



BUSINESS ENGLISH PHRASES

Management In English Super Triple Pack

Series One

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3. Management Series 3: Managing Conflict
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Gold Series

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Platinum Series

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Management Series 1 Leading And Facilitating Meetings

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 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 or meeting rules?</p>
Dealing with people: dominant people	<p>Thanks for your contribution Paz, but we need consensus on this. (John), I'd like to hear what other people think. 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 on to 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	<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 point on the agenda, Sales Forecasts.</p>
Facilitation techniques: positive encouragement	<p>That's a good idea Sarah. How would it work? Interesting point Li. Can you explain it in more depth? (Li) I think the basic idea is good. Can you go into more detail?</p>

Facilitation 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 please.
Facilitation 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 combined point 1 and point 2?
Facilitation 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.
Facilitation 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.
Facilitation 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?

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Management Series 2 Managing A Work Crisis	
Open a discussion	I have the feeling there might be some issues we need to deal with. I sense there might be some areas you're not satisfied with.
Open a discussion	Is there anything you'd like to tell me about? Is there anything on your mind?
Identifying the problem	I've noticed that you seem to be working late these weeks. Could you help me get a clearer picture of the current situation?
Identifying the problem	It seems to me that you're working late these weeks. I know there is a good reason for this and I'm very concerned to know what it is.
Active listening: Acknowledge	Ok. Uh huh. Mmm.
Active listening: Repeat a key word	I see, "frustrating delays". "Poor communication". "Need extra help".
Active listening: Show empathy	Yes I understand what you mean. I can see you feel strongly about this. I can see your point of view.
Asking for their opinion and summarising	How do you think we should solve this problem? What's your opinion? How can we resolve this problem? Interesting point. Ok to summarise, you think we should improve communication, is that correct?
Stating shared goals	We're all in this together. We're all working towards the same goal. We're all on the same side. Everyone agrees on the fundamental objectives.
Giving positive feedback	Great suggestion. I really think that's a good idea. I like that approach.
Giving positive feedback	I'm glad you suggested that. That sounds like it might work well.
Agreeing action	All right, here's what we'll do. All right, here's what we can do. Here's a way we'll move forward. Here's a way we can move forward. Here's what we'll do to tackle this problem. Here's what we can do to tackle this problem.
Planning follow-up actions	Let's try this out. Then meet again in a month's time to take stock. Let's get the ball rolling and get back together in a couple of weeks to see how it's going.
Planning follow-up actions	Let's start with this and see how it works. We'll check again next Tuesday to see if there's been any change. Let's get things started. Then we can discuss it at

our weekly meeting.

Open a discussion	<p>I have the feeling there's something wrong. Do you want to talk about it? Do you want to talk? I have the feeling there might be some issues we need to deal with. I sense there might be some areas you're not satisfied with.</p>
Open a discussion	<p>Is there anything you'd like to tell me about? Is there anything on your mind? Is there a problem or issue you'd like to tell me about?</p>
Identifying the problem	<p>Can you help me see the problem? Can you help me understand the problem? I've noticed that you seem to be working late these weeks. Could you help me get a clearer picture of the current situation?</p>
Identifying the problem	<p>It seems to me that you're frustrated by poor communication. I know there is a good reason for this and I'm very concerned to know what it is.</p>
Active listening: Acknowledge	<p>Ok. Yes. Mmm. Uh huh.</p>
Active listening: Repeat a key word	<p>I see, "frustrating". "Communication problems". "Very tight deadlines". Mmm.</p>
Active listening: Show empathy	<p>I hear what you say. Yes I understand what you mean. I can see you feel strongly about this. I can see your point of view.</p>
Asking for their opinion and summarising	<p>How do you think we should solve this problem? What's your opinion, how can we resolve this problem? Interesting point. Ok to summarise, you think we should, "work better together with more communication", is that correct?</p>
Stating shared goals	<p>We're all on the same team. We're all in this together. We're all working towards the same goal. We're all on the same side. Everyone agrees on the fundamental objectives.</p>
Giving positive feedback	<p>Great suggestion. I really think that's a good idea. I like that approach. I'm glad you suggested that. That sounds like it might work well.</p>
Agreeing action	<p>All right, here's what we'll do. All right, here's what we can do. Here's a way we'll move forward.</p>

	<p>Here's a way we can move forward. Here's what we'll do to tackle this problem. Here's what we can do to tackle this problem.</p>
Planning follow-up actions	<p>Let's try this out. Then meet again in a month's time to take stock. Let's get the ball rolling and get back together in a couple of weeks to see how it's going. So when can we next meet?</p>
Planning follow-up actions	<p>Let's start with this and see how it works. We'll check again next Tuesday to see if there's been any change. Let's get things started. Then we can discuss it at our weekly meeting.</p>

Author

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

My company TETC and I have helped thousands of companies and professionals succeed in Business English and to become advanced Business English speakers.

See our books and articles published by Amazon, Oxford University and McGraw Hill.



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