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INGLESE PER MEETINGS

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ENGLISH FOR MEETINGS



#1 – I don't need to socialize with my business contacts

•In many cultures the socializing is the business, people preferentially do business with their friends, and if you're not friends already you have to become friends before you can make a deal.

•Exception: "Which European/Asian country tends to separate private & public life the most?"

#2 – Small talk is superficial

• Many people consider typical British and American small-talk topics, like the weather or sport, very superficial. Well, maybe it isn't as deep as discussing philosophy; but that's not the point. In this kind of social ritual known as 'phatic' communication, the fact that you are talking and keeping the relationship 'going' is actually more important than what you say.

• It allows you to adapt to your speaker's accent, intonation, way of communicating and attitude, and simultaneously it offers the same insight about you.

#3 – English speakers behave like they're your friends, but they're not

• In the UK and the US the general widespread modern communication tends to be informal, the grammar and tenses structure simplified, the register approachable and functional to the target. It's a fast society which focuses on results, getting things done and 'can do' attitude.

• Which contexts where the language becomes more formal can you think of?

...and the next question is:

What should you always bear in mind when approaching socializing with foreign people?

Cultural differences



- What problems have you had using first and last names in other cultures?
- What do you offer visitors to eat and drink at your company?
- Do you find it easier to meet native English speakers or non-native English speakers?
- Who would you introduce to your boss? And to your boss's boss?

Cultural awareness



• Awareness of cultural differences isn't simply about making people feel comfortable with good manners at the dinner table. Or knowing when to bow or when to shake hands.

• People from different countries and different cultures have their own ways of doing business. At work, they react to inputs and suggestions differently, they communicate differently, and they make decisions differently. Being aware of these differences is crucial to doing global business.

Comfort zone topics

- I love / (don't) like / cooking / watching TV
- I often go to the gym / do yoga after work / at the weekend
- I try to play football/ tennis at least once a week
- ...always remember that social media exist

- Open your mind to the places you're visiting
- Involve others in your explorations
(feedback, ask for advice)
- Recommend places to see keeping in mind
who's in front of you

Tips for Story-telling



Make that link

- Try to connect your story to what people are already talking about
- Not connecting might give the impression that the storyteller hasn't been listening
- Use a catchphrase like 'That reminds me of something that happened to me' or 'it's funny/similar to what happened on the way from the airport..' and jump in the anecdote

Stay in the present

- Use the present tense (‘So I say to him...’) instead of the past (‘So I said to him...’). Not only is the grammar easier, it makes your story more direct and alive.
- It is very common for native speakers of English to tell stories in the present tense
- (example: <https://www.youtube.com/watch?v=D-tiS01tqNQ>)

Why not using rhetorical questions?

•Use rhetorical questions like ‘So do you know what I do next?’ or ‘And what does she say?’ to create suspense and variety

Get emotional

- Talk about what you thought and how you felt at different points on the story ('So there I am in the airport, all alone and feeling like a complete idiot, wishing I'd stayed at home).
- It gives the story color and helps the listener identify with what you are describing (as well as with understanding your personality)

Useful Language



Business Lexicon (useful words)

.Organize: Our sales and marketing team will organize the upcoming Annual Sales Convention in Las Vegas.

.Guidance: Our manager, tells us we can go to her for guidance any time.

.Expand: I hear that your company plans to expand to Europe and China next year.

.Clause: Our legal team has raised some questions about a couple of clauses in the contract.

.Null and void: Our lease will become null and void in 30 days if we don't renew it now.

.Competitor: Management is concerned about the number of new competitors entering the market this year.

.Invoice: Don't forget that we need to pay within 45 days of receiving the invoice.

.Counteroffer: John offered to sell me his used car for \$15,000. It's a nice car but that's a little too expensive. So I'm going to make him a counter offer.

.Trademark: One of the most famous trademarks in the world today is the "Golden Arches," the symbol of McDonald's.

.Consensus: After a four-hour meeting, the committee still couldn't come to a consensus, so they'll be meeting again next week.

.Public relations: I feel that sponsoring the Fitness For All program will be an excellent public relations move.

.Agenda: Are you sure we can cover everything on today's agenda in 2 hours?

.Visual aids: Your visual aids really helped me get a better picture of this complex construction project.

