

MASTERPLUS BUSINESS

Il tuo inglese per la professione in pillole.



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Welcome to Oversea MasterPlus, la tua libreria digitale di contenuti per la professione in pillole.

In questa pillola ci concentreremo su una competenza che i professionisti usano ogni singolo giorno: dare istruzioni oralmente. Pensate a telefonate, riunioni, briefing.

Dovete spiegare cosa fare, in quale ordine ed entro quando. In italiano le istruzioni possono essere flessibili, implicite o negoziate strada facendo.

Nell'inglese professionale, la chiarezza non è facoltativa.

Se le istruzioni non sono chiare, anche le responsabilità diventano poco chiare. Are you ready? Let's dive in!

Hello! I'm Aiko, your English coach, and today we'll focus on giving instructions professionally: explaining what needs to be done in a way that is clear, respectful, and effective in international business communication.

I'm going to introduce five key sentences that you can reuse in many professional situations. Let's get started.



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Key Sentences

Before we look at what works, let's pause for a moment and look at why instructions often go wrong, especially for Italian professionals speaking English. Let's start with a phrase that sounds completely natural in Italian professional contexts: "Send me the contract as soon as possible."

From a grammatical point of view, this sentence is perfectly correct. The issue is not correctness — it's tone.

In Italian, tone, relationship, and context do a lot of the softening work. The same sentence can sound neutral, friendly, or urgent depending on how it's said.

In English, especially with clients or external partners, the words themselves must carry that politeness.

Without any softening, this instruction can come across as abrupt or overly authoritative — even if that was not the speaker's intention.

This is why professional English often adds small linguistic signals to balance clarity with courtesy.

Now let's look at another very common situation: "We do like last time."



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In Italian, this works extremely well — particularly in long-standing professional relationships where shared experience is taken for granted.

In English, however, this assumption is risky.

“Last time” may not be clear.

Different people may remember different details.

Expectations may not be aligned.

And responsibility remains undefined.

Finally, let’s consider this instruction: “You prepare the report, then we see.”

In Italian, “poi vediamo” feels flexible and collaborative.

It leaves space for discussion and adjustment, and it rarely creates tension.

In English, however, this kind of open ending immediately creates uncertainty.

The listener is left wondering:

Who will make the decision?

When will we “see”?

What exactly happens after the report is ready?



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Because professional English places a strong emphasis on clarity and accountability, instructions with no defined next step can sound vague, incomplete, or even slightly evasive. For this reason, professional English avoids instructions that stop without a clear outcome or timeline.

Now let's move on to what does work.

Native speakers rarely deliver instructions in one block.

Instead, they walk the listener through the process using clear sequencing language:

- first
- then
- after that
- finally

The listener doesn't have to guess the order, remember everything at once, or decide what matters most.

The structure does that work for them – and confusion is much less likely.



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Another key difference is how actions are requested.

Rather than giving direct commands, professionals soften the instruction while keeping it clear:

- Could you...
- Please make sure you...
- I'd like you to...

In professional English, instructions are not considered complete until understanding has been confirmed.

You'll often hear phrases like:

Does that work for you? Is that clear on your side?

Let me know if anything is unclear.



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Here are ready-to-use sentences you can adapt immediately.

To introduce instructions:

- "Let me walk you through the next steps."
- "I'll quickly outline what needs to happen."

To sequence actions:

- "First, I'd like you to..."
- "Then, please make sure that..."
- "After that, we'll..."

To set deadlines:

"By the end of the week, if possible."

"No later than Monday."

"Ideally, within two working days."

To check understanding:

"Is that clear on your side?"

"Does that work for you?"

"Let me know if anything needs clarification."



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Quiz Time – For each question, choose the sentence that sounds unprofessional or risky in a work call. The other options are acceptable.

1. Which instruction sounds risky in a professional call?

- A. First, could you review the proposal, and then we'll discuss it together?
- B. Please take a look at the proposal and let me know your thoughts by tomorrow.
- C. You review the proposal, then we see.
- D. Could you review the proposal and send me your feedback by the end of the day?

2. Which sentence may sound abrupt or overly direct with a client or partner?

- A. Could you please send me the contract by Friday?
- B. Send me the contract as soon as possible.
- C. When you have a moment, please share the contract with me.
- D. I'd appreciate it if you could send the contract later today.



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3. Which instruction relies too much on shared understanding?

- A. Let's follow the same process we used in the April rollout.
- B. We do like last time.
- C. Please repeat the steps we agreed on in our previous meeting.
- D. Let's use the same approval flow as discussed last week

4. Which option lacks structure and may create confusion?

- A. Let me outline the next steps before we close the call.
- B. First, update the file. Then send it to finance. Finally, confirm receipt.
- C. Update the file, send it to finance, and confirm receipt.
- D. So yes, you update the file and finance and then we see what happens.

5. Which sentence fails to check understanding and leaves responsibility unclear?

- A. Does that timeline work for you?
- B. Let me know if anything is unclear.
- C. That should be fine, I guess.
- D. Is that clear on your side?



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RECAP

Well done! Alright—let's wrap things up. Let's put everything we've covered into context. You're on a call with a client, and you need to provide clear instructions. Here's an example of what you might say.

"Let me outline the next steps.

First, could you send us the signed agreement?

Then, we'll review it internally and confirm compliance.

Finally, we'll proceed with payroll adjustments.

Ideally, we'd need the document by Friday.

Does that timeline work for you?"



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Congratulations!

Hai completato la tua pillola di oggi. Continua ad esercitarti con Oversea MasterPlus per ampliare o consolidare il tuo vocabolario.

E se hai bisogno di maggiori informazioni o chiarimenti, parla con noi! Scrivici all'indirizzo segreteria@oversea.it, chiamaci al numero 0113850552 oppure contattaci al 3349906636.

See you next time!



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