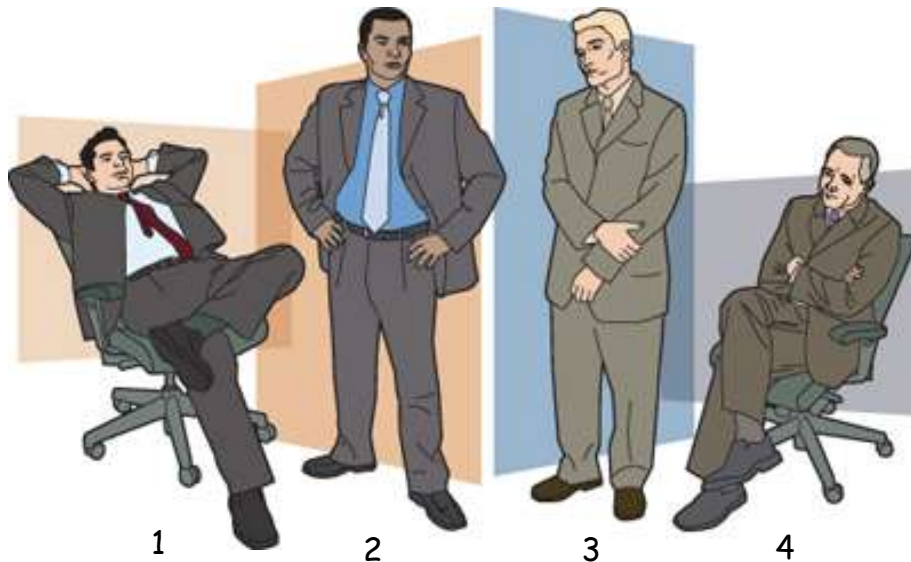


**BUSINESS ENGLISH**  
**MEETING PROCEDURE 06 - PARTICIPATING / TAKING PART IN A MEETING 02**

**IN CONTEXT 5-8 min**

**Observe the pictures.**

1. Which posture is assertive or deferential?



Source: <http://www.qsb.stanford.edu/news/bmag/sbsm0711/kn-dominance.html>

2. Are these phrases using a soft or firm language?

**Softness**



1. If I may, I really think that we should ...
2. Yes, however considering what you mentioned, I am still convinced ...
3. We/ I believe strongly that ...
4. I haven't finished what I was explaining! Please, let me go on!
5. What we should consider...

**Firmness**



## LISTENING 8 - 10 min

1. Listen to your instructor and write the phrases you hear.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g. \_\_\_\_\_
- h. \_\_\_\_\_

2. Then decide what they can be used for.

A. Take your turn to speak (take the floor)

- I see what you're saying and I think that we should rather...
- Excuse-me, could I say something here?

B. Keep talking/making your point (hold the floor)

- I'll come to that in a moment.
- No, wait a moment...

How many meetings do you participate in?

D. Emphasizing

- I d like to point out.
- Let me insist regarding...

C. Commenting

- I see what you mean.
- Hmmm yes, that is interesting.

F. Referring

- According to the report...
- Someone mentioned ...

What was your last meeting about?

E. Considering alternative

- There is another way to look at this.
- What we should make note of...

F. Concluding your point

- It certainly comes down to...
- In other words,...

**READING 5-8 min**

**Complete with the phrases**

1. Yes, that's a good point.
2. I'd like to insist on...
3. Well, I still think Hez Tec Corp is worth considering.
4. Donald, you know what mentioned about ...
5. Richard, may I just finish?
6. Can I say something here?

**JILL:** a. \_\_\_\_\_ the company Matrix Inc uis a possible supplier, right?

**DONALD:** Oh yes. I recall that!

**JILL:** Hmm, it seems to me to be quite expensive. The cost is well over \$1500.00 usd.

**DONALD:** Yes, I understand what you are saying, but b. \_\_\_\_\_  
the proposal they are offering. There are a lot included free of charge.

**JILL:** c. \_\_\_\_\_, but it still appears to be quite costly. What I  
mean is...

**RICHARD:** There is always Hez Tec Corp. We've been using their products several times, and ...

**JILL:** d. \_\_\_\_\_, I was going to mention that the overall quote  
is 15% higher than what we've paid previously.

**RICHARD:** e. \_\_\_\_\_

**DONALD:** You're correct. It's a good idea to get several quotes from Matrix Inc competition.  
Let's look into what the competition has to offer to see what the market holds for  
us and get the best deal possible.

## WRITING 5-8 min

### Observe

Commenting:	It is worth considering.
Emphasizing:	Let me emphasize about our issue.
Considering alternative:	What about starting a vote? How about getting Mr. X opinion? There's another way of presenting this matter.

What expression is followed by

- a basic verb form?
- a verb with the -ing form (gerund)?