.After-sales service: Our company's after-sales service is considered one of the best in the electronics market.

.Joint Venture: business arrangement in which two or more parties agree to pool their resources for the purpose of accomplishing a specific task.

.Estimate: The finance team is requesting estimates from several information technology companies to get an idea of the project cost.

.Equipment: My manager thinks we should sell off the unused office equipment to create more space.

.Branch: Our bank will be opening many new branches in smaller cities next year.

.Guarantee: Don't worry, all our products come with a guarantee against major defects.

.Market research: New market research shows that food manufacturing is one of our country's top income earners.

.Authorization: A manager's authorization is required for refunds over \$500.

.Penalty: If you don't pay your suppliers on time, there will be a penalty of 15%.

How do I learn the ‘business’ jargon?

- Reading articles
- Watching content (ted talks / tutorials / TV-series)
- Studying subjects (or your subject) in English
- Using social-media

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Phrasal Verbs

- I was called in (= asked to do something) by my boss.
- I need to catch up (=do something that should be done) with my emails.
- We are putting in (give) hours and hours.
- They won't give up (=abandon) their demands.
- We shouldn't give in (=surrender) to bully tactics.
- Do you think they picked up (=receive) the message?

phrasal verbs

Type 1 - phrasal verbs with no object

I **get up** at 6.00. (4)
 They **went away** last weekend.
 What time are you **coming back** tonight?
 They **set off** early in the morning.
 My sister and her boyfriend have **split up**.

- Some phrasal verbs have no object. The verb and the particle are never separated. NOT *I get up 6.00 up*.

Type 2 - phrasal verbs with an object - separable

1 I **looked up** the word **up** in the dictionary. (5)
 I **looked up** the word in the dictionary.
 Can you **fill** this form **in**?
 Can you **fill in** this form?
 Did you **switch** the computer **off**?
 Did you **switch off** the computer?
 2 I **looked it up**.
 Can you **fill it in**?
 Did you **switch it off**?

- 1 Some phrasal verbs have an object and can be separated - we can put the object before or after the particle.
- 2 If the object is a pronoun (it, them, etc.), it always goes between the verb and the particle.
I put it on. NOT I put on it.

Type 3 - phrasal verbs with an object - inseparable

1 My husband **looks after** the children. (6)
 A Where's your book?
 B I don't know. I'm **looking for** it.
 A Shall we **ask for** the bill?
 B I've already **asked for** it.
 2 He **doesn't get on** with his parents.
 She's **looking forward to** her holiday.
 You should **look out for** job vacancies.

- 1 Some phrasal verbs have an object but can't be separated - the verb and the particle must stay together, even if the object is a pronoun.
He looks after the children. He looks after them.
 NOT *He looks the children after. He looks them after.*
- 2 Some phrasal verbs have two particles - they are never separated.



Some common phrasal verbs

Type 1

be on, end up, grow up, move in, set off

Type 2

check out, close down, give away, give up, open up,
 pay back, pick up, put away, put on, put up, send back,
 set up, switch off, take back, take out, throw away, try on,
 turn up / down / on / off

Type 3

ask for, be out of, fall out with, fit in with, get away from,
 get out of, look after, look for, look forward to, look out for,
 look round, move back to

a (Circle) the correct form. Tick ✓ if both are possible.

Shall I *switch off my laptop* / *switch my laptop off*? ✓

- 1 The pasta was cold so I *sent back it* / *sent it back*.
- 2 I went to the cashpoint and *took out €100* / *took €100 out*.
- 3 Could you *turn down the music* / *turn the music down*?
- 4 They *set off at 7.00* / *set at 7.00 off*.
- 5 I decided I didn't like my new coat so I *took back it* / *took it back* to the shop.
- 6 I *picked up his wallet* / *picked his wallet up* for him.
- 7 She lent me some money but I haven't *paid back her* / *paid her back* yet.
- 8 I *set up our new computer* / *set our new computer up* at the weekend.
- 9 I *grew up in Wales* / *grew in Wales up*.
- 10 Can you *put those clothes away* / *put away those clothes*?



b Complete the sentences using a pronoun and the correct form of the phrasal verb in brackets.

