PANTRY/CUPBOARD -
Alacena

Homework:

Send me a voice note with a suggestion for your partner's pitch. Use strong words:

Enhance: Elevate, improve
Highlight
Maximize
Frame
Transform
Contrast

Hello, we are reviewing your proposal. Would it be possible to *maximize* the space adding a strong color ? maybe we would frame the back wall, so we que transform the space and make contrast, call me back.

Date: Jul 24, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 13-14, week 5

Topic: Starting a presentation / Transmit ideas

Aim: Client is able to start a presentation and give an overview of the topics covered. Client is able to successfully transmit ideas using powerful vocabulary.

Catch up/Homework review:

Workspace:

OVERVIEW/OUTLINE

Take a look at the presentation outline below:

TH Think...

Good morning, and thanks for joining me today.

I'd like to walk you through the concept proposal for our client's new office space. This is part of the second phase of their rebranding project.

We'll start by looking at the design inspiration and how it connects with their brand values.

Then, I'll go over the material selection and some key visuals.

After that, we'll take a quick look at the technical layout and drawings.

And finally, I'll share the proposed timeline and estimated costs.

Feel free to note down any questions, and we'll cover them at the end. Let's get started.

How do we structure a presentation introduction?

1. Welcome the audience / start
2. Purpose and objectives
3. Outline topics

What other phrases could you use?

- Hi, it is a pleasure to be here
- Today, I want to present to you...
- Hello my name is Rocio, thanks for being here.
- I want to talk to you about the project
- First we will talk about,
- We will continue with ..
- and at the end
- Lets start with

- Then, I'm going to show you
- And, to close the presentation

Now, let's draft your example. Choose a topic to present.

Club Deportivo Coppel	Paseo 2000 store
<p>Hi everyone, It is a pleasure to be together here today.</p> <p>I would like to present to you a new project, soon to be open for all co-workers in our company.</p> <p>I'm going to start presenting to you the general image, concept design, then we will continue with the furniture proposal and finally the date The Club Deportivo Coppel will be open and able to be used for all of us. Feel free to ask me if you have any questions.</p>	<p>Hello everyone, today I am going to talk about the store Paseo 2000.</p> <p>Let's start with showing you the new materials. Then I will go over the design of the new furniture.</p> <p>After that we will see the layout of the new store.</p> <p>And finally we will close with photographs where we already finished and questions and answers about the project.</p>

Now, let's present just following this outline:

<p>I would like to...</p> <p>I'm going to..</p> <p>Then we will continue...</p> <p>And finally...</p> <p>Feel free...</p>	<p>Let's start with...</p> <p>Then, I will go over...</p> <p>After that, we will..</p> <p>And finally, we will close with...</p>
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ING VERBS

Thank you for...

I will start...

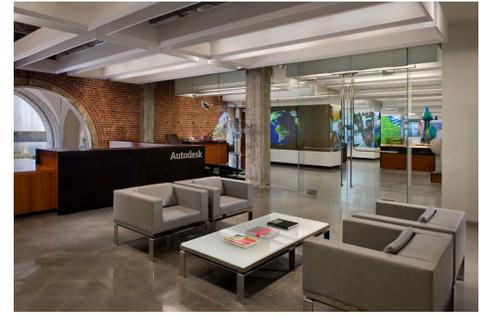
I will continue...

Take a look at the office spaces below.

Which one says... comfort?
 elegance?
 innovation?



appliances



Have you ever used these words? They are strong words when speaking. 🧠

Verbs	Adjectives	Nouns
Enhance: Elevate, improve ✓ Highlight ✓ Maximize ✓ Frame ✓ Transform ✓ Contrast ✓	Bold ✓ Minimal ✓ Timeless ✓ Spacious ✓ Vibrant ✓ Textured ✓ Fine = Decent, functional, adequate	Layout ✓ Flow ✓ Focal point ✓ Lighting ✓ Functionality ✓ Atmosphere ✓ Maintenance Air conditioning Equipment Lifetime Textures ✓

How would you describe the spaces from the pictures using these words or similar?

Write suggestions for those spaces using the words from the box.

I recommend including one more lamp from the ceiling, for the proportion, the kitchen **island** is too big for only two lamps.

