**B1 - Business meetings**

**Useful phrases:**

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| **Discussing problems in business meetings** |
| I’m concerned about this because … |
| I’ve noticed that… |
| I need..… |
| What can we do to resolve….? |
| No problem, consider it done. |
| Do you have any ideas why…. is happening? |

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| **Giving your opinion in business meetings** |
| I think… |
| Perhaps, you could ….. |
| It might we a good idea if .… |
| Shouldn’t we ….? (say **we** rather than you) |
| Have you ever considered……? |
| It may work better if …… |
| May I offer some advice……? |
| May I suggest an alternative? |
| May I suggest a different approach? |

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| **Asking questions in business meetings** |
| What do I have to do now? |
| What can I do now? |
| Where does the …. go? |
| When do I have to….? |
| How can I….? |
| Why do I have to….? |
| Who can I call for…? |
| Do you mean to say that….? |

**Structure of a business meeting**

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| **Meeting** |
| **Chairman:** leads (chairs) the meeting |
| **Minutes secretary:** takes notes (minutes = notulen) |
| **Agenda:** items which will be discussed during the meeting |
| **Absent members:** are not present at the meeting |
| **Active participation:** listening well and speaking clearly |

**Your actions during a business meeting:**

*Understanding and remembering what was said during business meetings:*

* Take notes
* Ask questions to check if you understood
* Ask questions when things aren’t clear
* Repeat what’s been said in your own words

*Contributing during business meetings:*

* Talk about your own experiences
* Make proposals
* Explain why you’ve done something in a certain way
* Submit a problem
* Ask questions

**Language practice:**

**Exercise 1: Solving problems**

Form a group of 4 students

*Decide:*

* Who is going to chair the meeting
* Who is going to take the minutes
* Choose one of the topics below, practice the meeting and then record it.

*Topics:*

1. How can we make sure we make the deadline now that Sally is ill. She’s responsible for section 3 of the assignment.
2. We’ve had several complaints from clients, stating that their calls haven’t been returned.
3. We have to organise the annual party. What needs to be done? When? Who’s going to do what?

**Exercise 2: Solving problems - brainstorming**

Form a group of 4 students

* List problems you can encounter during your internship, e.g.: my colleague is unfriendly – choose one
* Define the problem: discuss and write down what the problem is, why it is a problem, and what will happen if you don’t solve the problem.
* Make a list of possible solutions. Write down as many solutions as you can, good or not (at least 10).
* Select the three most promising solutions. Write down the pros and cons of each solution

As a group, decide which solution is the best. Write down which solution you chose and why.

**Exercise 3: Conducting a business meeting**

Form a group of 4 students

* You’re in a staff meeting and are discussing the main agenda items. Suddenly someone disagrees with another staff member about one of the items. You all express your opinion and talk about possible solutions. You end up settling for the best solution.
* Think of possible topics for your agenda and decide which topic will lead to a discussion
* Each member notes their opinion (at least 1) on the chosen discussion topic.
* Write an agenda for your meeting, including the topic to disagree on.
* Select a chairman and a secretary to write the minutes
* Conduct and record the meeting
* When you come to the topic that leads to a discussion, everyone states at least 1 opinion and 1 solution.
* Together, select the best solution to the topic.
* End the meeting.