



BUSINESS ENGLISH PHRASES

Meetings In English Super Triple Pack

Series One


1. Meetings 1: Discussing A Problem
2. Meetings 2: Effective Participation in Meetings
3. Meetings 3: Getting your ideas across
4. Meetings 4: Leading and facilitating
5. Meetings 5: Problem-Solving and Brainstorming

Gold Series

6. Meetings Gold Series 1: Opening A Meeting
7. Meetings Gold Series 2: Chairing A Meeting
8. Meetings Gold Series 3: Making Proposals
9. Meetings Gold Series 4: Commenting, Giving Opinions and Interrupting
10. Meetings Gold Series 5: Summarising, Clarifying and Closing

Platinum Series

11. Meetings Platinum Series 1: Structure Convincing Arguments
12. Meetings Platinum Series 2: Effective Active Listening
13. Meetings Platinum Series 3: Discussing and Evaluating a Proposal
14. Meetings Platinum Series 4: Project Kick-Off Meetings
15. Meetings Platinum Series 5: Effective Argumentation

	BUSINESS ENGLISH PHRASES
Meetings 1 Discussing a Problem	
Introducing a problem	<p>Ok everyone, let's get started. I think we have all noticed the problem of timelines. Let's turn to a problem that's on everyone's mind, reduced budgets.</p>
Introducing a problem	<p>We need to tackle a pressing problem today, which is the reduced budget for the T7 project. I know we have all been thinking about the issue of the reduced budget for the T7 project. Today we are going to discuss the problem of the reduced budget for the T7 project.</p>
Focusing a discussion on a specific problem	<p>How can we deal with this problem? Any ideas? What are the underlying causes of the problem? What is at the root of this problem?</p>
Focusing a discussion on a specific problem	<p>What's behind this problem? Perhaps we can begin by breaking down the problem.</p>
Stopping interruptions	<p>Hang on Mia, let James finish. Hold on Yang, can we let Aneta finish. I think it is important that everybody contributes.</p>
Stopping interruptions	<p>One moment John, perhaps we can allow Javier to finish. I wonder if we can give Regina the opportunity to finish. Let Sara finish her point.</p>
Encourage working in a team	<p>I think we are all on the right track. We are definitely on the same page now. I think we're all on the same wavelength.</p>
Rephrasing problems as challenges	<p>How could we cut costs without losing quality? How should we approach this problem without losing quality? How can we meet our deadlines without losing quality?</p>
Close a discussion	<p>We've have some great solutions. We've made great progress. I think we've solved it.</p>
Evaluating ideas	<p>I'd like to hear what everyone thinks about each idea. I'm open to feedback but let's keep in mind the main problems we've defined. Let's take a look at the solutions considering what our objectives are.</p>
Expressing negative opinions with a reason	<p>I can't see that idea working given that the project deadlines are so tight. I just can't see this working due to the risks involved. It will be very difficult to implement keeping in mind our small budget. The client won't agree due to the high cost involved.</p>
Eliminating ideas politely	<p>We'll have to discard this option as it isn't feasible. Does everyone agree that we can eliminate the second option? This is a great idea, but it's just not suitable at this time. I'm afraid we'll have to rule out this option due to the risks and costs involved.</p>

Confirm best option	Closing this Business Unit is the best course of action. It's clear that closing this Business Unit is the best option. Clearly closing this Business Unit is the obvious choice.
---------------------	--

