Social English problems and solutions
Take turns asking for advice on the social English questions/ problems on the next page, giving feedback on your partner's advice each time and asking for more advice if you don't like the idea(s). There are mixed ideas for advice, but you can also use your own ideas.

Ask about anything which isn't clear about the problems/ questions, suggestions, feedback language, etc.

Rank advice language and feedback language from the strongest/ most positive top to the most negative bottom, with ones with the same meaning next to each other.

Giving advice/ recommendations/ suggestions language	Feedback on advice/ recommendations/ suggestions phrases
Most positive	Most positive
Most negative	Most negative

Work together to write similar advice on smooth email communication in English, on topics like:
- Subject line/ Title
- Opening greeting
- Opening line
- Body
- Closing line
- Closing greeting
- Name at the end
- Automatic email signature
- Formality/ Being polite/ Being friendly
- Length
- Group emails

Social English problems to find solutions for
Meeting people for the first time problems/ questions
● It's difficult to smoothly start conversations with people who I don't know.
● I'm sure that the person in reception is the person who I'm meeting, but we've never met before.
● I think that the person in the lobby is the person who I'm meeting, but I'm not 100% sure.
● I'm not sure when to say "Nice to meet you".
● I have to meet many people in the same meeting, and saying "Nice to meet you" so many times will be boring and/or seem like I'm not focusing on the situation.
● I want to know the best small talk topics and questions for first-time visitors to my office.
● I want to know the best small talk topics and questions when I first visit someone's office.
● I heard that British people like talking about the weather, but when I try it is boring and the conversation doesn't continue smoothly.
● I'm not sure when to shake hands./ I'm not sure what to say when we shake hands.
● I'm not sure how to shake hands./ I want to know the best way of shaking hands.
● I'm not sure when to exchange business cards and what to say when we do it.
Meeting people again problems/ questions
● I know that "Nice to meet you" is only for meeting for the first time, but I'm not sure what to say when you meet again.
● We last met a long time ago.
● When I ask "How are you?", people just answer "I'm fine, thank you. And you?", so it doesn't really feel like good small talk.
● I want to give a more interesting and more honest answer to "How…?" questions than just "Fine, thanks. And you?"
● I'm not sure about the best small talk topics and questions for someone I know well.
● I often ask them the same question back with "How about you?", "What about you?" and "And you?", but it doesn't seem fair that they have to think of all the questions, and the conversation doesn't progress.
● It's Wednesday, so they probably won't remember what they did if I ask "How was your weekend?"
Small talk problems/ questions
● I'm not sure what to do or say after they answer my small talk questions.
● The small talk has gone on for a long time./ It's difficult to smoothly finish the small talk.
Ending the conversation problems/ questions
● I want to say something like "Nice to meet you" or "Nice to see you again" at the end of the conversation.
● I want to thank them (again) at the end, but "Thanks for coming" is too short and sounds like I want them to leave quickly.
● I often need to make small talk at the end of a meeting, and I'm not sure what topics and questions are best.
● I'm not sure what "See you…" phrase to use and when/ I'm not sure the differences between different "See you…" phrases.
● "Bye bye" seems too babyish to use in business.

You (really) m…	add	a question (at the end)
	avoid	a similar (but not the same) question
You (really) sh…	ask	about three shakes
H…	ask for	after hearing someone's name
I s…	be careful about	information
If I w…	begin with	introduce someone else
What…	comment on	it's not too soft and not too hard
Why…	copy	make strong (positive or negative) statements
	end with	plans
You sh… pr…	finish with	that place
	give	the next time you'll meet
You c… / One	include	their journey
possibility is to…	make sure	today/ this week
	not use	what is written there
	not worry about	when you exchange info that is written on it
	repeat	when you say "Nice to meet you"
	say	work
	speak about	yesterday
	start with	"Are you finished for today?"
	talk about	"Are you…?"
	think about	"Bye"/ "See you"/ "Take care"
	try	"Can I introduce myself?"
	use	"Did you have any trouble getting here?"
		"Do you have (m)any more meetings today?"
		"Great"/ "Not so good"/ "Terrible"
		"Here is…"/ "This is…"
		"How has your week been?"
		"How was your journey/ your flight/ …?"
		"How's it going?"/ "How are you doing?"
		"Is this the right place/ train/ … for…?"
		"Is this your first time in…?"
		"It was great to meet you/ see you again"
		"It's a lovely view/ area/ office/ …!"
		"Pleased to/ It's a pleasure to meet you"
		"Long time no see. How have you been?"
		"Nice/ Great/ Lovely to meet/ see you (again)"
		"Oh, I see that you(r)…"
		"Really?"/ "Good for you"/ "That's too bad"
		"So, it's been great to catch up, but…"
		"Thanks again for agreeing to meet so early"
		"Thanks again for coming all this way"
		"Well, I'd love to chat more, but…"
		"You must be…"
		"…, isn't it?"
That's a…	*Yes, that m…*	*Well, I'm not…* *I'm afraid I…*

Roleplays with feedback and trying again – with 3 people in your group
Roleplay 1
Step 1: Student A and Student B roleplay meeting for the first time (from introducing yourself up to ending the small talk – for example to start a business meeting or introducing them to someone else). Student C just listens.
Step 2: Student C gives feedback on the conversation ("You could say… instead", "Maybe a better small talk topic would be…", etc)
Step 3: Student A and Student B roleplay the same situation again (thinking about Student C's feedback).

Roleplay 2
Step 1: Student B and Student C roleplay meeting again (from greetings to the end of the small talk). Student A listens for good points and bad points.
Step 2: Student A gives feedback on the roleplay.
Step 3: Student B and Student C roleplay the same situation again.

Roleplays with feedback and trying again – with 4 people in your group
Roleplay 1
Step 1: Student A and Student B roleplay meeting for the first time (from introducing yourself up to ending the small talk – for example to start a business meeting or introducing them to someone else). Students C and D just listen.
Step 2: Students C and D give feedback on the conversation ("You could say… instead", "Maybe a better small talk topic would be…", etc)
Step 3: Student A and Student B roleplay the same situation again (thinking about Student C's feedback).

Roleplay 2
Step 1: Student C and Student D roleplay meeting again (from greetings to the end of the small talk). Students A and B listen for good points and bad points.
Step 2: Students A and B give feedback on the roleplay.
Step 3: Student C and Student D roleplay the same situation again.