



Context: For professionals who give or receive feedback to colleagues, teams, or managers, during 1:1s, reviews, or casual interactions

Giving & Receiving Feedback Politely



The English Hub

Welcome & Objectives

In today's lesson, you'll learn the language of professional feedback.

By the end of this lesson, you will:

- Understand how to give helpful and respectful feedback
- Respond to both positive and negative feedback
- Use softening language and polite expressions
- Practise structured responses in work-based scenarios



Why Feedback Matters in the Workplace

Let's start with why this skill is so important.

Giving and receiving feedback:

- Helps teams **improve performance**
- Builds **trust** and **growth culture**
- Requires emotional intelligence and **professional language**

Good feedback is:

- Clear
- Specific
- Respectful
- Actionable

Vocabulary – Feedback Verbs

Discuss the following vocabulary with your tutor:

Verb	Example Sentence
suggest	“I’d like to suggest an improvement to the layout.”
appreciate	“We appreciate your attention to detail.”
recommend	“I recommend using fewer words on the slide.”
notice	“I notice your response time is quicker.”
mention	“Can I mention something about the last call?”

Tip: These verbs help express feedback with delicacy.

Types of Feedback – What Kind Are You Giving?

Before you speak, it helps to understand what kind of feedback you're offering.

Type	Purpose	Example
Positive	Encourage and highlight strength	"You did a great job on that presentation."
Constructive	Help improve something specific	"Next time, you could include more data."
Request for change	Address an ongoing issue	"I'd appreciate it if emails could be clearer."

Discuss: Which type of feedback do you give/receive most in your role?

Polite Phrases for Giving Feedback

We use these to make your message more respectful and easier to receive:

Examples:

“I really liked the way you...”

“One thing you might consider is...”

“You could try doing it in Microsoft Excel next time to improve it.”

“Have you thought about...?”

Task: Practice 2 of these with your tutor. The situation can be from your real professional role or make one up with your tutor!



Grammar Focus – Modal Verbs for Soft Suggestions

Let's use polite grammar to sound supportive, not critical. Take a look at the following suggestions:

Stronger	Softer & Polite
"You need to..."	"You might want to..."
"Do this instead."	"You could consider..."
"That's wrong."	"Maybe try a different approach?"

Task: Rephrase the following:

"You should be faster."

"Fix the layout."

"Your tone was wrong."

Activity – Tone Comparison (Which is Better?)

Task: Choose the more polite response:

“Don’t be late again.”

A) “You’re always late.”

B) “Next time, could you please arrive on time?”

“That report was bad.”

A) “It needs improvement.”

B) “There’s room for improvement in the report.”

“Speak more clearly.”

A) “Try speaking more clearly next time.”

B) “You talk badly.”

Reflect: Why are these answers better?



Vocabulary – Softening Adverbs

The following words help to **reduce the intensity** of your feedback:

Adverb	Use in Sentence
slightly	“The formatting could be slightly clearer.”
a bit	“It was a bit hard to follow at times.”
perhaps	“Perhaps you could include more details.”
possibly	“You could possibly revise the opening.”

Task: Create 1 sentence with each softening adverb

Receiving Feedback – Phrases to Respond Gracefully

Knowing how to respond calmly helps you grow and show professionalism.

Positive response phrases:

- “Thank you for the feedback.”
- “I appreciate you pointing that out.”
- “I’ll definitely take that on board.”
- “That’s helpful — I’ll work on it.”

Task:

Which of these phrases feels natural for you? Practise 2 aloud.

Grammar Focus – Future & Intentions

When receiving feedback, we often use **future tenses** to show action:

- “I’ll improve that next time.”
- “I’m going to revise the structure.”
- “I’ll make sure to check the data next time.”

Task: complete the phrases below using the correct form:

- I _____ (follow up) with the client.
- I _____ (double-check) next time.
- I _____ (not repeat) that mistake.

Activity – Fill in the Blanks (Feedback Phrases)

Complete the following sentences in a polite tone:

- “I _____ the effort you put into that task.”
- “Next time, you _____ want to check the numbers again.”
- “There’s a _____ you could try a new layout.”
- “Thanks for the _____, that’s very helpful.”



Speaking Practice – Role Play: Giving Team Feedback

Scenario: Imagine you're the team lead giving feedback after a product demonstration. In your feedback, include:

- A compliment
- A small suggestion
- Polite closing phrase

Then, swap roles with your tutor and discuss your responses.

Cultural Awareness – How Feedback Works Globally

Some cultures prefer direct feedback. Others use only positive language.

In English-speaking workplaces, we often:

- Use **balance**: both good and areas to grow
- Avoid being too direct or too vague
- Be respectful, not personal

Discuss:

How does feedback normally work in your culture/country?

How is feedback often received in your culture/country?

Activity – Rephrase These for a Polite Tone

Rephrase the following into a polite tone:

- “That’s not good.”
- “You should speak more.”
- “You missed important info.”

Tip: Use softeners, modals, and tone control.

Example:

“Perhaps that section could be improved a bit, let’s come up with a plan together.”

Listening Practice – Realistic Feedback Dialogue

Read the following dialogue with your tutor:

A: “Thanks for the report, I liked the structure.”

B: “Thank you! I tried to keep it clear.”

A: “One thing to work on might be the data source, a bit more detail would help.”

B: “Good point. I’ll improve that next time.”

Comprehension Questions:

What was the suggestion?

What made the tone polite?

Discuss:

- How would you give feedback in a polite way?
- Why is it important to start with something positive?
- Can you think of another way to give the same suggestion?



Sentence Structure – Feedback Sandwich

Take notes of this helpful structure when giving your next feedback:

- Start with something positive
- Give a gentle suggestion
- End with support or encouragement

Example:

“You presented the idea well. One small thing — maybe use fewer slides next time. But overall, it was great to see your confidence.”

Task: Practise using this format for the following scenario:

Tutor will pretend to be your employee/colleague. They have submitted their data; however, it contains some errors.



Further Practice

Imagine one of your colleagues have:

- Sent a short report
- Joined late to a call
- Spoke unclearly in a meeting

Respond to these situations using:

- A positive comment
- A polite suggestion
- A kind close

Your tutor will respond and give feedback on your phrasing

Pronunciation Practice – Speak With Calm Tone

Practise the following phrases with your tutor to improve pronunciation:

- “I’d like to suggest...”
- “One idea to improve this might be...”
- “I really appreciated...”
- “You could possibly try...”

Tip: Focus on slow pace, friendly stress, and polite tone