晨英语

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职场沟通开门课：一集拿走 11 个地道职场表达

BBC Office English 第 01 集。系列开门课：为什么「友好」和「公事公办」这么难拿捏？11 个核心表达全部来自对话原文，附十集总览与中英对照台词。

本篇收获

- 11 个核心职场表达
- 6 个扩展短语
- 完整原声音频
- 中英对照台词全文

这一集是 BBC《Office English》系列的开门课。两位主持人 Phil 和 Pippa 先放了一圈 BBC 同事的采访片段，得出的结论有点出乎意料：**职场沟通**这件事，连母语者也头疼——难就难在「友好」和「公事公办」之间那个平衡点。下面 11 条表达全部来自对话原文，按场景分好组，最后把这个系列十集要讲什么也一并说清了。

01 一、职场沟通难在哪

词条	中文释义	原文例句
communicating well	有效沟通	"Communicating well at work is difficult, even for native speakers of English, like us."
native speakers	母语人士	"Even for native speakers of English, like us."
being business-y	公事公办的（略带贬义）	"That difference between being friendly and being business-y — because you actually need something."
get the balance	取得平衡、拿捏分寸	"Discussing how we can get the balance between being friendly and professional at work."

02 二、把事聊明白

词条	中文释义	原文例句
talk through	逐一细聊、梳理	"Across ten episodes, we're going to talk through the harder parts of speaking English in the office."
technicalities	细枝末节的规矩	"You know those technicalities of when to write 'Kind regards' and when to write 'Best wishes'."
dealing with	应对、处理	"Whenever you're talking about mistakes you're dealing with how people feel — and often how you feel yourself."

03 三、人脉与场合

词条	中文释义	原文例句
networking	建立人脉、社交拓展	"I think I'm probably quite bad at networking when I don't know somebody because I get really nervous."
work events	职场活动	"From meetings... to work events... to dealing with mistakes..."

04 四、把英语变成职业优势

词条	中文释义	原文例句
speak well in English at work	职场英语说得漂亮	"We'll learn some phrases that will help you speak well in English at work."
succeed in your career	职业发展、事业有成	"...and succeed in your career."

05 扩展表达（未入选核心清单，但同样值得收）

词条	中文释义
politeness	礼貌（英式职场的头等大事）
say 'I'm sorry' a lot	「对不起」挂在嘴边
get nervous	感到紧张
something urgent	急事
across ten episodes	十集连播
weekly episodes	每周更新一集

06 串词成段

11 个词放回一个真实语境，是这样的：

> **Communicating well** at work is difficult, even for **native speakers** — the hard part is how to **get the balance** between being friendly and **being business-y**. In this series, Phil and Pippa will **talk through** the **technicalities** of office life: from **networking** with strangers to **dealing with** mistakes, from meetings to **work events** — one phrase at a time, so you can **speak well in English at work** and **succeed in your career**.
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> 参考译文：哪怕对母语者来说，职场里的有效沟通也不容易——难就难在如何在「友好」与「公事公办」之间取得平衡。这个系列里，Phil 和 Pippa 会带你逐一梳理办公室里那些细枝末节的规矩：从和陌生人建立人脉，到应对失误；从会议到各类职场活动——一次记一条，把职场英语说漂亮，助你在职业路上走得更顺。

一句话带走

职场英语的核心不是「越正式越好」，而是在 friendly 和 business-y 之间找到那个平衡点——先判断场合，再选措辞。

▼ 完整台词（中英对照）

[片头集锦] It's a bit difficult, with that difference between being friendly and being business-y because you actually need something.

这有点难把握，因为既要保持友好，又得公事公办——毕竟你确实有求于人。

[片头集锦] You know those technicalities of when to write 'Kind regards' and when to write 'Best wishes'.

你知道什么时候该用「顺颂商祺」，什么时候该用「祝好」这类细节吧。

[片头集锦] I might call somebody on the phone if there's something urgent, but I don't think I use phone calls at work as often as before.

遇到急事我可能会打电话，但我觉得现在工作中打电话的频率不如以前高了。

Phil: Hello and welcome to Office English, a new business series from BBC Learning English.

大家好，欢迎收听《职场英语》，这是BBC 英语学习频道推出的全新商业系列节目。

Phil: I'm Phil.

我是菲尔。

Pippa: And I'm Pippa.

我是皮帕。

Pippa: Communicating well at work is difficult, even for native speakers of English, like us.

即使对我们这些以英语为母语的人来说，在职场中做到良好的沟通也不容易。

Phil: So, in this podcast, across ten episodes, we're going to talk through the harder parts of speaking English in the office.

在这档播客中，我们将通过十期节目，深入探讨职场英语交流中的难点。

[片头集锦] In Britain we tend to have politeness as a really important thing.

在英国，我们往往把礼貌看得非常重要。

[片头集锦] So we say 'I'm sorry' a lot.

所以我们经常说「对不起」。

[片头集锦] Or 'Can I just do this?' So I think I'm probably quite bad at networking when I don't know somebody because I get really nervous.

或者「我能直接这么做吗？」所以我觉得，如果我不认识对方，我在社交方面可能表现得很糟糕，因为我会非常紧张。

[片头集锦] Whenever you're talking about mistakes you're dealing with how people feel and often you're dealing with how you feel yourself.

谈论错误时，你往往既要处理他人的情绪，也要面对自己的感受。

Pippa: From meetings...

从会议……

Phil: To work events...

到职场活动……

Pippa: To dealing with mistakes...

再到面对错误……

Phil: We'll learn some phrases that will help you speak well in English at work and succeed in your career.	我们将学习一些实用短语，助你在工作中流利使用英语，推动职业发展。
Pippa: We'll be hearing from colleagues at the BBC about how they use English in the office.	我们将聆听 BBC 同事分享他们在办公室使用英语的经验。
Phil: And discussing how we can get the balance between being friendly and professional at work.	探讨如何在工作中平衡友善与专业。
Pippa: Our first two episodes will be available from 29th January with weekly episodes every Monday.	前两期节目将于 1 月 29 日上线，此后每周一更新。
Phil: To listen, follow our 'Learning English for Work' podcast on your podcast app.	想收听？请在您的播客应用中关注我们的「职场英语学习」播客。
Phil: Or head to our website: bbclearningenglish.com.	或访问我们的网站：bbclearningenglish.com。