

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.



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."