Other recommendation is to change the stools for another model more simple, that kind of base is too invasive.

I suggest installing curtains to control the entry of natural light.

KITCHEN ISLAND

I recommend **changing...**

I recommend **that they change...**

I suggest **changing...**

I suggest **that they change...**

We could transform the lobby if we change the sofas and create a spacious space, **enhance** the area with a carpet in the middle of the room, and improve lighting because it is very dark.

What do you think about the Corporate 2 building?
What suggestions do you have for it?

Use strong words!! 💪

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Appliances: electrodomésticos

Homework:

Imagine a client has asked you to design one of the following spaces:

- A co-working space for creatives
- A modern kitchen
- A functional spacious restroom

Create a short pitch describing the space you designed for them (search for a picture on the Internet to base your description on) and send me a voice note.



The layout proposal for the kitchen is to have a littler dining table next to the island, and the cupboard on walls.

We use a minimal design for you because I like clean areas, we can Enhance the space with the ceiling in wood.

The area is Spacious
Inside **of** the furniture ✓

We can use... so they can look better ✓



I decided **to**...

I included...

The color selected...

It also includes...

Date: Jul 22, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 12, week 4

Topic: Expressions for negotiations

Aim: Client is able to conduct a successful negotiation.

Catch up/Homework review:

Workspace:

Let's watch a negotiation example. In the conversation you will find the words below...

 **Business English Conversation | Negotiations**

rock bottom price ✓

quoted us for ✓

fixed costs ✓

stumbling block ✓

upper management ✓

come to terms ✓

Can you do better on...? ✓

That's pretty steep ✓

Meet me halfway ✓

Go to bat for you ✓

That might be doable ✓

Other phrases to use:

-Would you reconsider...

-What if...

-How about...

-Perhaps we could...

Let's work on the following scenarios. Try implementing the vocabulary from before.

1. You're negotiating with a vendor over delivery delays. Convince them to speed up without raising costs.

the time of the products delivery have a delay

faucet ✓

I need you to finish ~~for~~ tomorrow

euros

Due date for the delivery

2. You must convince your boss to approve a more expensive design. Justify the benefits and defend the cost.

select – I have selected...

finishes: acabados

furniture

discount

I **will** go to bat for you...

I will get back to you...

3. You need to push back on unrealistic client expectations about scope or deadlines.

finished = on point

We found the middle ground

Errors/Opportunity for growth/Pronunciation/Feedback:

Thank you for inform**ing** me ABOUT this ✓

Before the end OF the project ✓

I ~~am~~ agree

Vocabulary/Phrases:

Homework:

A client is pressuring you to deliver the project two weeks earlier. Defend the original timeline or propose a realistic alternative. Write a short email using some of the phrases from today.

Dear Marcela:

I need to inform you that we have a problem with the delivery of the project, as one of the items is two weeks late.

Perhaps we could finish everything and after that put the item missing, Would you **reconsider** this option?.

Greetings Rocio.

Date: Jul 15, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 11-12, week 4

Topic: Useful vocabulary and expressions for negotiating

Aim: Client is able to conduct a successful negotiation.

Catch up/Homework review:

Workspace:

Think about these negotiation styles. **Which one do you think is the most effective for...?**

- Friendly and collaborative A difficult client?
- Assertive and confident A cost-sensitive boss?
- Detail-oriented and formal A new vendor?

Let's discuss the questions below.

1. Which negotiation style is **the most effective** when dealing with a difficult client?
2. Which **approach = method** is **the least risky** when you're under pressure?
3. What's **the most per-su-a-sive** way to get a discount from a supplier?
4. Which tone of voice is **the most convincing**: friendly, confident, or formal?
5. What's **the most common** mistake you make when negotiating?
6. Which of your negotiation skills is **the strongest**?

Now, choose one of the scenarios below and justify the best negotiation strategy. Write 2 or 3 sentences explaining why your strategy is the most effective. Use the **superlatives** from before.

1. You want more time from a client.
2. A vendor raised the price suddenly.
3. Your boss wants **changes** you don't agree with.

Scenario 2

1.

