



INGLESE PER MEETINGS

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ENGLISH FOR MEETINGS



Common myths about business meetings

- .Business meetings are formal
- .Only serious matters should be discussed
- .People wear social masks, especially abroad

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

- In many cultures *socializing* is the business, people preferring to do business with their friends; 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. It may not be 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 offers the same insights about you.

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

- In the UK and the US verbal communication tends to be informal, grammar and tense structures simplified, the register approachable and functional to the target. It's a fast society which focuses on results, getting things done and a '*can do*' attitude.
- Public and Private life might be more separated than in Latin countries
- Which contexts can you think of where the language becomes more formal?

8 tips for running effective meetings



https://www.youtube.com/watch?v=ygnH_2qdePc&pb_channel=TheDistilledMan

Business meetings management

- .1. Is the meeting necessary?
- .2. Who really needs to be there?
- .3. What are our expectations...set a clear agenda
- .4. A meeting starts when the invite is sent
- .5. Pre-wire meetings
- .6. Actively manage the meeting
- .7. Agree on next steps during the meeting and keep a record
- .8. Bring donuts (or whatever sets a relaxed atmosphere)

...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?

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 exists

- 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 (age/stage of life, cultural origin, religion etc...)

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
- You may want to consider using a catchphrase like 'That reminds me of something that happened to me' and jump in with the anecdote (if that helps...)
- NEVER say ermmmmmmmm...hmmmm...hmmmm...

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



Phrasal Verbs

- .I was called in by my boss.
- .I need to catch up with my emails.
- .We are putting in hours and hours.
- .They won't give up their demands.
- .We shouldn't give in to bully tactics.
- .Do you think they picked up the message?
- .I will need to get back to you on that.
- .Can we work something out here?
- .I agreed to step in for my boss.
- .You need to run this by the client.
- .Who set this up?
- .My colleague said they would put in a good word for me.
- .That team always stick up for each other.
- .I don't know who to turn to.

- .Asked to do something
- .Do something that I still have to do
- .giving/assigning
- .Abandon
- .Surrender
- .Receive
- .Reply
- .Agree
- .Take their place
- .Tell
- .arranged
- .Say something positive
- .Support
- .Get help from
- .Depend on

phrasal verbs

Type 1 – phrasal verbs with no object

I get up at 6.00.

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 at 6.00 up.

Type 2 – phrasal verbs with an object – separable

1 I **looked up** the word in the dictionary.

I **looked up** the word in the dictionary.

Can you **fill in** this form?

Can you **fill in** this form?

Did you **switch off** the computer?

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. NOT I get it up.

Type 3 – phrasal verbs with an object – inseparable

1 My husband **looks after** the children.

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 holidays.

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? ✓

- The pasta was cold so I sent back it / sent it back.
- I went to the cashpoint and took out €100 / took €100 out.
- Could you turn down the music / turn the music down?
- They set off at 7.00 / set at 7.00 off.
- I decided I didn't like my new coat so I took back it / took it back to the shop.
- I picked up his wallet / picked his wallet up for him.
- She lent me some money but I haven't paid back her / paid her back yet.
- I set up our new computer / set our new computer up at the weekend.
- I grew up in Wales / grew in Wales up.
- 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)

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

Examples of phrasal verbs in 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 in** your diary. Occasionally, they need to **bring forward** the time of the meeting to suit everyone.

They then get a call from a colleague to say that something has **come up** and they decide the meeting has to be **put back** 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** the meeting anyway.

During the meeting, they have a number of issues they need to raise and **deal with**. 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** their advantages and disadvantages before taking action. This could take a while and they might encourage their colleagues to **join in** the discussion.

- Schedule it
- Make it earlier
- Happen
- Postpone
- Cancel
- Manage
- Think carefully about
- Participate

Sometimes they need to **look into** a matter before taking a final decision. If that's the case, they might **note down** all the points raised during the meeting to help them.

Some people don't like to be interrupted when they're talking, while others don't mind if someone **steps in** with their point of view. I have had times when I've had to **cut in** especially when I thought that a colleague was **going on** about something truly unimportant.

There is always someone in a meeting who just keeps **rabbiting on** about some subject that no one else is interested in. So, I often tell my colleagues that we need to **press on** with the other items in the agenda. After all, there's nothing worse than having a meeting that **drags on**, is there?!

- investigate/research
- Produce written notes
- Take action (start talking)
- Interrupt
- Continue without stopping
- Chat too long about trivial matters
- Stick to the plan
- Continue for too long

MODAL VERBS



obligation, necessity, prohibition, advice

obligation and necessity



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- 1 I have to fix the kitchen tap.
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?

1 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



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- 1 You don't have to pay me now.
 - 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** say that it is not necessary to do something.

prohibition



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You **mustn't** change the bulbs with the electricity switched on.
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

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- 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 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.
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 **won't** be 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.
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.

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- 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...? / Can 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 **was / 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.
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.)

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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 / sorry 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 have 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.

- This procedure is going to ruffle some feathers
- ... (and other idioms)



1. A long shot

This phrase comes from sports, like basketball for example when a player is trying to shoot from a long distance. It means something unlikely to happen. With very little chance of success.

Example: Getting a senior position in the corporation one day is a long shot, but if you don't try you'll never find out if it's possible.

2. Back to the drawing board

This expression means to start something again from the beginning because it's not working as you would have liked or expected.

Example: This project is not going as planned, let's get back to the drawing board and fix what's going wrong.

3. To corner the market

To control enough quantity of a product or service that enables one to then change the market price willingly. It can also mean to be the only one making or providing a given product or service.

Example: Intel has pretty much cornered the market of microprocessors for servers. Their direct competition, AMD, is a distant second.

4. Hands are tied

When you are unable to carry out any meaningful action because of regulations, rules or other people with authority.

Example: I wish I could help you cut through all this red tape (another business idiom meaning administrative procedures) but my hands are tied. My boss won't let me.

5. Up in the air

When things are highly uncertain when a decision has not been made yet.

Example: We were hoping to sign the contract by the end of the month, but there are still too many things up in the air we need to deal with first.

6. To learn the ropes

To learn the basics of a profession, a specific task or activity.

Example: It took her a while to learn the ropes, but now she is confident and we feel that we can count on her to manage her client portfolio effectively.

7. By the book

To do things strictly by the rules.

Example: I don't want to take any chances of getting caught by the financial regulators and having to pay significant fines. We have to do everything by the book.

8. To cut corners

Almost the opposite of the book. This means to do things most quickly and cheaply to save time and money but often compromising quality and bending the rules (another expression which means not strictly following all the rules).

Example: The company's decision to cut corners ended up costing them dearly when they got caught red-handed and had to pay a huge fine for committing fraud.

9. To think outside the box

To think unconventionally, creatively and explore new non-conformist ideas.

Example: If you want to succeed in this highly competitive economic environment, you have to think outside of the box to gain an edge on your rivals.

10. Touch base

To touch base with someone means that you will contact them.

Example: I will finish the project I am currently working on and then we can touch base later in the week.

11. to tie up loose ends

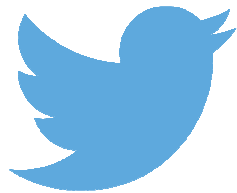
To take care of, finish, or resolve some issues or pieces of business that are not critical but have remained outstanding.

Example: The legal team is still tying up a few loose ends in the merger contract, but, other than that, we are ready to move ahead with the deal.

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