

# ***Just speak*** ***Miniguide for Unplanned*** ***Situations***



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# ***About you, me and this miniguide***

Hey there, HR professional!

Imagine you are at an **international HR meeting** with colleagues from diverse cultures. Suddenly an **unexpected question** comes your way. Your heart races, palms sweat, and words get stuck.

I remember those stressful situations very well!

My name is Alena and I help ambitious HR professionals accelerate their careers with **advanced communication skills in English**.

I too struggled to speak up in group meetings. When I had to react quickly, I got stuck and didn't know what to say. But, **I didn't stop trying and practising**. Many trainers, mentors and coaches helped me get better with their feedback.

Now I am excited to share with you this practical miniguide which can take you **from the struggle to success!**



# ***What to do*** ***when you get stuck***

It's completely normal and it happens in your native language too! In the heat of the moment, our strong emotions can make it difficult to say anything intelligent. Use these tricks to take the control back:

-  **Breathe:** Take a deep breath. It helps you think clearly and feel more in control.
-  **Ground Yourself:** Feel your feet on the ground. Simple, right? This little trick helps you focus.
-  **Listen Actively:** Maybe you didn't understand everything but it's OK. Try to catch at least something - and use the phrases in this miniguide.

So, next time you feel stuck, take a deep breath, feel your feet, and listen up. Being a good listener is the first step to becoming efficient communicator!

# **What to say** *when you don't understand*

**"I am not sure I understand. Can you repeat that please?"**

**"Can you repeat it more slowly, please?"**

**"Excuse me, one more time?"**

**"I'm not sure I understand, can you repeat it?"**

**"I didn't catch that. Can you say it again?"**

**"I'm afraid I am not sure what you mean. Can you explain it again?"**

**"I'm sorry but I don't follow. What exactly do you mean?"**



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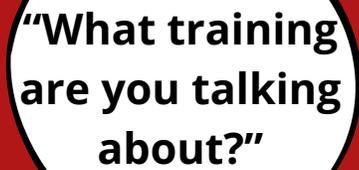


**TIP:** *Sometimes, we don't catch anything and have no idea what the other person said. And that's normal too! Use these alternatives to "Could you repeat, please?" to show your interest.*

# What to say

when you don't know if you understand  
or

when you understand only in part



"What training  
are you talking  
about?"

"What XYZ are you talking about?"

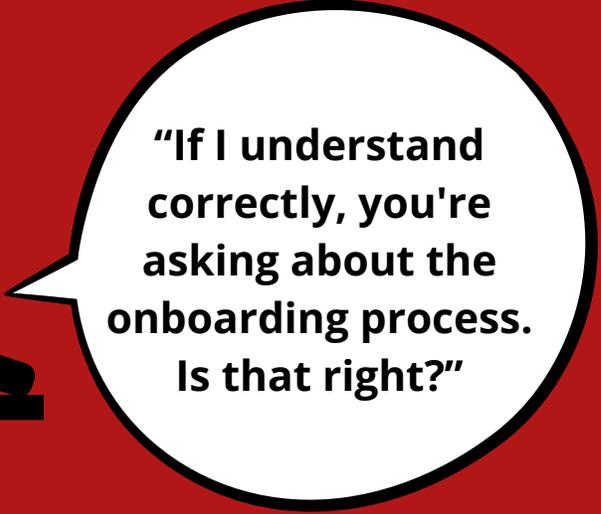
"Do you mean the XYZ?"

"What do you mean by XYZ?"

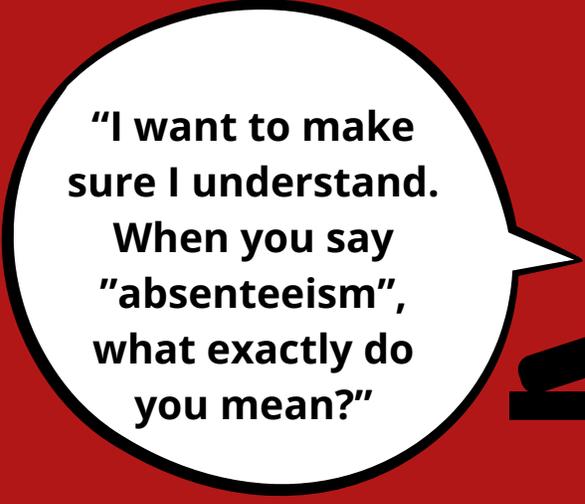
"When you say XYZ, what exactly do you mean?"

"If I understand correctly, you're asking about XYZ. Is that right?"

"I want to make sure I understand. When you say XYZ, what exactly do you mean?"



"If I understand  
correctly, you're  
asking about the  
onboarding process.  
Is that right?"



