

## Handouts

**Task 1. Read and listen to the conversation below. Try to notice the intonation and pitch the speakers use.**

A: Hey, Nina. You look upset. Is something wrong?

B: Actually, I've been having a bit of trouble at work.

A: I'm sorry to hear that. What's going on?

B: Well, basically, no matter how well I do something, my boss never gives me credit.

A: That must be frustrating.

B: It is. I'm feeling really fed up.

A: I totally understand. Hang in there, though, OK?

B: Thanks for the encouragement! I appreciate it.

A: Anytime.

**How does your voice change when you express frustration, or encouragement?**

- Falling: Voice lowers its pitch at the end of the sentence
- Rising: Voice raises its pitch at the end of the sentence

**Task 2. Choose the best sentence to complete each conversation.**

1. A: That's the third time this week my car has broken down.  
B: Looks like it's time for a new car.  
a. I've had it!    b. Don't give up!
2. A: Ooh. I really didn't do well on that test.  
B: You'll do better on the next one.  
a. I know what you mean.    b. Don't let it get you down.
3. A: How did your interview go?  
B: Not well. I really don't think I'm going to get the job.  
A: I bet the next one will go better.  
a. Hang in there.    b. I know what you mean.
4. A: I can't figure out this math problem.  
B: Let me see if I can help.  
a. I give up!    b. That must be frustrating!
5. A: I've been taking tennis lessons for a year, but I'm not getting any better.  
B:  
a. I know what you mean.    b. That must be discouraging.

**Task 3. On a separate sheet of paper, create a two-line conversation for each pair of expressions.**

1. I'm fed up. / Hang in there.

2. I just can't take it anymore. / Don't let it get you down.

3. I've had it. / That must be discouraging.

4. I give up. / Don't let it get you down.

5. I'm fed up. / I know what you mean.

## **Assessment**

Person 1: Hi, how are you?

Person 2: I'm ok. And you?

Person 1: Hey, I've been feeling really down lately. I just can't seem to get anything right.

Person 2: I'm sorry to hear that. It sounds like you're going through a tough time right now. Remember, everyone faces challenges sometimes.

Person 1: Yeah, but it feels like I'm always struggling. I just wish things would get easier.

Person 2: I understand how difficult it might be. It's okay to feel down sometimes. Just take things one step at a time. ok?

Person 1: Thanks for saying that. It means a lot to me.

Person 2: You're welcome.