

LEVEL 2.0 - 2.5

BUSINESS ENGLISH
MEETING PROCEDURE 06 - LEADING A MEETING: USEFUL PHRASES 01

IN CONTEXT 5-8 min

1. How this wise saying can be applied to a meeting leader?



"Courage is doing what you're afraid to do.
There can be no courage unless you're scared."

Eddie Rickenbacker 1890-1973
(American WWI pilot and airline businessman)

2. What is an effective meeting?

3. Do you dread meetings? Why?

VOCABULARY 8-10 min LOC-P6-01-V

Classify the terms and find which are the two odd ones.

1. call - 2. adjourn - 3. set up - 4. lead - 5. put off - 6. fix - 7. skip - 8. arrange - 9. postpone - 10. attend - 11. hold - 12. put on - 13. wind up - 14. call off - 15. defer - 16 bring ... forward

A. Organize

In a typical meeting, agenda items are completely covered only half the time (53%).

C. Cancel

According to the National Statistic Council in the USA, 37% of employee time is spent in meetings.

E. Conduct

B. Delay

There are 11 millions business meetings each and every day in the US.

D. Assist

Keep meetings under an hour. If you need more time, take 15 min every hour.

F. Close

WATCH IT 15-18 min

In this video, you will watch a discussion in a business meeting about whether or not some maintenance on a company building must be done.

Before watching

During a meeting, what is the role of each function/position mentioned below?

a chairman / chairperson
an attendee

Watch it!

1. Watch (to 1:37), listen carefully and answer

http://www.youtube.com/watch?v=5Vo_gHFs4is&feature=relmfu

a. Who are the attendees?

☐ Tan ☐ Lin ☐ Denise ☐ Walter ☐ John ☐ Barbara

b. Who is the chairperson?

☐ Walter ☐ Denise ☐ John

c. Who leads the meeting?

☐ Barbara ☐ Denise ☐ John

d. Who is deferring the parking issue?

☐ Barbara ☐ Denise ☐ John

e. Has the parking problem been brought forward?

☐ Yes ☐ No ☐ Maybe

f. Has the parking problem been put off?

☐ Yes ☐ No ☐ Maybe

g. Were the building repairs postponed?

☐ Yes ☐ No ☐ Maybe

3. Watch again (to 1:37) and complete

TAN: Well, _____ the work is as urgent as this report suggests, so perhaps we should...

LIN: Oh come on - the building is practically falling down!

DENISE: Sorry Lin - _____ Tan _____.
We _____ in a minute.

LIN: Sorry.

TAN: As I was saying, perhaps we should get a second opinion before we spend any money.

DENISE: Thank you Tan. What's your opinion Walter?

WALTER: Well, _____, it's a question of safety. _____ we should go ahead.

TAN: _____ someone could get hurt?

WALTER: _____, yes. _____, there is a serious risk of an accident. And it's not a recent problem...

TAN: _____ we should have done something earlier?

WALTER: Much earlier. It's a real concern.

LIN: _____!

TAN: _____ - we should do something now.

JOHN: I think so too.

DENISE: Thank you Walter. Well, if there's no...

BARBARA: _____ Madame _____.

DENISE: Yes Barbara.

BARBARA: What about the problem with parking? There were no places again this morning.

WALTER: Maybe if you got to work on time...

DENISE: _____ Walter. Parking isn't on the agenda for this meeting - _____ Barbara. Well, if there's no more discussion - we'll put it to a vote.

JOHN: _____!

4. Answer:

Which phrases below express/allow for

- | | |
|--|--|
| 1. So, I think ... | 7. I'm not convinced that ... |
| 2. Are you suggesting ... | 8. Excuse me |
| 3. In my opinion, ... | 9. All comments through the chair if you don't mind |
| 4. If you ask me ... | 10. Are you implying ... |
| 5. In that case, I agree | 11. Perhaps you could suggest it for our next meeting. |
| 6. I don't think he/she had finished. We'll get to you in a minute | |

Agreement:

- _____
- _____

Giving a point of view

- _____
- _____
- _____

Clarifications

- _____
- _____

Interruptions or make someone stop speaking

- _____

Cutting people short

- _____
- _____

Avoiding irrelevant discussion

- _____
- _____

What do you usually say for each language function above?