Your phone's ringing. Please *turn it off*. (turn off)

- 1 My parents are arriving at 11.15. Could you _____ at the airport? (pick up)
- 2 A When do you leave on your trip to China?
B Next Saturday. I'm really _____ (look forward to)
- 3 A Do they still have their website?
B No, they _____ a month ago. (close down)
- 4 A Is she still with her boyfriend?
B No, she's _____. (fall out with)
- 5 A Have you found your glasses yet?
B No, and I've been _____ for half an hour! (look for)
- 6 A Did he buy the trousers?
B No, he _____ but they didn't fit. (try on)
- 7 This cheese is past its sell-by date. I'm going to _____ (throw away)
- 8 She was with her husband for twenty years, and she _____ during his final illness. (look after)
- 9 A Have they brought the bill?
B No, but I've _____ (ask for)
- 10 A Is the TV loud enough?
B No. Could you _____ a bit? (turn up)

Common phrasal verbs for formal business meetings

Imagine your clients have been asked to attend a meeting either in person or via a conference call...

The date and time is set and they **put** it (= schedule it) **in** your diary. Occasionally, they need to **bring forward** (=make it earlier) the time of the meeting to suit everyone.

They then get a call from a colleague to say that something has **come up** (=happened) and they decide the meeting has to be **put back** (=postponed) to another day. No problem. In a way they're quite relieved because they have a mountain of things to do and they were worried that they might have had to **call off** (=cancel) the meeting anyway.

During the meeting, they have a number of issues they need to raise and **deal with** (=manage). They may have outlined the items in an agenda that they've circulated to everyone beforehand. With some issues, they may have to **weigh up** (=think carefully about) their advantages and disadvantages before taking action. This could take a while and they might encourage their colleagues to **join in** (=participate) the discussion.

Sometimes they need to **look into** (=to investigate/research) a matter before taking a final decision. If that's the case, they might **note down** (=write) all the points raised during the meeting to help themselves.

Some people don't like to be interrupted when they're talking, while others don't mind if someone **steps in** (=interrupt) with their point of view. I have had times when I've had to **cut in** (=interrupt) especially when I thought that a colleague was **going on** (=continuing without stopping) about something truly unimportant.

There is always someone in a meeting who just keeps **rabbiting on** (=talking too much about something that's uninteresting) about some subject that no one else is interested in. So, I often tell my colleagues that we need to **press on** (=continue) with the other items in the agenda. After all, there's nothing worse than having a meeting that **drags on** (=continues for far too long), is there?!

Modal Verbs

- We should probably give a little introduction as this ‘grammar topic’ may refer to various different ‘grammar book’ definitions.
- We don’t have to necessarily stick to one strict definition, we might just want to recognize that, what we define as ‘modal verbs’ can comprise many different - and natural – functions of the language.
- May it come to meetings, or simple casual conversation, being able to express with ease and effectiveness all the nuances of your message, including various grades of possibility, probability, obligation and permission, will surely boost up your confidence and fluency with your second language

Obligation, necessity, prohibition, advice

Obligation and necessity

- 1 I **have to** fix the kitchen tap. 33
Do you **have to** do it yourself?
She **had to** buy new curtains.
- 2 You **must** be more careful.
Must I go to bed now?
You **must** pay him back as soon as possible.
- 3 I **need to** buy an extra tin of paint.
Did they **need to** ask someone to help them?

We use *have to* to talk about all kinds of obligation.
Have to can be used in all tenses.

have got to

We often use *have got to* instead of *have to*,
e.g. *I've got to* phone him tomorrow.

no obligation / no necessity

- 1 You **don't have to** pay me now. 34
- 2 She **won't need to** paint the bathroom – it looks fine.
- 3 You **needn't** hurry. We have plenty of time.

- 1 We use (not) *have to* when there is no obligation to do something.
- 2 We use (not) *need to* when it is not necessary to do something.
- 3 We can also use *needn't* + infinitive without to to say that it is not necessary to do something.

prohibition

- You **mustn't** change the bulb with the electricity switched on. 35
You **mustn't** touch that door. The paint's wet.

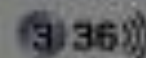
We use *mustn't* when there is an obligation not to do something. *Mustn't* and *don't have to* are completely different.