Alma:

I will choose be Assertive and confident because for convincing my boss ✓ i have to explain why its not the best to make changes at this point of the project, and i will prepare the upsides of what we have in this moment.

upsides – downsides

The most effective – 2 or more syllables

The strongest – 1 syllable or final letter is y

The best quality

pretty = elegant, stylized, aesthetic, refined, sophisticated, stylish

Project timelines
Budget

I will figure out what project is the least expensive...

Feedback:

-
-
-

Which expressions felt most useful today?

Which negotiation strategy fits your real work best?

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

transmit **confidence**

be **confident**

give in

keep yourself together

Grounded

Pri-o-ri-tize

Homework:

Send me an email about the scenario that we discussed in the last part of the class.

Cut the budget

Date: Jul 8, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 10, week 4

Topic: Analyze different negotiation strategies

Aim/Objective: Clients **discuss** and detail different negotiation strategies.

Catch up/Homework review:

Workspace:

When was the last time you negotiated something at work?

What kinds of things do professionals in your field (architects, designers, engineers) typically negotiate?

-Delivery times

-Priority of the projects

-Commitment to work on projects

Read the conversation below:

Designer: Hi, do you have a minute to talk about the presentation deadline?

Manager: Sure, what's going on?

Designer: I'm still working on the final **layout** and material samples. The client sent **updated** specifications yesterday, so I had to make several changes.

Manager: I see. We need to present the concept on Friday. Are you saying you won't be ready?

Designer: I'm almost done, but I could use a bit more time to polish the visuals and double-check the measurements. Would it be possible to move the deadline to Monday?

Manager: Monday is a bit tight for the client review. Could you aim for Saturday morning instead?

Designer: Yes, I can work overtime and send it by Saturday morning. That would give me time to make sure everything is **accurate**.

Manager: Alright, let's go with that. Just make sure to avoid last-minute **changes** next time.

Designer: Understood. I'll have the final version ready by Saturday.

Manager: Thanks. Let me know if you run into any other issues.

Try to find a phrase for each aspect below.

1. Starting the negotiation = do you have a minute to talk about the presentation deadline?
2. Explaining the situation = The client sent **updated** specifications yesterday, so I had to make several changes.
3. Making a request = Would it be possible to move the deadline to Monday?
4. Responding to the request = Monday is a bit tight for the client review.
5. Finding a compromise = I can work overtime and send it by Saturday morning
6. Confirming the agreement and closing = I'll have the final version ready by Saturday.

Function	Phrases
Starting the negotiation	- Can we discuss...?- I'd like to go over...- I wanted to talk about...
Making a request	- Is it possible to change...?- Could we find a way to...?- Can we consider...?
Suggesting a compromise	- How about we...?- What if we try...?- Would it be possible to...?

Agreeing / Disagreeing	- That seems reasonable .- I understand, but...- I'm afraid that's not possible.
Finding a solution	- Let's see if we can find a solution.- What would you suggest we do next?

Scenario 1: The original flooring material selected by the client is no longer available. You want to suggest a similar option that stays within budget.

option – options

go, choose, agree – went, chose, agreed

decide/**choose** anything from these options = select, choose

disc**ou**nt, am**ou**nt

Scenario 2: You and your teammate disagree about how much space should be allocated to meeting rooms vs. workstations in a new corporate office.

I want to discuss how much space we need for workstations and meeting rooms.

coLLAborative

Scenario 3: You're in charge of sourcing lighting for a retail store renovation. Your supplier has increased the price of a lighting package, and now it exceeds your budget.

How much can you buy FROM me?

percentage %

follow-up on this...

Scenario 4: You're working on a store redesign for a retail client. The furniture delivery is delayed, and you need more time to complete the final installation.

We **need** more time **TO** complete the final installation.

FOR

Sorry, let me rephrase.

furniture

another furniture / different furniture – ANOTHER SET OF FURNITURE

temporarily – provisionally

solve this

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Middle ground

Homework:

Check your notes from today's class!

Date: Jul 3, 2025 / **Consultant:** Alejandro

Lesson number/week: Lesson 8-9, week 3

Topic: Share arguments and feedback in a presentation.

Aim: Client is able to argue in favor of their proposal. Client gives positive and negative feedback to others

Catch up/Homework review:

Workspace:

Think of one of the project timelines you introduced yesterday.

Think about an action step that would benefit the progress of the project and explain why you think it is the best call.

