

A. Vocabulary:

1. Put the words in the correct order to make questions and sentences.

- 1 questions / are / any / there
Are there any questions?
- 2 have / questions / does / any / anyone
Does anyone have questions?
- 3 quite / understand / question / I / the / don't
I don't quite understand the question.
- 4 let / correctly / understood / me / check / I've / you
I've let you check correctly whether you understood me.
- 5 for / you / question / that / thank
Thank you for that question.
- 6 that / question / an / 's / important
That's an important question.
- 7 to / are / two / parts / question / your / there
Are there two parts to your question?
- 8 answer / that / your / does / question
Does your answer to that question?
- 9 have / question / I / answered / your
Have I answered your question?

2. Complete the conversation with the pairs of words from the list.

asking + if

questions + answer

brings + end

check + correctly

that + your

quite + question

hear + repeat

- A** That _____ me to the _____ of the presentation, so if anyone has any _____, I'm happy to try and _____ them.
- B** Yes, with regard to your final point, how long do you think the process of change will take?
- A** Sorry, I couldn't _____ you. Can you _____ that?
- B** I was asking how long you think the process of change will take.
- A** Sorry, I don't _____ understand the _____

B I mean, are all the changes you outlined in the near future or are some of them long-term?

A Let me _____. I've understood you _____. You're _____ me _____ all the changes I've outlined need to happen sooner or later?

B Yes, I suppose I am.

A All of them need to happen as soon as possible. If we don't change, we won't survive. Does _____ answer _____ question?

B. Reading: Managing meetings. Meetings are essential for team working and getting things done. But done badly, they can feel like a waste of time and energy. Read on for six tips for successful meetings. Read the article below and complete the task.

Managing meetings

We've all been in badly managed meetings: meetings that seem to go round in circles without any decisions being made; meetings that are dominated by the same few voices; meetings where people talk and talk with no clear purpose; meetings that seem to go on forever ...

A European survey found that the typical staff member spends 187 hours a year in meetings. The report suggested that 56 per cent of those meetings were considered unproductive. In a survey of office workers across the UK, it was found that each employee cost their company an average of £38.50 for every meeting they attended.

So how can we have more efficient, effective and even inspiring meetings? Here are six tips.

1. Set a clear agenda.

An agenda is a list of points to be dealt with at the meeting, in the order in which they will be discussed. If you have a long list of bullet points, consider prioritising the items and breaking each topic down into its key issues.

Indicate on your agenda how much time you'll be spending on each topic, who will be presenting or leading it and whether a decision or some kind of solution will be needed. Also, remember to send out the agenda a few days before the meeting so that participants have time to prepare.

2. Review the attendee list.

When we are busy, the last thing we need is an invitation to a meeting we don't really need to attend. So, consider carefully who needs to be there. Invite someone to a meeting if:

- the points on the agenda are relevant and the decisions will affect them
- they have expertise to contribute
- they have the authority to make the decisions required.

3. Keep the meeting focused on the agenda.

Follow the agenda and politely redirect participants back to it if you find that they have gone off-topic. Introduce the idea of 'parking' ideas and discussions that are not strictly relevant or urgent. This gives you the chance to acknowledge ideas and issues that might be important to the participants but which are not a priority right now. You can then follow up by including 'parked' ideas in the meeting minutes and exploring them at a different time.

4. Encourage participation and be sensitive.

The most vocal participants might not be the ones with the best ideas. Give everyone a chance to speak and encourage participation from quieter colleagues. However, avoid putting anyone on the spot. Also, be sensitive to underlying issues and emotions and help the group deal with conflict in a productive way.

5. Clarify, check and record.

Don't assume that everyone understands each other, especially when the meeting language isn't everyone's first language. Ask for clarification, summarise each time a point is made, check that the participants agree and ensure that decisions are made. Ask someone to take notes of what is being discussed and ensure that action points – tasks to be done and who will do them – are recorded in the minutes.

6. End the meeting on time.

Meetings that don't end on time can leave participants feeling tired, frustrated and stressed. So, assure your participants that the meeting will end on time and set the timer on your phone to ring about five to ten minutes before the end. Use the last five to ten minutes to summarise and bring the meeting to a close.

