

GBS Day40

Fill in the blanks.

Answer Key: 1. take 2. postponed 3. adjourned

Listening

If a meeting is going to achieve its objectives efficiently, then it is essential that someone takes the role of defining the topics to be covered, facilitating the discussions, and ensuring that decisions are reached and accepted. This person is the 'meeting Chair' or the 'Chairperson'.

- discussions should be in line with the agenda
- each participant should express his/her views
- appropriate decisions should be reached.

Writing

Answer key:

To: jane.rogers@xyz.com

From: (your name) @xyz.com

Subject: Arrangements for meeting with sales team

Hi Jane,

I've just arranged a meeting with Jack Daniel in sales and his team for Wednesday at 10 a.m. Can you take care of the preparation, please?

Could you book a meeting room and email Jack and me the room number? Also, can you circulate the agenda to Jack and his team? And can you reserve a data projector and an OHP for us? I'd like you to order some refreshments, such as coffee and biscuits.

Finally, can you attend the meeting, please? I'll need you to take the minutes.

Thanks for your help.

Regards,

(Your name)

2. Chairing a meeting

- Arrive early enough to sort out any practical problems at the meeting venue.
- Bring extra copies of the agenda.
- Start on time, as this will set the tone for the rest of the meeting.
- Introduce the participants, if appropriate.
- If certain people are dominating the conversation, make a point of asking others for their ideas.
- At the end of each agenda item, quickly summarize what was said, and ask people to confirm that that's a fair summary.
- Watch body language and make adjustments as necessary. Maybe you need a break, or you need to stop someone from speaking too much.
- Ensure the meeting stays on topic.
- If there is not enough time to discuss any extra item, postpone the discussion to a later meeting and finish the meeting on time.

3. The following sentences are in the wrong order. Write them in the correct sequence so they all make

sense.

All right, everyone. Thank you all very much for being here today. I think we should begin. Now, Jennifer Aniston has sent her apologies. She can't be with us today because she had to go to a meeting in New York. Well, in the last meeting, I didn't actually say that we should definitely cancel our commercial advertisement on television. What I did say was that we should put it back if primetime TV advertising costs remain high. Could you please change the minutes to accurately reflect what I said?

OK. As you can see from the minutes, we agreed at the last meeting that HR would advertise for more sales representatives. Jack, any strong candidates yet?

Now, as I said in the agenda I emailed last week, there are three main issues to discuss. The first is to ...

Secondly, we want to have a look at ...

And finally, we'll examine ...

And then we'll see if there's any other business.

Right, let's start with item number one.

Match each definition (A – E) with today's vocabulary word (1 – 5)

Answer Key:

A- 3; B- 4; C-1; D-5; E-2;

Fill in the blanks.

Answer Key: 1. facilitate 2. circulating 3. venue 4. dominates