Alma	Rocio
Stakeholders / participants We are not ready for open the sports center. We are not ready. FOR WHAT? We are not ready TO open the sports center. The results that we want . (expect) to... reach, achieve We want to achieve the same GOAL for the project.	How to let them know... Aligned with...

1. Introduce your idea ✓

I propose that... / My suggestion is to... / One solution could be...

2. Justify your idea ✓

This would be beneficial because... / The main **advantage** is that... / It **aligns** with our goals to...

3. Anticipate concerns ✓

Some may **argue** that..., but... / There might be concerns about..., which we can address by...

4. Emphasize benefits ✓

This will significantly improve... / It will **likely = possibly** lead to... / It's essential for ensuring...

RESULT IN

5. Conclude your argument ✓

In conclusion, this is the best course of action because... / Overall, it offers clear and **measurable** benefits.

Alma's proposal ✓

Rocio's proposal ✓

I propose that we need to have a reunion with all the stakeholders to discuss the important points, this would be beneficial because its important that all the stakeholders speak up. Some may argue that we **are** not **be** able to open the Sports Center but we need to know their opinion. This will significantly improve for the results that we all expect to reach In conclusion, this is the best course of action because we want to achieve the same goal for the project.

My suggestion is **to** send them all the information about how they need to do the proposal. The main advantage is that it saves time for them with the proposal. Some may argue that we can lose time waiting for the information but this will significantly improve the time for the project, in conclusion this is the best course of action because we expect to finish in August.

Let's watch the following presentation.

▶ A REAL INTERIOR DESIGN CLIENT PRESENTATION 5:26

What feedback do you have for the speaker?

Consider...

- Her delivery
- The clarity of her design/materials
- The connection with her audience

Positive feedback	Constructive feedback	Soft feedback
You did a great job with ... I appreciated your... during the presentation. Your ... was very effective.	One thing that could be better is.... because... Maybe you could try... next time. You might want to work on...	Just a suggestion, but... Perhaps you could... It might help if you... I think it was good overall, but...

Label ✓

It might help if she interacted more with the clients. ✓

Establish casual eye contact 👁️ ✓

Engaged ✓

Rude ✓

Think of two recent meetings/presentations you attended as a listener. Choose an effective presentation and one that could improve. Explain the reasons behind your choices.

Effective presentation	To be improved presentation
Visual elements	No structure or prepared speech

Errors/Opportunity for growth/Pronunciation/Feedback:

INTERESTED
INTERESTING

SPEAKER
SPEAK – SPOKE

Vocabulary/Phrases:

DRIFT AWAY

Homework:

Think about the last presentation you attended. Describe it briefly (the subject, who the **chairman**/speaker was, the **attendees** and some details about it). Rate it based on how effective it was, and give feedback accordingly.

Rocio: the last presentation I attended was 2 years ago

The chairman was very clear, I appreciated the interaction with us, he established casual eye contact. I have only one suggestion, I think the presentation could be shorter.

Alma:

Marcela:

Date: Jul 2, 2025 / Consultant: Alejandro

Lesson number/week: Lesson 7, week 3

Topic: Describe your strategy for creating a project proposal

Aim: Client is able to detail the strategy of a project – timelines

Catch up/Homework review:

Workspace:

Discussing

When you start a new project, what are the first 3 things you do?

-Due date – time the project will be finished

-Office project or store project

-We send a form to know the requirements and follow-up with a meeting to discuss things they take for granted.

What problems can happen with timing?

Optimistic ✓

Set the deadline / timeline ✓

They don't **consider** possible mistakes ✓

They **insist** you only need two hours. ✓

Occupational hazards = risks

These are some time expressions to **describe the history of a project**. Can you think of other examples?

at	at 5 p.m., at the beginning, at the time ✓
on	on Monday, on the 10th of July, on Thursday ✓
in	in July, in Q2, in the first phase, in August ✓
By ✓, before ✓, after ✓, during ✓, until ✓, while ✓	

Think of a project you're currently working on. Create a five-part timeline to describe stages in your project. Explain using the time expressions from before.

