

Mind over matter

Apologies & Requests



Structure

Cultural differences

Appreciating the differences

Mind vs Matter

Understanding the verbs

Requests

Formal vs Informal

Mind vs Matter

Using mind and matter in context

Offering apologies

Saying that you're sorry

Idioms with mind

Various expressions to boost your fluency.

British Business Culture



British reserve



Humour



British Business Culture



Punctuality



Formality



Could I ...?

Formal and informal requests

There are 4 verbs that are commonly used to ask for permission: **may**, **would**, **could** and **can**.



First person (I / we)

May I come?

Could I come?

Can I come?

Second person (you)

Would you send it?

Could you send it?

Can you send it?

Third person (he/she/they)

Would he send it?

Could he send it?

Can he send it?

Requests

Formal & informal

Pleasing everyone

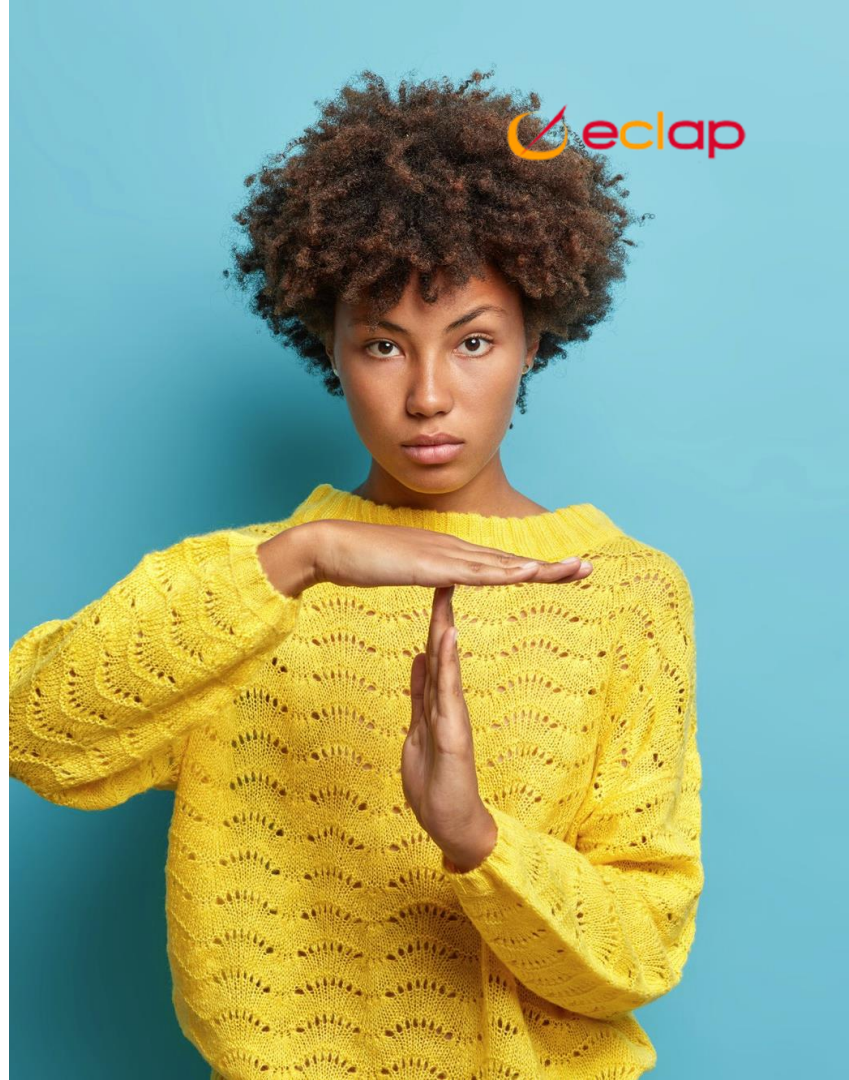
- Please can I borrow your stapler?
- Can I please borrow your stapler?
- Can I borrow your stapler, please?

Using 'please' in English is absolutely necessary.

No orders!

Instead we make a request instead of giving an order because it's more polite.

Sometimes even a request is too strong and we use a suggestion or an indirect request.



Indirect requests

Do you think you could send me the report?

Do you mind if we postpone until next week?

Would you mind waiting for 5 minutes?

Is it ok if we schedule a meeting on Friday?



Offering apologies

The art of saying that you're sorry



Sorry seems to be the hardest word ...

How to apologise in English

1. Separate your apology from your explanation.
2. Offer an explanation but don't insist on it.
3. Try to apologise face to face.
4. Don't assume you know what will make it right
5. Own more than your part of the mistake.
6. Focus on what happens next.
7. Move on.



- There is no easy way to say this, but...
- Unfortunately...
- I'm sorry to have to tell you that...
- I've got some bad news...
- I regret that ...
- Maybe you should sit down for this...
- I am so sorry, but...

Giving apologies

Useful expressions



“

**“Age is an issue of mind over matter.
If you don’t mind, it doesn’t matter”**

- *Mark Twain*

Do you mind?

Expressing frustration



Mind vs Matter



Mind

'I don't mind' means that you don't give something any importance, it doesn't bother you. .

"I don't mind music in the background while I'm working."

Matter

'It doesn't matter' means that something is irrelevant, it's not really important.

*"I'm sorry I broke you glass"
"It doesn't matter, I have lots more!"*

Mind

Understanding the verb



We use I don't mind + verb in 'ing'

I don't mind **lending** you my bike for the weekend.

You can also ask someone:

Would you mind not + -ing?

Would you mind **not reading** over my shoulder?

Would you mind +ing?

Would you mind **turning down** the music?

Matter

When the situation involves two things, use 'whether'.

It doesn't matter whether you scream or shout, the answer is still no.

- Using canned tomatoes for gazpacho.
- Flying economy or first class.
- Borrowing your colleague's stapler.
- Being on time to an interview.

We use phrases with 'no matter' to say por mucho que... o por muy...que.

1. One possibility is to say 'no matter how + adjective'.
2. The same thing is true for adverbs: 'no matter how + adverb'
3. To talk about a noun, there are two possibilities:
 - A. No matter how many + countable noun.
 - B. No matter how much + uncountable noun

No matter ...

The rules

No matter ...

No matter how much money you take on vacation, you always run out.

No matter how much exercise you do, you can't lose those last few kilos.

No matter how much gas you put in your car, you always run out in the middle of the country.

Mind vs Matter



Translations

I don't mind if they smoke a pipe.	No me importa si fuman una pipa.
She doesn't care .	A ella le da igual.
The delivery time doesn't matter .	El plazo de entrega no importa.
It doesn't matter where you go, you'll always see a lot of tourists.	Da igual donde vayas, siempre verás muchos turistas
It doesn't matter when they pick up the tape No matter how long Mathias sunbathes, he is always white.	No importa cuando recojan la cinta. Por mucho tiempo que Mathias toma el sol, siempre está blanco.
Would you mind picking up the toys?	¿Te importaría recoger los juguetes?
I don't mind washing the dishes	No me importa fregar los platos.

Idioms using mind



How to sound more native by using expressions



Idioms

Be in two minds

When you are undecided about something.

Blow someone's mind

To surprise or astonish someone

Bear something in mind

To remember or consider something.

Idioms



Make up you mind

To decide or to reach a conclusion

Slip your mind

When you forget something, especially events.

Mind goes blank

When you forget everything and can't form a thought.

Thanks!

Does anyone have any questions?