**Meetings 2
Effective Participation in
Meetings**

Interrupting	<p>Sorry, can I interrupt? Can I just say something? Carolina, sorry. Can we go back to the last point?</p>
Finishing your point	<p>I haven't finished what I was saying. No wait a moment, I hadn't finished. Can I just finish what I was saying?</p>
Presenting an idea	<p>I think we need to focus on one idea at a time. In this situation, I'd focus on getting more market share first. In this case, I'd focus first on building the brand.</p>
Commenting	<p>Yes, that's interesting Pedro, that's a good point. Yes, I see what you mean. I'd like to hear more about that.</p>
Emphasizing	<p>I'd like to point out that, operating costs increased 7% last month. Let me emphasize that operating costs decreased 4% in the Q3 (3rd Quarter). Can I draw your attention to the Q3 results?</p>
Giving an opinion	<p>In my opinion, we should focus on increasing revenues from our existing client base. From my point of view, we could wait until January 1st. My view is that we should wait till December.</p>
Considering alternatives	<p>Have you considered other target markets? We also need to consider other target markets. What about our existing target market?</p>
Question technique: Open questions	<p>What sort of problem is it? Can you give me more details? What's your opinion?</p>
Question technique: Closed questions	<p>Do you plan to start next month? Is there another meeting planned? Are you going to speak to Jeremy about this?</p>
Question technique: Opinion questions	<p>What do you think? Pedro, what's your opinion? What's your point of view? What's your perspective?</p>
Agreement: Total agreement	<p>I totally agree with you. I'm 100% behind you. That's a very good point.</p>
Agreement: Limited agreement	<p>I agree with you, but we need to be cautious. I'm not against it, but I think we need to be cautious. I see your point, but I think we need to be careful.</p>
Agreement: Wait to be convinced	<p>I can see what you're getting at. On the one hand I agree we need to move now, but on the other hand I think we need to be careful. I just think we need more time.</p>
Agreement: Total disagreement	<p>I totally disagree. I couldn't agree less. It's not possible, because the timeframe is too short.</p>
Making a suggestion	<p>One possibility would be to go back to the original plan. Perhaps we should wait to make a decision until we</p>

	<p>have the full picture. I've got a suggestion, what about using marketing?</p>
Making a suggestion	<p>Maybe we could look for partners to enter this market. Shall we try to find partners to enter this market? What if we launched the product in November?</p>
Making strong recommendations	<p>I strongly recommend that we wait until 2013. There's no alternative we need to act now. I think we have to do something now.</p>
Making neutral recommendations	<p>I propose we implement the new sales plan now. I recommend we implement the new sales plan now. I suggest we implement the new sales plan now. Why don't we implement the new sales plan now?</p>
Making weak recommendations	<p>Perhaps we could consider a new timescale for the project. Maybe we should think about a new timescale for the project.</p>



BUSINESS ENGLISH PHRASES

Meetings 3 Getting your ideas across

Meeting purpose	<p>The purpose of today's meeting is to brainstorm ideas for new products.</p> <p>The goal of today's meeting is to brainstorm ideas for new services.</p> <p>Let's review the meeting's goals.</p>
Ask for opinions	<p>Juan, what do you think about the current situation?</p> <p>Wendy, what's your opinion?</p> <p>Sara, I'd like your opinion on the situation.</p>
Ask for opinions	<p>Patricia, what's your point of view about the current situation?</p> <p>Park, can we have your thoughts about the current situation?</p> <p>Kiyoko, what do you think?</p>
Giving neutral opinions	<p>I think both options are good.</p> <p>Overall there's good and bad points for each option.</p> <p>I can see advantages and disadvantages for both.</p>
Interrupting	<p>Sorry, can I interrupt?</p> <p>Excuse me, can I interrupt?</p> <p>Yang, can I say something here?</p> <p>Carolina, sorry I don't agree.</p>
Finishing your point	<p>I haven't finished what I was saying.</p> <p>No wait a moment, this strategy needs more time.</p> <p>Can I just finish what I was saying?</p>
Disagreeing using questions	<p>Are you sure about that point?</p> <p>What's the evidence to support that idea?</p> <p>Is that really true in this case?</p> <p>Won't that idea put us even further behind schedule?</p>
Supporting other people's ideas	<p>I think there's a lot of support for that idea.</p> <p>That idea makes a lot of sense to me too.</p> <p>I've seen other examples that support this idea.</p>
Giving positive feedback	<p>True, I think it's a great point.</p> <p>That's right Sara and I'm glad you made that point.</p> <p>You've brought up a very valid point Vinod.</p>
Disagreeing using BUT	<p>It may be expensive, but I think it could generate a lot of business in the mid-term.</p> <p>It's a good idea, but we don't have enough budget.</p> <p>I understand what you mean, but I don't think it's feasible.</p>
Agreement: Limited agreement	<p>I agree with the main idea but not the timeframe.</p> <p>I'm not against it, but the timeframe is unrealistic.</p> <p>I see your point, but the timeframe is not realistic.</p>
Agreement: Wait to be convinced	<p>I can see what you're getting at.</p> <p>On the one hand I think it is a good idea, but on the other hand it is going to cost a lot more than expected.</p> <p>I just think we need more time.</p>
Agreement: Total disagreement	<p>I totally disagree.</p> <p>I couldn't agree less.</p> <p>It's not feasible, it's too expensive.</p>