Example:

Kickoff meeting	The project started with a kickoff meeting at 9 a.m. on Monday, June 10th.
First review	We planned the first review in the second week, on June 17th, to check the initial concepts.
Construction phase	The construction phase began during the third week of June and continued for three weeks.
Feedback	We scheduled the client feedback session after the construction phase, on July 8th.
Final delivery	The project is expected to finish by the end of July, before the summer break

Signage and decoration

Alma	Rocio
<p>-We had the first review about the project in 2020</p> <p>-The sport center started in 2022,</p> <p>-we are currently in the construction phase.</p> <p>-we have meetings to discuss the progress every week</p> <p>-the construction has to finish by the end of september</p>	<p>On the 1st of july we had a meeting about the project.</p> <p>On Friday we will have a meeting with marketing about the concept of the project.</p> <p>At 3 pm today I need to send them the information about how to do the proposal before I send the mail, I need to check the information with my boss.</p> <p>On July 15th we need to check que</p>

	<p>samples for the supplier while the space is ready for the installation On august the project will be finished</p>
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Let's watch the next video about project management concepts. Take note of any new words.

▶ TIMELINES & SCHEDULES - Project Management Terminology

What keywords were mentioned in the video? Give me an example of each with a work-related phrase.

- milestone
- dependencis
- critical path
-

What tips were provided for timeline success?

- extra time
- milestone
- actual updates
- communicate

Let's outline one of your project timelines. Describe the timeline strategy for your project and cover the following points below. Answer any questions your partners will ask.

- The phases of their project
- Key milestones
- Their project timeline
- Any buffer/slack time included
- How they handle dependencies or delays.

Final thoughts

What is one thing you will change or improve in your next project timeline?

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Run out of it

Homework:

Date: June 25th / Consultant: Alejandro

Lesson number/week: Lesson 5-6, week 2

Topic: Offer your opinion and identify areas of growth

Aim: Client can give opinions, point out areas of growth and suggest next steps

Catch up/Homework review:

Workspace:

What do you think about these layouts?

Which one works better for collaboration? For privacy?

What could be improved?

Collaborative ✓

Plants hanging from the ceiling ✓

Computers are very close to the edge. ✓

All these are functional in different ways.

Try using the phrases below:

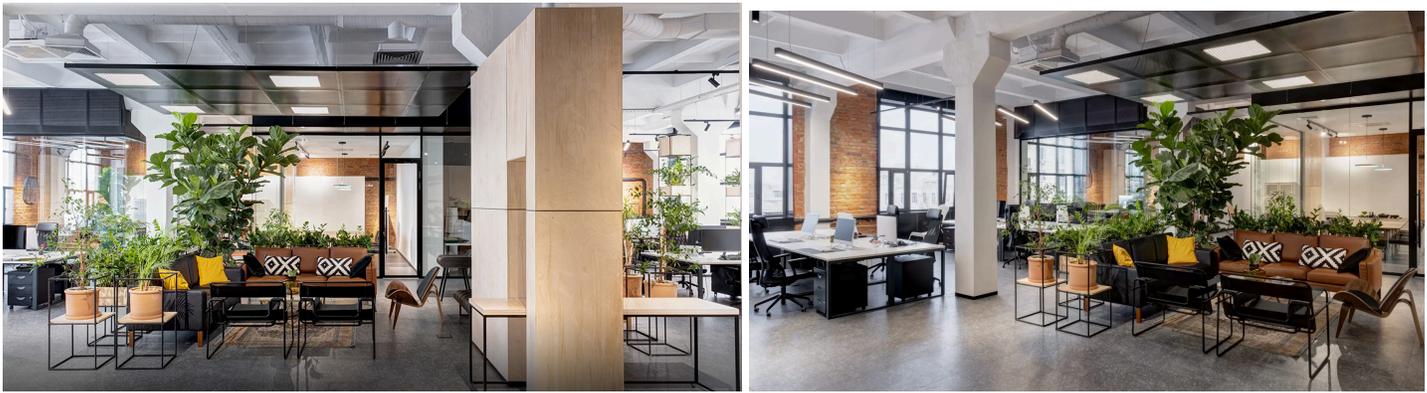
In my opinion..., I think..., It would be better if..., Maybe we could...



Project feedback session

Let's simulate a project feedback session.

You are reviewing a recently completed workspace redesign project for a marketing department.