Compare:

You **mustn't** come tomorrow. = *Don't come.* (An obligation not to do something.)
You **don't have to** come tomorrow. = *It's not necessary to come.* (No obligation.)

advice

- 1 You **should** sell your car.
They **shouldn't** pay him before he's done the work.
- 2 You **ought** to get a smartphone.
She **oughtn't** to spend so much on clothes.
- 3 If you feel really ill, you **must** go to the doctor's.
When you're in Venice, you **have to** have a drink at Harry's Bar!



- 1 We use *should* / *shouldn't* to give someone advice, or to say what we think is the right thing for ourselves or for someone else to do.
- 2 We can also use *ought to* / *oughtn't to* to give advice.
The meaning is the same as *should*.
- 3 We can use *must* and *have to* to give strong advice when we think it's very important that someone does something.

can, could, and be able to ability, possibility, and permission

- 1 He **can** cook really well. 37
I **can't** come to class next week. I have an exam.
You **can't** park here, it's a no-parking zone.
- 2 Can I try this on?
Could I try it in a large?
- 3 I've **been able to** drive since I was 18.
You'll **be able to** get it cheaper if you wait for the sales.
I'd love to **be able to** afford that jacket.
I like **being able to** try clothes on, so I never buy things online.
I'm afraid I **wasn't able to** speak to the manager about the new project.
- 4 She **could** ski when she was three years old.
They **couldn't** come to the concert last night.
He **was able to** read at a very young age.
- 5 I **couldn't** find it in the shops but I **was able to** buy it online.
The current **was very strong**, but he **was able to** swim to the shore.

- 1 We use **can** to talk about ability, possibility, and permission. **Can** is a modal verb, and it only has a present form (which can be used to talk about the future) and a past / conditional form (**could**).
- 2 We often use **Can I...?** or **Could I...?** to make requests. **Could I...?** is more polite.
- 3 For all other tenses and forms, we use **be able to + infinitive**. We also sometimes use **be able to** in the present and past if we want to be more formal.
- 4 We use **could / couldn't** to talk about general ability or possibility in the past. We can also use **was / were able to** but it is more formal.
- 5 If we want to talk about ability on one specific occasion in the past, we can use **couldn't** but **could**. Instead we use **was / were able to**.
 - We can also use **managed to** instead of **was / were able to**, e.g. *I managed to buy it online.*

deduction

The supermarket **can't** be closed – it's only 4.00. 38
They **can't** be back yet. They said they were coming home on Sunday.

- We use **can't** to say we are sure that something is impossible / not true.
- In this sense the opposite of **can't** is **must**. Compare:
*She **can't** be at work now. It's only 7.30 a.m. (= I'm sure it's not true.)*
*She **must** be at work now. It's 9.30 a.m. (= I'm sure it's true.)*

Circle the correct form. Tick ✓ if both are possible.

- She had to / must buy some tools last week.
- 1 They don't have to / mustn't drive. There's a bus that goes there.
 - 2 You needn't / don't have to worry about getting a ticket in advance – you can pay on the train.
 - 3 He shouldn't / doesn't have to put a nail in the wall. It'll leave a mark.
 - 4 You'll have to / You'll need to read the instructions before you try to assemble the table.
 - 5 We should / ought to turn off the electricity when we go.
 - 6 I don't need to / mustn't leave yet. I have plenty of time.
 - 7 You mustn't / don't have to spill anything on the sofa – it's leather.
 - 8 She mustn't / didn't have to go to work yesterday.
 - 9 They don't need to / needn't phone us unless their train is delayed.
 - 10 You oughtn't to / don't have to arrive late on your first day at work.

- b Complete the sentences with the correct form of can, could, or be able to.
- The chemist's was closed, but I was able to get some aspirin at the supermarket.
- 1 I prefer real clothes shops to shopping online. I hate not _____ try things on.
 - 2 If we _____ afford it, we'd eat out every week.
 - 3 This shirt is much too small for me. It _____ be an extra large.
 - 4 _____ you see if they have these jeans in my size?
 - 5 If it doesn't fit you, you should _____ change it.
 - 6 They _____ find the book anywhere in the UK, so they ordered it from a US website.
 - 7 I've never _____ pronounce her name correctly.
 - 8 £50 for two pairs of socks? They _____ cost that much!
 - 9 I spent ages looking for the right shoes, and in the end I _____ find the perfect pair.
 - 10 She's got a beautiful voice. I'd love _____ sing like that.

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