Session 3: Participating in a meeting

https://www.youtube.com/watch?v=NEKZFA7L7Lg&t=33s

Introducing yourself

- Greetings
- Name
- Job title
- Responsibilities

Example:

- Good morning,
- My name is Gina Mares
- I'm the marketing manager here.
- I handle online advertising and web analytics/I'm responsible for .../I take care of/I'm in charge of

Let's practice:

- 1. Greet the audience
- 2. Say your name
- 3. Job title (e.g. marketing manager, production manager, product manager, brand manager, finance manager, HR manager, project manager)
- 4. I handle/responsible for/in charge of/take care of

Making suggestions

- Think/opinion
- Suggestions
- I think, we ought to
- In my opinion, we should....
- I **think** we **ought to** give new clients a gift from the company
- In my opinion, we should make this product launching a priority this month.
- I guess, we might want to consider finding a new engineer for this.

Let's try:

- (think, ought to) launch the new product next month.
- 2. (Opinion, should) invite the local government to the product launching
- 3. (guess, might) consider doing the product launching online

Making strong suggestions

- Have to
- Need to
- Must
- There is **no doubt (that)** we **have to** improve the way we collect sales data.
- We certainly need to move our sales online in this time of crisis.
- I believe, we must improve the way we serve our customers.

Let's try

- A. Change our marketing strategy
- B. Improve the capability of our sales force
- C. Calculate in detail the production cost
- 1. No doubt, have to
- 2. Certainly, need to
- 3. Believe must

Expressing agreement /Showing approval

- I (absolutely) agree with (this idea).
- That sounds good.
- Let's go with this idea.
- I second this idea.

Let's try:

- A. Moving our sales online.
- B. Retraining our sales force.
- C. Invite local government and communities
- D. Move advertising in print media to online media
- 1. Agree
- 2. Sounds good
- 3. Go with
- 4. Second

Expressing Disagreement /disapproval

- To be honest, I'm **not sure** about (this idea)
- Good suggestions. **On the other hand**, I can see a few problems concerning sales decrease.
- I see your point. I have a question about a few points.
- I have a **different view** about ...
- I see it from a different point of view concerning ...
- I **don't see** how (this idea/it) will work.

Let's try

- 1. Budget cut
- 2. Reducing sales staff
- 3. Moving all advertising online
- 4. Postponing our product launching

Asking questions

- Excuse me...
- I'm sorry...
- Can I say something?
- I have a question about .../concerning...
- Can I ask you something about ...?
- I would like to ask you about ...?
- Excuse me. I have a question about the budget cut.
- I'm sorry. Can I ask you something about the budget cut?
- Can I say something? I would like to ask you about the budget cut?

Let's try:

- A. Budget cut
- B. Moving advertising online
- C. Postponing product launching
- D. Retraining our sales force
- 1. (Excuse me, have a question ...)
- 2. (I'm sorry, ask something about ...)
- 3. (say something, would like to ask ...)

Asking for clarification

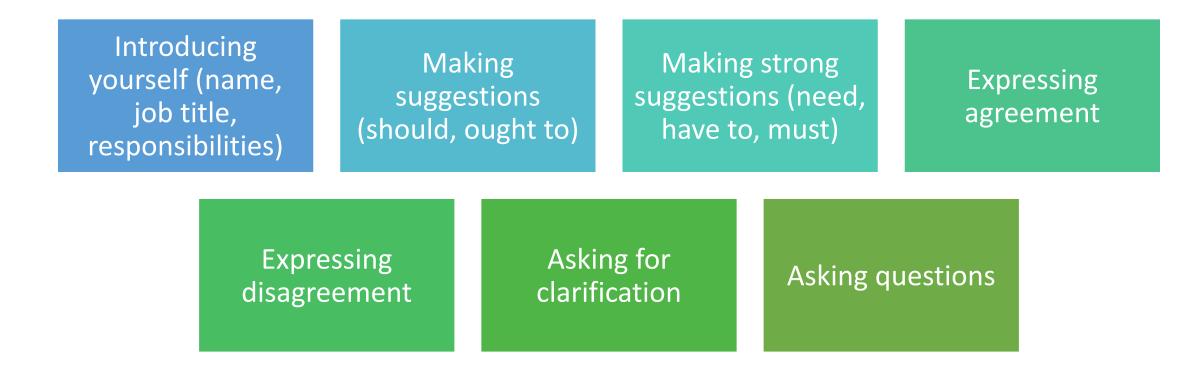
- I'm sorry
- Excuse me
- Can you clarify ...
- What do you mean by ...
- Can you elaborate on ...
- I need more information about ...
- Can you clarify what you mean by retraining our sales staff?
- What do you mean by retraining our sales staff?
- Can you elaborate on retraining our sales staff
- I need more information about retraining our sales staff.

Let's try

- Moving our sales online
- Cutting our advertising budget on electronic media
- Inviting local government and communities to our product launching
- 1. Clarify...?
- 2. Mean ...?
- 3. Elaborate ...?
- 4. More information ...?

Let's practice

What do you say?



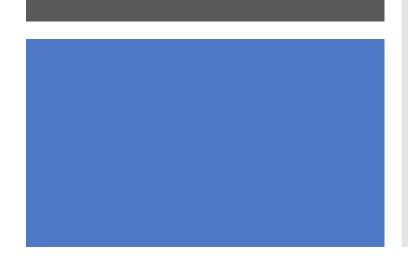
Vocabulary notes https://www.youtube.com/

watch?v=oBq-7_-LwIs

- Agenda
- Designate
- Minutes
- Motion
- Deliberation
- Conference call
- Brainstorm

- Collaborate
- Cast Ballot (Secret vs. Open)
- Show of hands
- Consensus
- Unanimous decision
- Proxy
- Wrap up
- Adjourn

Communication strategies



- When giving opinions:
 - Say it clearly and confidently I believe, I think, I'm sure
 - Back up your opinions with facts (search facts before you come to the meeting): According to our data of last month's sales, our sales decreased by 30%. So, I think we should .../ I think we need to/ I think we must
- When disagreeing with others, do it with respect, and do it for the sake of finding the best solutions.
 - Appreciating: I see your point.
 - Say your disagreement: I see it from a different point of view./I have a different view/I see some challenges concerning this idea.
- When an idea is not clear, ask for clarification:
 - What do you mean by?
 - Can you elaborate on what you just said?

Cultural Notes

- Meeting invitation RSVP (French. Respondez S'il vous plait) – Please respond – to confirm attendance
- Meeting Goal when you attend a meeting, be sure to know what the meeting is about and what is the goal – prepare before coming to a meeting (your ideas/suggestions/solutions, reports what has been done, suggestion what to do, information needed)
- Meeting notes (Minutes of meeting) of the previous related meeting – to see what needs to be followed through – to monitor progress
- At the end of the meeting, there also a minutes somebody is assigned to write down the key decision points.

Don't forget! To do the Post study assignment To do the pre-study assignment for the next topic

Post Study Assignment

communication act. Record a oneminute speech act.

- 1. Expressing opinion (Give facts related to your opinion + express your opinion)
- 2. Showing your agreement to an opinion. (Restate the opinion you agree with. Express your agreement. Give fact to support your point).
- 3. Showing disagreement to an opinion. (Restate the opinion you disagree with. Express your disagreement. Back up your disagreement with supporting facts)
- 4. Asking for clarification. (Restate the statement you wish to ask for clarification. Ask for clarification,