ACTIVITY 1:

Read each business scenario and choose the modal verb that best mitigates the statement, considering the context and desired impact.

1) Scenario: You need to inform a client that their project is facing delays, but you want to avoid sounding alarming.

2) Scenario: You want to suggest to your team a change in strategy, but you want to avoid appearing too directive.

3) Scenario: You need to decline a request from a colleague politely, without completely shutting down the possibility.

4) Scenario: You want to give a gentle recommendation to a client about their marketing approach.

LIVEWORKSHEETS

ACTIVITY 2:

Rewrite the following business statements using modal verbs to mitigate their directness and create a more diplomatic tone.

1) "Your proposal is unacceptable."

2) "We are not going to approve your budget request."

3) "You need to improve your presentation skills."

4) "We have decided to terminate the contract."

LIVEWORKSHEETS