LEADING A MEETING - USEFUL PHRASES 10 - 12 min

1. Read:

Which phrases have you heard in meetings? Which phrases have you used? In what situations?

Giving an opinion / point of view	I think we should... The best thing to do is...	Why don't we... One thing we could do is...
Ask for an opinion	Peter, what are your views? Peter, how do you feel about this? Do you have any ideas on this Stephanie?	John, what do you think? Any comments Julien?
Suggesting	Could I make a suggestion? Shall we....? Why don't we...	I think we should What if we..... How about....
Clarifications	In other words ... you said... didn't you? By that I mean... Let me just go over the main points again ...	What you mean is ... Did you say...? / Are saying that
Cutting people short	Sorry to interrupt/Pardon me but... Just a minute. Listen.....	Excuse me for interrupting, but Hold on a moment....
Avoid irrelevant discussion	This is not on the agenda. Let's speak about it at a later date.	
		
Agreeing / Disagreeing	Soft (agreement by conviction) That seems right. I would agree with what Angela said. Yes, that makes sense. That sounds like a good idea. Firm (completely agree) Yes, that's a good/great idea. I agree completely.	Soft: I don't quite agree with that OK, but don't you think that... I see what you mean, however... It's a good idea, however.... I'm not sure about that because.... That might be all right but... Firm: That's wrong! I don't agree with you!
Interrupt/ stop a person talking politely/softly	Sorry, could I interrupt for a moment? Could I just say something? Excuse me. Can I just say/ask...?	If I could just finish... If you'd let me finish what I was saying....

2. Read or listen to the phrases (your instructor will provide you) & classify them.

SPEAKING 5-8 min

1. Read the instructions
2. Perform the role play using phrases to
 - Give an opinion.
 - Interrupt.
 - Ask for clarification/details.
 - Make a suggestion.

Role-play 1

Your company employs five office cleaners who aren't needed for the next six weeks, but will be needed after that. What can you do with them in the meantime? Think of 3 possible solutions.

Instructor: Present the best possible solution and its reasons.

Learner: You don't agree with the solution offered. Spend a minute thinking of reasons to support your argument.

Role-play 2

An audit explains that the level of motivation in your company is not high enough. What are some ways in which staff motivation can be improved? Think of 3 possible solutions and their reasons.

Instructor: You don't agree with the solution offered.. Spend a minute thinking of reasons to support your argument.

Learner: Present the best possible solution and its reasons.

QUIZ 8-10 min

Match the vocabulary with its synonym

- | | |
|--------------------|-------------------------|
| 1. <i>call</i> | a. organize |
| 2. <i>call off</i> | b. set up |
| 3. <i>adjourn</i> | c. arrange |
| 4. <i>skip</i> | d. close (an event) |
| 5. <i>put on</i> | e. conduct |
| 6. <i>wind up</i> | f. finalize |
| 7. <i>fix</i> | g. cancel |
| 8. <i>hold</i> | h. to not assist/attend |

Complete

lead *defer* *postpone* *put off* *bring forward* *put on*

1. Don't _____ the conference call yet. Let me check with my schedule.
2. This is Mark Duncan, he will be in charge of this project and _____ tomorrow's meeting.
3. You need to pick up your colleague at the airport later. The flight arrival time has been _____.
4. No, I can't at 2 pm. Can we _____ our meeting _____ in the morning?
5. The presentation has been _____ from 1 pm to 2:30 pm.
6. Could you please _____ a meeting for the parking problem sometime in the morning next week?

Match the phrases 1 to 6 with the speaker intention a to f:

- | | |
|---|--------------------------------|
| 1. Are saying that ... | a. Giving an opinion |
| 2. Just a minute. Listen, I ... | b. Suggesting |
| 3. I would agree with what Mr. Z said. | c. Agreeing |
| 4. The best thing to do is... | d. Clarifying |
| 5. What if we... | e. Cutting people short |
| 6. That might be all right, but | f. Avoid irrelevant discussion |
| 7. If you'd let me finish what I was saying.... | g. Interrupt |
| 8. This is not on the agenda. | h. Disagreeing |