Discuss:

1. What worked well?

- The space has a good lights
- It's good that a close space **included** plants inside
- The black ceiling for the living room
- The open space look comfortable,
- The balance of colors feel cozy
- The plants in the space are good too.
- The desk has a good size for work.

2. What needs improvement?

- They must include acoustic materials
- They should use more ergonomic chair
- They could change the square lights to unify the style
- They should eliminate the right chair to have free space for circulation
- They could put a carpet under the desk
- They must put a big carpet in the living room
- They must put signs evacuation exits
- They can put signs at the private areas that help to know what it is (meeting room, private room, etc)

Let's use modal verbs for suggestion:

Modal	Example	Meaning/Implication
Could	We could improve the lighting.	It's a good idea, but not necessary; one option among others.
Should	We should change the layout.	Recommended option; not a rule but important.
Might	We might need to add more storage.	It's possible, but uncertain.
Must	You must ensure ergonomic furniture.	Necessary or required; very strong obligation.

Can	They can redesign the meeting area.	It's possible; they are able to do it.
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What can be done next time to improve the design? Choose one aspect that should be prioritized.

Example: Layout, lighting, acoustics, furniture, user comfort, collaboration spaces, etc.

Giving feedback

Imagine a short project brief.

Example:

A client wants to transform a traditional office into a hybrid space with a lounge area and individual work pods.

Marcela	Rocio	Alma
		

You have to...

- Discuss what you think of the idea
- **Identify** one potential problem or missing elements
- Suggest a possible next step

Opinions	Areas for Growth	Next Steps
I believe / I feel / I think...	One issue is... / It lacks...	We could try... / Let's consider...
It looks... but...	It could be more...	I suggest we... / Maybe we should...

Errors/Opportunity for growth/Pronunciation/Feedback:

Pronunciation tip:

Crowded

R

Vocabulary/Phrases:

Remodel

Furniture (singular)

Collaborate (action) -

Collaborative (description) -

Collaboration (thing)

Crowded: too many people

Clean design
Sylistic

Homework:

Write a short email to your client giving suggestions about the areas of growth for their offices and the proposed next steps.

Hello, I think we should renew all the furniture to give it a refresh, i suggest a new layout and maybe have more space.

Alma:

Good afternoon, Miss Alma

I've received your photos of the space you want to remodel.

I think we have enough to start working with the ideas you told me about. It would be great if you could send me your brand's color palette so I can start proposing materials based on that. My suggestion is to leave everything open to take advantage of the limited space you have. As soon as you send me the colors, I'll start the proposal and get back to you in a week. Does that sound good to you?

I look forward to your comments / response.

I **want** to **suggest** some changes.

We will **stop** **working** on these changes.

I'll **start** **working** on the new changes.

I'll **start** **to work** on the new changes.

Date: June 23rd / Consultant: Eka

Lesson number: #4 /week: #2

Topic: Explain what projects you're currently working on

Aim: Describe your current projects

Catch up/Homework review: WORKSPACE: ✓

Link to class 🖱️

<https://meet.google.com/wje-hstt-bxt?authuser=0>

📦 Icebreaker. Choose three questions from the document below and ask away

📄 200-Questions-to-get-to-know-someone-conversationstartersworld.com_ (1).pdf

If you didn't have to sleep, what would you do with the extra time?

3. Look at the list of project stages and discuss what activities each stage includes when you work on a project in your company (or previous companies you worked for).

- starting: Kick off meeting, analyse the necessity, Define each person's activities, roles and responsibilities
- planning: Analyse deadlines and schedules for each stage, define a workflow schedule,
- completing tasks: Review, have meetings to clarify doubts, touch base with people involved, meet deadlines,
- controlling: Review progress, follow up,
- closing: Deliver the project to the final customer, sign off

4. Watch a short video  Apple at Work — The Underdogs and summarize it. The icons below should help you



5. Discuss the questions.

- Have you ever had such a tight deadline to complete a project?
- Have you ever had to work overtime to complete a project? Is it common to do that in your company?
- What are some advantages and disadvantages of teamwork?
- Do you think projects with tight deadlines can only be successful when there is a group of people working on them?
- What is the role of a project manager? What skills should such a person have?
- “*The middle of every successful project looks like a disaster.*” Rosabeth Moss Kanter. Do you agree with the quote? Why/Why not?
- What are some other common problems that can happen when working on a project?