### Complete the sentences:

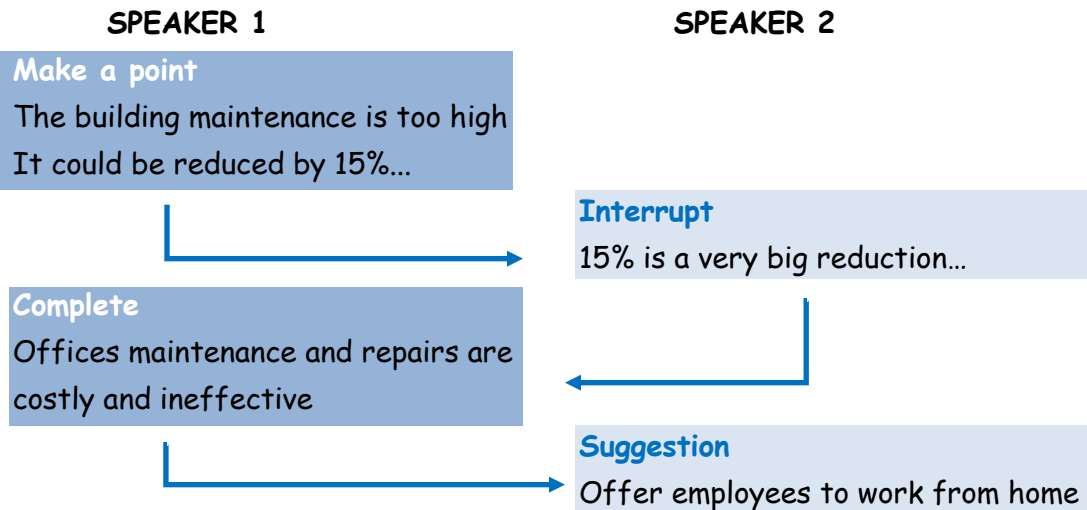
1. Excuse me, can I \_\_\_\_\_ something here? (say / tell / speak)
2. I see what you \_\_\_\_\_. (say / think / mean)
3. What about \_\_\_\_\_ the numbers again? (crushing / crushed / getting a crush on)
4. There's another of \_\_\_\_\_ this. (look at / looking at / look)
5. These shares are worth \_\_\_\_\_. (to buy / buying / buy)
6. I'd like to \_\_\_\_\_ the advantages. (point / point to / point out)
7. I'll \_\_\_\_\_ that in a moment. (go to / come to / arrive at)
8. Let me \_\_\_\_\_ this. (considering / consider/ take in consideration)

## SPEAKING 8-10 min

### Role-play 1

You and your colleague are discussing ways to reduce the company cost on maintaining and fixing buildings.

a. Practice interrupting and completing sentences in a diplomatic manner.



b. Practice again but in a more firm or direct manner.

### Role-play 2

You and your colleague are discussing ways to reduce the company expenses. Use the information below to practice referring, suggesting, commenting and emphasizing.

**SPEAKER 1:** Refer to a previous suggestion from 2 and add an additional point.

**SPEAKER 2:** Comment positively, and insist on the important argument.

#### Situation A

Previous suggestion: reducing employees

Additional point: offer voluntary benefits for renouncing

Important argument: don't want to lose key employee

#### Situation B

Previous suggestion: reducing employees benefits

Additional point: increasing employees pensions contribution

Important argument: already pay 5%

#### Situation C

Previous suggestion: reorganizing work patterns

Additional point: introduce temporary contract

Important argument: keep work quality

## QUIZ 8-10 min

### Classify

- |  |  |
|--|--|
| 1. John, sorry however ...                                       | a. Considering alternative                         |
| 2. Let me insist ...   | b. Emphasizing                                     |
| 3. What about crushing the numbers again.                        | c. Keep talking/making your point (hold the floor) |
| 4. According to this document                                    | d. Concluding your point                           |
| 5. Finally we/ I strongly believe that                           | e. Referring                                       |
| 6. This is worth looking at.                                     | f. Take the turn to speak (take the floor)         |
| 7. May I add that according to my research, I observed that .... |  |

### Soft or firm ?

1. May I finish?
2. Terry, just let me finish!
3. I see what you're saying and I think that we should rather take other measures.
4. No, wait a moment that is not correct.
5. Listen everyone! I'll definitely come to that in a moment.
6. I'd like to point out.
7. What we should mention is that our competitor has an advantage.
8. I haven't finished what I was explaining.

### Complete

*approach*      *negotiate*      *look*      *take*      *find out*

1. It is worth \_\_\_\_\_ the time to find out more about this company.
2. Let me \_\_\_\_\_ more about the contract stipulations
3. What about \_\_\_\_\_ further into that proposal.
4. There's another way of \_\_\_\_\_ this issue.
5. How about \_\_\_\_\_ for a better deal?