"I want to make  
sure I understand.  
When you say  
"absenteeism",  
what exactly do  
you mean?"



 **TIP:** Are you frustrated from saying "Could you repeat, please?" all the time? Try to catch at least something that the speaker says and use it to ask one of these clarifying questions.

# **What to say**

*to react to unexpected questions*

**"Thank you for your question! Here is what I think..."**

**"That's an interesting question. Let me think for a moment."**

**"Thanks for asking that. Let me take a moment to think about it."**

**"That's a great point. Let me take a moment to make sure I address it properly."**

**"That's a great question. I don't have the information now but let's discuss this next week."**



**"That's an interesting question. Let me think for a moment."**



**"That's a great point. Let me take a moment to make sure I address it properly."**



**TIP:** Use these phrases to buy some time. This way there is no awkward silence or "aaaa... hmmm..." after a question and you show interest in the person asking the question.

# ***Next step?***

## ***practice makes confident***

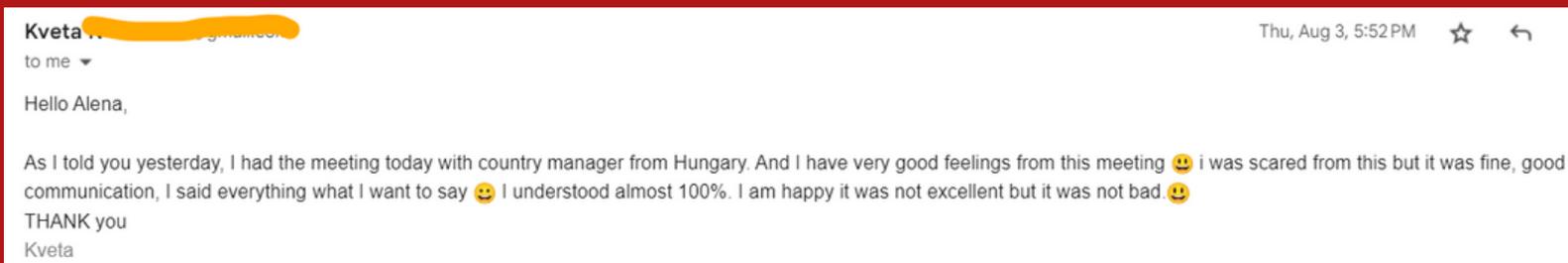
It is not necessary to learn all these phrases. You are not a walking dictionary!

-  Read all the phrases out loud and see which sound most natural, which are the easiest for you to say.
-  Remember to take a deep breath, feel your feet, and listen up.
-  If you are not sure, start with the “could you repeat it more slowly” and then build on what you heard.

**Good luck and fingers crossed!**

# Client case study

*How Kveta went from anxiety, low confidence, and a constant fear of making mistakes, to an efficient English communicator.*



Kveta is an amazing **professional with a lot of experience and expertise**. But, sometimes, she had trouble because she wasn't very confident speaking English at work. This made her feel **scared to talk with her boss and colleagues**. Speaking English was very **stressful and frustrating** for her.

We worked together, and in less than 3 months, Kveta learned to be less afraid. Now, she can communicate well, and she's not shy to talk in English at work. She's much happier and more confident. **In less than 3 months:**

- ✓ She's already communicating with **more fluency**.
- ✓ She's making **fewer mistakes**.
- ✓ Her **anxiety** is starting to **vanish**.

*By working on her English communication skills, Kveta has already **improved her job performance**, and I'm excited to see what opportunities are waiting for her in the future.*

# *Being able to react in unplanned situations is a powerful skill, **but alone it isn't enough!***

Here's what you need to do!

- 🎯 **Expand your key vocabulary and practice regularly** so you can feel more confident expressing yourself in English with your colleagues, bosses and clients at work.
- 🎯 **Master communication strategies** like active listening, asking questions and expressing opinion so you can avoid embarrassing misunderstandings and communicate efficiently.
- 🎯 **Build your confidence and speak like a professional** so that you are able to lead an effective meeting and achieve your goals.

It's taken me years of blood, sweat, and tears to develop the **most effective strategies** to help you achieve all of the above.

I share these exact **proven strategies** in my 12-week program "**FROM NERVOUS TO CONFIDENT**".



*If you're interested in learning more, send me a private message on LinkedIn saying "**CONFIDENT!**" and we can figure out how I can help you.*



# ***Thank you!***

I appreciate that you took the time to read this miniguide. I hope it will prove useful for you!

If you have any feedback, don't hesitate to reach out, I always keep working on improving my services.

Good luck, I hope to get to know you better!

Alena Konecna



***“One of the most sincere forms of respect is actually listening to what another has to say.”***

**Bryant H. McGill**