6. Read the project management problems and brainstorm some possible solutions.

A software company is developing a new mobile app. The team has been working on it for two months now and it should be completed in six months. However, now the client wants to add a new feature and the team has to meet the same deadline.

A project manager decides to use a new project management tool that has not been used by the team before. As a result, there are problems with using the tool as well as some delays and errors in the project they're working on. Also, the feedback is that some team members don't see the benefits of such a tool.

A marketing team is working on a project to create a new ad campaign for a client. However, the team might miss the project deadline because of poor communication between team members. Also, it seems that there isn't one particular person responsible for coordinating the project.

Errors/Opportunity for growth/Pronunciation/Feedback:

Work on projects

Vocabulary/Phrases:

Tight: Apretado/justito
Challenges: Retos
Stage. Etapa

Homework:

Describe a current project. What has been already done? What is missing?

Date / Consultant: Jun 18, 2025, Alejandro

Lesson number/week: Lesson 3, week 1

Topic: Discuss cultural differences between Mexico and the US

Aim: Client is able to describe the differences/similarities and compare different work cultures.

Catch-up/Homework review:

Write three questions for your partner about her work experience. Ask her about information she didn't mention in the class.

Workspace:

Have you talked with foreign people for work reasons? SUPPLIERS ✓

What differences did you notice between their communication style and the Mexican?

Let's spot three:

- Americans are very expressive.
- Mexicans are polite and americans are direct
- Americans shorten the worlds

Think about ideas that represent the work culture in Mexico:

Example:

Personal relationships are important for doing business.

- Work hours aren't important for the boss.
- Dress code are casual formal
- When we speak we are very informal to each other.

What is work culture?

Work culture refers to the shared values, beliefs, attitudes, and practices that shape how people behave and interact in a workplace. It includes things like communication styles, hi-e-rar-chy, work hours, dress code, and how decisions are made.

Let's take a look at the following article:

[Mexican and American Work Culture | InterExchange](#)

What topics are discussed in the article? Do you agree with these statements?

- We don't have many days off for vacations
- We can start work early but we don't have finish hour
- We have late lunch
- we are very polite in emails.
- We use "ahorita" with different meaning
- We are very friendly with strangers

An American colleague is planning to take a job offer in the company. Help them understand what to expect when working in Mexico. Prepare a short explanation comparing both cultures.

- Greetings / meetings
- Punctuality / schedules ✓
- Hierarchy / decision-making
- Dress code ✓
- Communication style ✓

Errors/Opportunity for growth/Pronunciation/Feedback:

You can take 5 minutes _to_ go to the bathroom.

Vocabulary/Phrases:

[Merriam-Webster](#)

It's frowned upon to
email thread
business associates
handshake / fist bump
Nonprofit

Lengthy = long social gathering = reunion
acquaintances

Homework:

Explain the differences between US and MX regarding...

- Hierarchy / decision-makingge

👂 Jierarkikal**

Date / Consultant: Jun 16, 2025, Alejandro

Lesson number/week: Lesson 1-2, week 1

Topic: Educational background and professional experience

Aim: Client is able to talk about their educational background and work experience.

Catch-up/Homework review:

Workspace:

Let's discuss the following questions:

What did you study at college?

Did you like your experience at college? Why?

Watch the video and share any similarities with your background:

▶ What was your major? | Job Interview Conversation | Learn True English

Read the following text:

I have a Bachelor's degree in Computer Science from the University of California, San Diego, where I focused on software development, algorithms, and data structures. During college, I also completed a minor in Business, which gave me a better understanding of project management and entrepreneurship.

After graduating, I decided to pursue a Master's in Data Analytics at Northeastern University, which I completed in 2022. Throughout my studies, I worked on several real-world projects involving machine learning and predictive modeling.

Other options:
 I have a Bachelor's degree in Business Administration.
 I studied Accounting at the University of Guadalajara.
 I majored in Industrial Engineering.

What is your educational background?

Use some of the phrases from before.

