

Module II

Conversational Skills



Asking for Permission:

Modal Verbs Used:

Can, Could, May, Might, Would

- **Can I use your pen?**
- **Could you please pass that paper?**
- **Do you mind if I seat here?**
- **Is it ok if I make a phone call?**
- **May I come in?**
- **Would you mind if I ask you something?**
- **May / Can I open the window please?**
- **I wonder if I might speak to you for a moment?**

Positive Responses:

- **Yes. Why Not. / My Pleasure.**
- **Sure go ahead / I don't mind.**
- **Yes Please do / Of Course!**
- **Please feel free. / You Can...**
- **No problem / Sure**

Negative Responses:

- **No. Please Don't.**
- **I'm Sorry , But that's not possible.**
- **I'm afraid. But you can't.**

Expressing Agreement and Disagreement

Set Expressions



**Maintain
the decorum
of the
situation**

Stating an opinion

- **In my opinion**
- **I feel**
- **I think**
- **As far as I know**
- **As far as I am concerned**
- **The way I see it**
- **Well, If you ask me**
- **I would say that**
- **It seems to me that**
- **I am of the opinion that**
- **Speaking personally**
- * **As I see**
- * **In my view**
- * **I believe**
- * **From my point of view**
- * **I (honestly) think (that)**
- * **I suppose**
- * **What I mean is**
- * **To be honest**
- * **According to me**
- * **The point is**
- * **I guess**

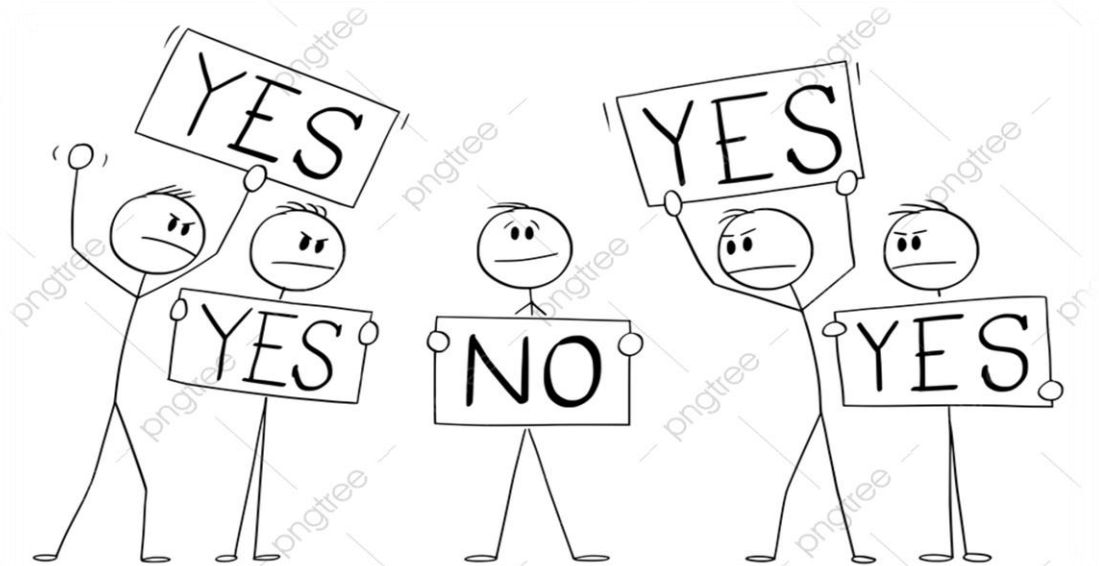
Expressing Agreement:

- I agree with you.
 - Absolutely Definitely / Exactly.
 - I second you.
 - That's true .
 - Me too either.
 - You have a point there.
 - That's for sure!
 - You are absolutely right.
 - That's exactly how I feel.
 - No doubt about it.
 - I guess so / I suppose so.
- *That's a good idea.
 - *I think your are right.
 - *That what I was thinking.
 - *I am with you on that point.
 - *I feel the same.
 - *Fair enough!
 - *I approve of it.



Expressing Disagreement

- I don't agree with you. * No Way
- I'm sorry. But I don't agree with you. * I totally disagree.
- I'm Afraid. I cant agree with you.
- I beg to differ with you . *Not necessarily.
- I can not share this view / idea. * That is not always true.
- In my opinion its wrong.
- Sorry I see things differently.
- I don't think that's a good idea.
- Absolutely not.
- I cant say so.
- I don't think so.