Introducing a new opinion	<p>From a sales perspective we would gain market share.</p> <p>Here's what I've been thinking about this point. I've got something I'd like to share on this point.</p>
Introducing a new opinion	<p>How about this for an idea, what if we look at this from the opposite side?</p> <p>I'd just like to add something on this point. Let me just expand on this idea.</p>
Highlighting consequences	<p>If we did that, we could save 12%.</p> <p>As a result of this, the project would be more feasible.</p> <p>What this all means is time savings.</p> <p>If we do this, it will result in huge savings.</p>

**Meetings 4
Leading and facilitating**

Introduction	<p>I'd like to start by welcoming Ms. Ogoya. Thank you for taking the time to attend this meeting. I'd like to introduce the European VP of Sales, Chiara Baresi.</p>
Start a meeting	<p>Ok shall we make a start? Let's start with the first point on the agenda. Right, let's begin. The first item on the agenda is the sales and marketing budget.</p>
State meeting objective	<p>We're here today to solve the problem of how we can identify new customer trends. The purpose/objective of this meeting is to brainstorm ideas for identifying new customer trends. I've organised this meeting to discuss how to identify new customer trends.</p>
Establish meeting rules	<p>How can we have more effective meetings? What can we do to overcome typical meeting problems? Does anybody have any suggestions for a meeting rule?</p>
Dealing with people: dominant people	<p>Thanks for your contribution Paz, but we need consensus on this. I'd like to hear what other people think. (choose a different speaker) Jose, what were you saying?</p>
Dealing with people: not participating (shy).	<p>So Sarah, how do you think we should approach this? Great idea Sarah, go on. If nobody has any better ideas, how about we move onto the next item on the agenda?</p>
Dealing with people: respond negatively or aggressively	<p>Mario, you obviously feel strongly about this. Can you explain why? Mario thank you for your comments. We'll take them into consideration. Remember our meeting rules, let's keep our opinions objective.</p>
Dealing with people: introduce irrelevant topic	<p>We haven't got much time here so could everyone focus on this point. It is important that we keep to the point on this. Thanks for your comment, we'll make a note of that.</p>
Moving to next point/item	<p>Right, I think we've covered this item on the agenda. Have we finished this item? Any other ideas or comments? Let's move onto the next item on the agenda, Sales Forecasts.</p>
Facilitate techniques: positive encouragement	<p>That's a good idea Sarah. How would it work? Interesting point Li. Can you explain it in more depth? I think the basic idea is good. Can you go into</p>

	detail?
Facilitate techniques: one idea stimulates another idea.	That's a good starting point. Let's have some more ideas. That's a good idea. Let's expand on that, any suggestions? Interesting idea. Everybody, more ideas.
Facilitate techniques: distort an idea and combine ideas.	What if we changed some of the variables, such as the timeframe for the project? What if we combined the first idea with the second? What would happen if we mixed point 1 and point 2?
Facilitate techniques: meeting rules	Maria, remember the meeting rule; to make objective opinions. Let's all remember the meeting rule: to discuss, don't argue. Let's stop here, please remember the meeting rule; to respect the time allocated to each agenda point.
Facilitate techniques: meeting rules	I've noticed that our energy levels have dropped. Let's have a break. I've noticed that we're arguing and not discussing. Why don't we have a break? I've noticed that we've gone off the point. Let's keep to the agenda.
Facilitate techniques: passing responsibility	Sarah, you're the expert in this area, can you lead this point? Maria, I'd like you to lead the discussion of this point. I think Li is best positioned to lead in this point.
Summarise	Before we close, let me summarise the main points. So to sum up. We discussed 3 main points. Shall I go over the main points of the meeting?