1, Which of these are examples of badly managed meetings?

- A. Meetings that don't finish when they are supposed to
- B. Meetings where only the loudest people get to give their opinions
- C. Meetings where no decisions are needed
- D. Meetings where discussions go off-topic.

2, Which of these are true?

- A. The average European office worker spends nearly 200 of their annual working hours in meetings.
- B. According to the survey report, the majority of meetings were productive.
- C. A meeting with ten participants would cost a UK company about £385.
- D. Unproductive meetings are a waste of time and money.

3, Which of these should you do when creating an agenda for a meeting?

- A. Consider which of the items are more important.
- B. Create subheadings or a list of smaller points for each topic.
- C. Show which items need to be resolved during the meeting.
- D. Send the prepared agenda to the participants an hour before the meeting.

4, Who should be invited to the meeting?

- A. People who will be affected by the decisions made in the meeting
- B. People who can follow the conversation via email or the minutes
- C. People who have the knowledge to deal with the issues on the agenda

D. People who have the power to make the required decisions

5, What should you do when someone goes off-topic?

- A. Tell them they've gone off-topic and they should be quiet
- B. Suggest they 'park' their thoughts in the 'parking lot'
- C. Record their thoughts or ideas in the minutes
- D. Follow up on their thoughts or ideas at a different time

6, What should you do during a meeting?

- A. Insist that everyone speaks
- B. Remember that some people might be unhappy about certain discussions
- C. Clarify and summarise each point
- D. End the meeting on time

C: Listening: Listen to three parts of a presentation about a new procedure for reporting injuries at work. Then complete two tasks below. *You can listen 3 times.*

Task 1: Circle the best answer.

	Part 1		Part 2		Part 3	
Thank	YES	NO	YES	NO	YES	NO
Repeat	YES	NO	YES	NO	YES	NO
Answer	YES	NO	YES	NO	YES	NO
Check	YES	NO	YES	NO	YES	NO
Refer to team or website	YES	NO	YES	NO	YES	NO
Offer to contact questioner	YES	NO	YES	NO	YES	NO

Task 2: Listen again and choose the expressions you hear.

	Answer	
1. Does anyone have any questions?	Yes	No
2. If anyone has any questions, I'm happy to try and answer them now.	Yes	No
3. That's a good question.	Yes	No
4. That's an interesting point.	Yes	No
5. I think there are two parts to that question.	Yes	No

6. First of all ... And for your second point ...	Yes	No
7. Sorry, I couldn't hear you. Can you repeat that?	Yes	No
8. Sorry, I don't quite understand the question.	Yes	No
9. Let me check I've understood you correctly.	Yes	No
10. You're asking me if ...?	Yes	No
11. Have I answered your question?	Yes	No
12. Does that answer your question?	Yes	No

D. Writing: Translate the following presentation into English.

Hãy nhìn vào biểu đồ này. Nó dựa trên dữ liệu từ bộ phận nghiên cứu của chúng tôi và nó cho thấy số lượng khách truy cập trung bình vào trang web của chúng tôi. Nó được chia thành hai phần: phần màu xanh lá cây cho biết số lượng khách truy cập đã truy cập nhưng không mua và phần màu đỏ cho biết số lượng người đã mua thứ gì đó. Như bạn có thể thấy từ điều này, khoảng một phần ba số khách truy cập thực sự đã mua thứ gì đó. Bạn có thể cho rằng con số này thấp nhưng thực tế 30% là mức bình thường đối với hầu hết các nhà bán lẻ trực tuyến. Bây giờ tôi muốn thu hút sự chú ý của bạn tới một slide khác. Đó là biểu đồ so sánh số lượng khách truy cập và số lần mua hàng vào mỗi tháng trong năm. Trong 12 tháng qua, số lượng khách truy cập và mua hàng đã tăng lên. Đó là tin tốt. Và đặc biệt lưu ý rằng số lượng mua hàng trong mỗi lượt truy cập cũng tăng lên. Vì vậy, tỷ lệ chuyển đổi đã tăng từ 26% lên 34% trong năm. Xu hướng đi lên này là tích cực và sẽ tiếp tục trong năm tới nếu chúng ta xây dựng dựa trên điều này.