Interruption:

- **Sorry for interrupting.. But..**
- **Can I add something here?**
- **Excuse me, May I add to that?**
- **Do you mind if I say...**
- **If I can just stop you for a moment...**
- **Is it ok if I jump in for a second?**
- **Can I mention something?**
- **Can I throw my two cents in?**



Asking for an opinion:

- **What do say on this?**
- **What is your idea?**
- **What do you feel about it?**
- **What do you think?**
- **Do you see what I mean?**
- **Do you agree with me?**
- **What do you think about this?**
- **What do you suggest?**

Making Request:

- **I wonder if you could show me the way to the library.**
- **I would be grateful if you could give me a change of 500.**
- **Could you possibly give me your notes?**
- **Do you think if you could help me crossing the road?**

• Positive Responses:

- **Sure I'd be glad to...**
- **I'd be happy to...**
- **Sure just a moment**
- **No problem.**
- **Of Course**
- **Certainly**
- **Of Course**
- **Yes. Why Not. / My Pleasure.**

- **Making Request Cont. :**
- **Is there any chance if you could give me a new copy of this book?**
- **Would you mind showing me your ticket?**
- **Would it possible for you to give me your car in the morning?**
- **Do you mind closing the window please?**
- **Could you please give me your pen?**
- **Could I ask you to give me a lift home?**
- **Would you please shift that side?**
- **I would appreciate if you could give me a glass of water.**

Negative Responses:

I'm Sorry. I Can't.

I'm Sorry. But..

I'd love to, but...

Sorry to say that...

I sounds great, but...

Complaining:

- **I am annoyed with you for talking to me rudely.**
- **It bothers me that you always come late for the work.**
- **It upsets me that you don't complete your work in time.**
- **I am sorry to say this but the your services are not good.**
- **I'd would like to make a complaint about irregular water supply.**
- **Excuse me, but I am really not happy with the way you behave with your colleagues.**
- **I was really very upset when you didn't keep your promise.**

Asking for an Apology:

- **I'm Sorry. / I am terribly sorry for...**
- **Excuse me for disturbing you .**
- **I apologise for wasting / taking your time.**
- **I beg your pardon. / Pardon. / Sorry.**
- **I do apologise for coming late.**
- **I must apologise for not attending the classes.**
- **I was wrong. Can you forgive me?**
- **It's all my fault.**
- **Please forgive me for hurting you.**
- **I'm ashamed of...**
- **Pardon me for ...**

Responses:

- **Never Mind.**
- **That's all right.**
- **It doesn't matter.**
- **Don't apologise.**
- **Don't mention it.**
- **No worries./ No problem.**
- **It's all fine.**
- **I can understand.**
- **No need to apologise. It's ok.**
- **No harm done.**
- **You should be. But I forgive you.**
- **I appreciate your apology. I really am hurt.**

Offering Help:

- **Would you like me to hold your files?**
- **I'd be happy to assist you in this project.**
- **Allow me to carry your luggage.**
- **Allow me to help you crossing the road.**
- **Let me help you finding the book in the library.**
- **Can I help you with completing your homework?**
- **Can I get you a cup of coffee?**
- **Would you like to have a walk?**
- **I'd be glad to help you with the preparation of your project.**
- **What can I do for you?**
- **May I help you in this? / Let me help you. / Can I help you?**
- **How can I help you?**

Accepting a Proposal / Help:

- **Sure. Thank you.**
- **I would be glad.**
- **That would be fine with me.**
- **I don't mind.**
- **That would be nice.**
- **Yes. If you don't mind.**
- **Yes, please.**
- **That's a good idea.**
- **Sound good!**
- **Let's do it. / Let's go for it.**
- **That's very kind of you.**

Declining Help:

- **No, Thank you.**
- **Thank you. But...**
- **That's very kind of you.
But...**
- **Don't worry. I will do it.**

Persuasion / Persuading someone to accept an offer / do something:

- **I insist that you should read books.**
- **You should visit Shimla...its simply amazing.**
- **You must take that job.**
- **Why don't you try this dress?**
- **Believe me this is the best product.**
- **Have trust on me. You get really tasty food here.**
- **Why don't you try this new model?**
- **Trust me. This project is really lucrative.**

**THANK
YOU**