<p>PLAYED STUDIED WORKED STARTED DECIDED</p>	<p>A: I got a bachelor's degree in architecture from the Autonomus university of sinaloa, Culiacán. I start working at coppel in 2013 and part of my job is in office design so i decided to pursue a Masters degree in Interior design at ESDESIGN.</p>	<p>R: I have a bachelor's degree in interior design from the UNITESIN. I started working at coppel which gave me a new focus of my degree so I decided to pursue on retail design at ESdesing and complete my knowledge in the field.</p>
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I started working ON... (topic)
IN... (year)
AT... (company)

Let's talk about work experience:

I started AS a...	I designed office spaces I designed executive projects I used to Visit construction sites every day I specified materials for construction I reviewed new materials	Design furniture (designed) Review furniture (reviewed) Make blueprint (made) Follow up projects (followed up) Define materials (defined)
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Now, let's ask each other about our previous jobs...

- Did you work in a large company? - closed question
- What did you do in your role? - open question
- Were you in a high level position? - closed question

(WHAT, WHERE, WHEN, HOW, WHY, WHO)

- Did you work in culiacan? ✓
- Did you like your last job?
- What did you do to work?
- Where did you work?
- Why did you work there?
- Who was your boss?
- How long did you work there?
- When did you start to work in that position?

Errors/Opportunity for growth/Pronunciation/Feedback:

DO WORK
MAKE THINGS

Pronunciation:
DECID**E** – DECID**E**D
REQU**E**ST – REQU**E**ST**E**D

I decided the arrangement of the store ✓

Vocabulary/Phrases:

Merriam-Webster

Blueprints = Drawings
Get married
Accountant
Arrange – verb
Arrangement – noun
Request

Homework:

Write three questions for your partner about her work experience. Ask her about information she didn't mention in the class.

How many people worked there?

Who reviewed the work?

What type of material **did** you specify for construction projects?

Date / Consultant: May 26th, Alejandro

Lesson number/week: 00-00

Topic: **WELCOME TO YOUR TRIAL LESSON!**

aim: To show you how our classes work.

Catch-up/Homework review:

Usually we check your homework or resolve any questions in this section

Workspace:

First things first: let's introduce ourselves.

What to say when you meet a colleague for the first time?

Here's an example:

Hello, everyone. My name is Alejandro, I'm 26 years old and I am an English consultant. I work at Alcanza, a language consultancy. I have worked here for almost 2 years. I was born in Culiacan, Sin.

What about you?

Think of your first day at work. What do you do?

- Meet new people
- Know about the office
- Learn new things
- Know the building
- Feel excited
- Have a talk with your manager
- Get the computer
- Take notes about the new work
- Get the schedule

J

What are your most common tasks? Make a list of five work tasks in your role.

R:read emails

Talk with you coworkers about work

Supervise the work

Have meetings

Design new furniture

A:make decisions, visits construction sites, make and give presentation, organize meetings, review projects

M: Review projects, attend meetings, make decisions, visit construction sites and read emails.

Now, describe your weekly routine using these words. You can also use time expressions to be more detailed. Speak with a partner.

“In the mornings...”, “In the afternoon...”, “On Mondays...”, “Once, twice or three times a week...”

Imagine this scenario:

You are training a new employee at the company. She will take on a role similar to yours, explain to her the routine for this job and give her advice on the things she should do.

-You will...

-You have to...

-You need to...

Examples:

“You will answer emails every morning.”

“You need to ask for approval before you order materials.”

Ask a question about something your partner did not mention in her advice.

Example: Where is the break room?

WHAT activities do I have to do with my team?

WHAT is the first thing that I need to do?

WHERE is the parking spot?

HOW often do we take breaks?

WHEN can I know the big boss

WHY do we need to stay at office?

Errors/Opportunity for growth/Pronunciation/Feedback:

Pronunciation tips:
UNCOMFORTABLE
VACATION = VACAY
VEI

Vocabulary/Phrases:

[Merriam-Webster](#)

FILL = LLENAR
IN A HURRY
PICK UP = RECOGER
GET MY KIDS READY FOR SCHOOL
REPLY EMAILS
BLUEPRINT
INSTEAD OF = EN LUGAR DE
PURPOSE
MOTTO
OBJECTIVES

Homework:

Choose one of the questions and send me a voice note answering the new employee.

Thank you!

Your Lesson Plan (adaptable): [A2 Curriculum - Onboarding 2p summary](#)

THANK YOU FOR YOUR TIME!