

In this video, Paul and Bob try to help Noelia with a problem. Listen to the language they use for giving advice and practise saying the useful phrases.

Before watching

Do the preparation task first. Then watch the video and do the exercises.

Preparation task

Put the words in the correct order.

1. do What should I do? you think
2. I'd were If I talk to her. you,
3. a sure good idea. that's I'm not
4. try could you Perhaps phoning them.
5. resetting Why the password? you try don't
6. you I suggested. tried what

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. Noelia is stressed because a client keeps emailing her about unimportant things.	True	False
2. Noelia thinks she should ask the client to stop sending emails.	True	False
3. Noelia likes Bob's suggestion at first.	True	False
4. Bob had a similar problem in a previous job.	True	False
5. Bob suggests that the scar on his neck is from a snake bite.	True	False
6. Noelia follows Bob's advice and it works.	True	False

Task 2

Choose the more polite option.

- | | |
|---|---|
| 1. Tell me what to say! | What do you think I should say? |
| 2. I'm not sure that's a good idea. | That's a really bad idea. |
| 3. Just call her office! | Perhaps you could try calling her office. |
| 4. Why don't you try doing nothing? | You've done enough. |
| 5. Check with Sam before you do anything. | If I were you, I'd check with Sam first. |
| 6. Fine. Good. | Oh, that's very good news. |

Task 3

Complete the sentences with the words in the box.

do	doing	should	suggested
sure	too	try	were

1. What do you think I do?
2. If I you, I'd ask her to stop.
3. I'm not that's a good idea.
4. Perhaps you could talking to Noelia about it.
5. Why don't you try nothing?
6. Perhaps you could just nothing.
7. I'm not sure about that.
8. So, I tried what you

Discussion

Who do you ask for advice and why?

Transcript

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you give advice? Listen out for useful language for giving advice. Then, we'll practise saying the new phrases – after this.

Noelia: Argh, this is just ridiculous!

Paul: Susan again?

Noelia: Yeah, Susan. She just keeps emailing me about things that have nothing to do with work and nothing to do with me. What do you think I should do?

Paul: Well, if I were you, I'd email and ask her to stop sending them.

Noelia: I'm not sure that's a good idea. I have to be careful what I say as she's quite an important client.

Paul: Erm, I'm not sure then. Perhaps you could try talking to Yuna about it?

Bob: Er ... why don't you try doing nothing?

Noelia: Sorry?

Bob: Perhaps you could just ... do nothing?

Noelia: Really? I'm not too sure about that.

Bob: Well, I remember this guy I used to work with, Mark, and he kept emailing again and again and again, about all sorts, mostly unrelated to work. Well, I kept responding politely and he kept sending them. In the end, I stopped replying to his emails unless they were only about work.

Paul: And what happened?

Bob: He stopped sending them. It's a bit like being faced with a dangerous snake. If you move quickly, it'll bite you, but if you keep very still and do nothing, eventually it'll move away and leave you alone. I had to learn the hard way.

Noelia: Hey, Bob. Have you got a minute?

Bob: Yeah.

Noelia: So, I tried what you suggested and I only responded to Susan's emails about work for a few days. Then guess what?

Bob: The irrelevant emails stopped.

Noelia: Yes! Now she only sends me work-related ones.

Bob: Well, that's very good news.

Noelia: All thanks to you, Bob.

Bob: Any time, Noelia, any time! All in a day's work. Ahh!

Ana: Hello again! It looks like Bob is in Noelia's good books. So, did you notice the useful phrases used for giving advice? Listen to me and then repeat.

What do you think I should do?

If I were you, I'd ask her.

I'm not sure that's a good idea.

Perhaps you could try talking to Yuna.

Why don't you try doing nothing?

I'm not too sure about that.

I tried what you suggested.

Ana: Try and use some of these phrases the next time you give advice in English. Bye for now!

Answers

Preparation task

1. What do you think I should do?
2. If I were you, I'd talk to her.
3. I'm not sure that's a good idea.
4. Perhaps you could try phoning them.
5. Why don't you try resetting the password?
6. I tried what you suggested.

Task 1

1. True
2. False
3. False
4. True
5. True
6. True

Task 2

1. What do you think I should say?
2. I'm not sure that's a good idea.
3. Perhaps you could try calling her office.
4. Why don't you try doing nothing?
5. If I were you, I'd check with Sam first.
6. Oh, that's very good news.

Task 3

1. should
2. were
3. sure
4. try
5. doing
6. do
7. too
8. suggested