

MASTERPLUS BUSINESS

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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 come esprimere disaccordo nelle conversazioni professionali.

Pensate alle telefonate con i clienti, alle riunioni con i partner o alle discussioni con i colleghi internazionali.

Potrebbe essere necessario esprimere un'opinione diversa, respingere una proposta o correggere un'ipotesi, senza danneggiare il rapporto.

In italiano, il disaccordo è spesso attenuato dal tono, dal contesto o dal background professionale condiviso.

Nell'inglese professionale, invece, sono le parole stesse a dover svolgere il lavoro diplomatico.

Se il disaccordo non viene gestito con attenzione, può sembrare conflittuale, difensivo o sprezzante, anche quando non era affatto questa l'intenzione. Are you ready? Let's dive in!

Hello! I'm Marcus, your English coach, and today we'll focus on handling disagreements in a way that is appropriate for international business communication.

I'm going to introduce five key sentence patterns 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 understand why disagreements often go wrong, especially for Italian professionals speaking English.

Sentences that are perfectly correct from a grammatical point of view may still sound abrupt, confrontational, or overly blunt to a native English speaker.

Let's look at some very common examples, and let's start with a very common reaction: "I don't agree."

Grammatically, this sentence is perfectly correct. However, in English, a direct "I don't agree" can sound abrupt or oppositional, particularly in professional settings.

Another frequent example is: "This is wrong." To a native speaker, it can sound like: a verdict, a reprimand, or an accusation —even when you simply intend to point out an error.

Finally, let's look at a very typical phrase: "It's not correct according to the law / the contract / the procedure."



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In Italian, saying “Non è corretto secondo la normativa” or “Non è conforme” sounds precise, technical, and authoritative. In English, however, this type of formulation can easily sound rigid or dismissive.

Now let’s look at the sentences you can actually use in practice to handle disagreement in English. These are not “textbook” expressions. They are phrases you will hear every day in meetings with British or American lawyers, consultants, and managers. They are direct enough to feel natural, but soft enough to sound professional. The first one is: “I see your point, but I have a slightly different view.” This is probably one of the most common disagreement formulas in professional English. For example: “I see your point, but I have a slightly different view on the timeline.” In Italian terms, it’s close to: “Capisco il punto, però la vedo un po’ diversamente.” So it feels natural, but in English it sounds much more diplomatic than simply saying “I don’t agree.” This is a perfect everyday sentence for meetings and negotiations. Let’s look at the second one. “There may be a mistake here.” For instance: “There may be a mistake here in the figures.”



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This is a simple and extremely native-like way to replace “This is wrong.”

The third sentence is: “I think we should review this.” This is short, direct, and very typical of real business English. It’s especially useful when something doesn’t look right from a legal, financial, or procedural point of view. For example: “I think we should review this clause before moving forward.” In Italian, the intention is simply: “Rivediamolo.” So it feels completely natural. But compared to “It’s not correct according to the law,” it sounds much more collaborative. And finally, a very practical one for compliance or technical issues: “This might not fully align with the regulations.”

This is very common in legal and consulting environments. It allows you to raise a red flag without sounding rigid or negative.

For instance: “This might not fully align with the regulations — we may need to double-check.”

Italian professionals often sound categorical: “Non è conforme.” By saying “might not fully align,” you show expertise and caution at the same time.

It sounds measured, not authoritarian.



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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 response sounds too direct in a professional disagreement?

- A. I see your point, but I have some concerns
- B. I'm not sure I agree with that interpretation.
- C. That's wrong.
- D. From our perspective, this could be an issue.

2. Which sentence may sound defensive or dismissive?

- A. We've always done it this way.
- B. Based on our experience, we usually approach it differently.
- C. There may be another way to look at this.
- D. Let's explore the implications together.



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3. Which option escalates disagreement unnecessarily?

- A. I understand your position.
- B. That doesn't make sense.
- C. I see where you're coming from.
- D. Let's clarify this point.

4. Which sentence lacks professional softening?

- A. I'm afraid I see this differently.
- B. I completely disagree.
- C. There may be some risks we should consider.
- D. I'd like to raise a concern.

5. Which response risks closing the discussion?

- A. How can we move forward from here?
- B. Let's find a solution that works for everyone.
- C. This is non-negotiable.
- D. Perhaps we could revisit this point.



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RECAP

Well done! Alright—let's wrap things up. Before we finish, let's take a few minutes to pull everything together and recap the key ideas from this unit.

So far, we've looked at how native speakers handle disagreement in a professional way — not by being direct or blunt, but by showing respect, softening their language, and focusing on solutions.

Now, let's hear what this sounds like in practice.

Imagine you're in a team meeting. Some colleagues are discussing, and they have different opinions, so there's some disagreement — but notice how they manage it in a calm and professional way.

Let's listen to the conversation.



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- *So what do you think about the new Zorax trial? This could be the drug we've all been waiting for. I think it's going to be a big seller.*
- *So do I.*
- *I'm sorry, but I really can't agree. After all, so far we've only carried out two trials. And don't forget the strange results from the first trial.*
- *Yes. I admit the first trial was a little disappointing, but that doesn't take anything away from these new results. Absolutely amazing.*
- *Yes. Fantastic, aren't they? Especially for men over 60.*
- *Don't you think it's still a little early to be so sure? Perhaps we shouldn't count our chickens before they're hatched. I still think there may be some issues with Zorax.*
- *Do you really think so? Anyway, we don't have anything else coming down the pipeline right now. We have to try to make this work.*
- *Yes, of course, but our patients come first.*
- *The patients always come first. We won't forget that. Now, Carina, let's talk about these issues one by one.*



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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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