**Meetings 5
Problem-Solving and
Brainstorming**

Keeping track: Questions	<p>How are things going with the project? Are you still on schedule? Can you give me an update on progress so far? So, how's it going? How did it go?</p>
Keeping track: Responses	<p>Good, thanks. Couldn't be better, thanks. It's going to plan. We're ahead of schedule. We're having a few problems. We're behind schedule.</p>
Identifying the problem: Questions	<p>So what exactly seems to be delaying things? Any idea what the problem is? What's gone wrong?</p>
Identifying the problem: 5 Why's	<p>Why is BBDA (client) unhappy? Why were we unable to meet the agreed schedule for delivery? Why did it take so much longer? Why did we underestimate the complexity of the job? Why didn't we do this?</p>
Identifying the problem: Responses	<p>It seems to be an integration problem. It looks like it's a wireless connection problem. The engineers have found a problem with the wireless connection.</p>
Brainstorming: Asking for ideas	<p>Let's try to brainstorm some ideas. Would anybody like to start? How do you suggest we deal with this? Does anybody have any ideas?</p>
Brainstorming: Asking for ideas	<p>Maria, you've looked at the problem, any ideas? What can we do about this problem? Any suggestions?</p>
Brainstorming: Responses	<p>Maybe we should think about it from a different perspective. What if we imagined we had the budget, what would we do? What about trying another direction?</p>
Brainstorming: Responses	<p>It seems to me that it's not working. What about if we look into option 2? Why don't we try plan B?</p>
Discussing other points of view: Questions	<p>What happens if we do what Li suggested? What if we had no constraints? What else could we consider? Are there any other points of view or any other alternatives?</p>
Discussing other points of view: Responses	<p>One alternative could be to mix options A and B. Perhaps we could consider delaying the project. Have we thought about doing nothing and waiting? If prices keep falling, we could try TV Advertising. What about looking into what the Singapore office did?</p>
Considering alternatives	<p>Have you considered delaying the project until 2014?</p>

	<p>We also need to consider other business scenarios. What about looking into what the Paris office is doing?</p>
Proposing a solution:	<p>What about implementing now? I think we should delay until 2014. I'd like to suggest designing a BETA version first. I believe the best option is to <u>get</u> client testimonials.</p>
Proposing a solution:	<p>I think we could delay until 2014. I think we need to delay until 2014. In this situation I'd implement now. In this case I'd delay until 2014.</p>
Commenting positively	<p>Good point Raul. Yes I see what you mean Li. Yes that's interesting. I'd also like to add something.</p>
Giving an opinion	<p>In my opinion we could implement in February. In my view we should implement in March. My view is we should implement in April. What's your opinion?</p>
Agreement: Total agreement	<p>I totally agree with you. I'm 100% behind you. That's a very good point.</p>
Agreement: Limited agreement	<p>I agree with the first option, but not the second one. I'm not against it, but I'd like to discuss alternatives. I see your point, but I'd like to look at the alternatives.</p>
Agreement: Wait to be convinced	<p>I can see what you're getting at, however I'd like to discuss alternatives. On the one hand option A is cheaper, but on the other option B is more feasible and realistic. I just think we need more time.</p>

Author

My name is Christopher Wright and co-director of The English Training Company (www.englishitco.com).

I'm a Business English trainer and have books and articles published by Amazon, Oxford University Press and McGraw Hill.

And my company and I have helped thousands of professionals like you succeed in Business English and to speak, meet and present in English with confidence!



How Can The English Training Company Help You?

Feel equal. Speak, meet and present in English with confidence!

“Are you tired of not feeling equal to your English speaking colleagues, suppliers and clients?”

“Do you want to have more confidence speaking, meeting and presenting in English?”

LET'S CHANGE THAT TOGETHER NOW!

Get FREE my Amazon ebook 'English Speaking Skills For Professionals' (+audio), PLUS videos and my top tips when you subscribe to our popular newsletter on www.englishitco.com!

The English Training Company

See our website <http://www.englishtco.com>

Learning Resources (FREE):

- My Top Tips:
 - Speak in English with confidence!
 - Participate in meetings in English with confidence!
 - Present in English with confidence!
- Business English Videos (1 minute)
- HR English Videos (1 minute)
- Weekly class (video listening)

Our Services (COURSES):

- Business English Classes
 - In-Company (Madrid)
 - Skype classes
- Skills Intensives
- Online courses
- Store
 - eBooks + audio
 - Business English phrase sheets + audio