ESP 7 – BUSINESS ENGLISH – PART 1

UNIT 1. TYPES OF MEETING

Get ready!







Before you read the passage, discuss the questions below with your friends

1. How has technology changed the way businesses have meetings?
2. What can make a meeting successful or unsuccessful?
3. What type of meeting does each photo show?







READING

Listen and read the extract from the manager's planner. **What will the manager talk to the sales team about?**

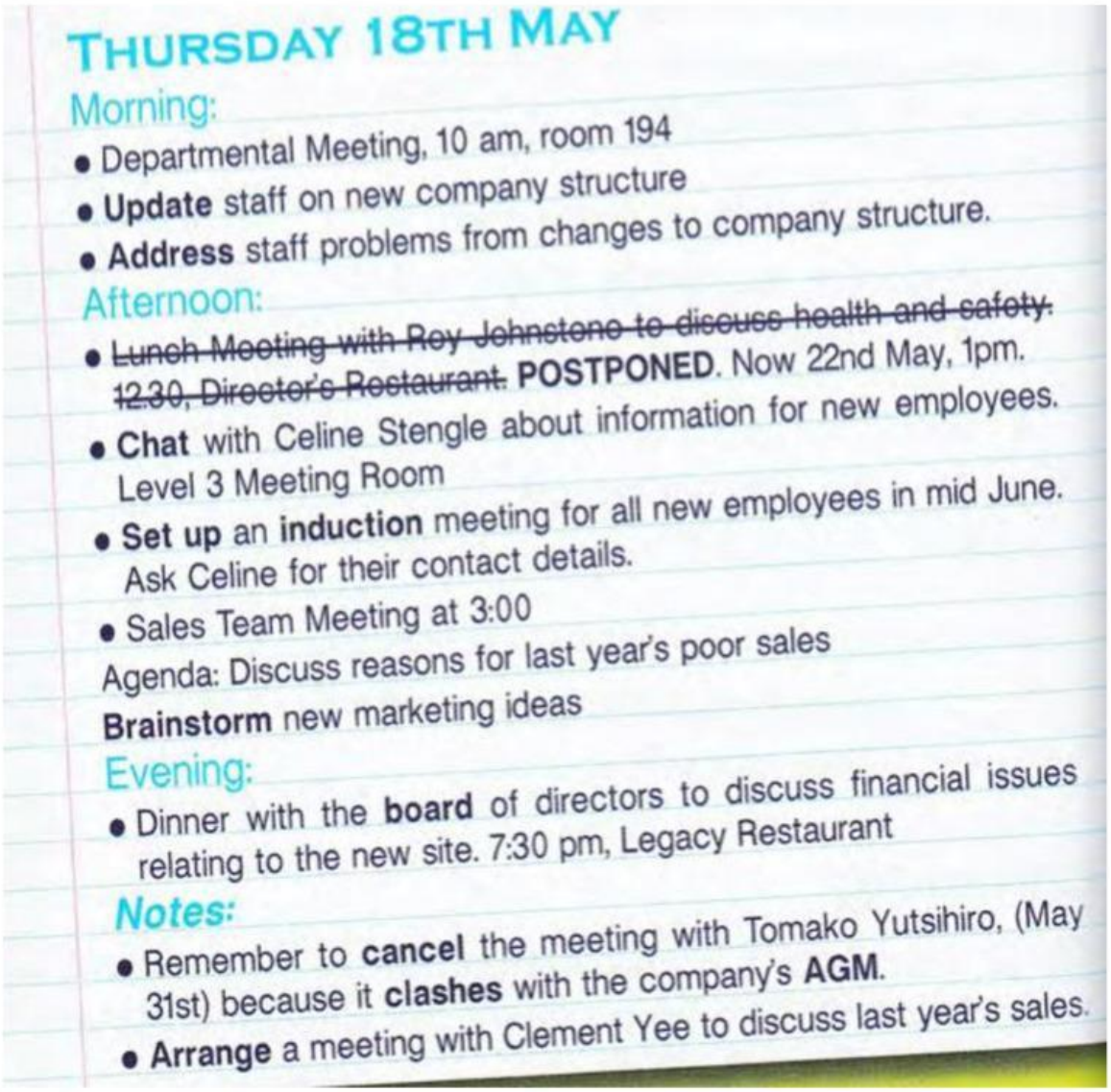
Now choose the correct answer to each question.

1. Who will the manager NOT meet on Thursday?
   A. Roy Johnstone
   B. Celine Stengle
   C. The sales team
   D. The board of directors

2. What can be inferred about the company?
   A. It had good sales the previous year.
   B. It recently hired new workers.
   C. It is closing its old site.
   D. It makes safety equipment.

LIVEWORKSHEETS

3. When will the manager discuss financial issues?
    A. In the morning
    B. At lunch time
    C. In the afternoon
    D. In the evening



THURSDAY 18TH MAY

Morning:

- Departmental Meeting, 10 am, room 194
- **Update** staff on new company structure
- **Address** staff problems from changes to company structure.

Afternoon:

- ~~Lunch Meeting with Roy Johnstone to discuss health and safety. 12.30, Director's Restaurant.~~ **POSTPONED**. Now 22nd May, 1pm.
- **Chat** with Celine Stengle about information for new employees. Level 3 Meeting Room
- **Set up** an **induction** meeting for all new employees in mid June. Ask Celine for their contact details.
- Sales Team Meeting at 3:00

Agenda: Discuss reasons for last year's poor sales

Brainstorm new marketing ideas

Evening:

- Dinner with the **board** of directors to discuss financial issues relating to the new site. 7:30 pm, Legacy Restaurant

Notes:

- Remember to **cancel** the meeting with Tomako Yutsihiro, (May 31st) because it **clashes** with the company's **AGM**.
- **Arrange** a meeting with Clement Yee to discuss last year's sales.

VOCABULARY

A. Read the sentences and choose the correct meaning of the underlined words.

1. The company is having its AGM on Thursday.
    A. Associated Growers Meet
    B. Annual General Meeting
    C. Administration Governance Meeting

2. New staff must attend an induction meeting.

LIVEWORKSHEETS

A. A meeting to discuss employee problems
B. A meeting to introduce staff to the company
C. A meeting to brainstorm new ideas

3. An hour is long enough to have a chat.
   A. brief talk
   B. formal meeting
   C. Argument

4. The problem was addressed by the manager.
   A. discussed
   B. forgotten
   C. written down

B. Place a check (✓) next to the response that answers the question.

1. Can you arrange a meeting with the team?

   A. _ Yes. I'll set it up. B. _ Yes. I'll cancel it.

2. The appointment clashes with her board meeting.

   A. _ OK, well we can postpone it. B. _ Great! See you at the meeting!

3. Will you tell the staff about changes?

   A. _ Yes. I'll brainstorm some ideas. B. _ Yes. I'll update them.

PRACTICE QUIZ 1

1. Listen to a phone call between two co-workers. Then mark the following statements as True (T) or False (F).

1. The woman cannot attend the morning session. _____
2. The man will explain the new policies alone. _____
3. The woman will explain her summaries to the staff. _____

LIVEWORKSHEETS

2. Listen and complete the conversation.

Employee 2: Hi Derek, it's Liz. Is there any way we can **1** _____ the meeting this morning?

Employee 1: I don't think so. We need to **2** _____ the staff on the new company policies.

Employee 2: I only want to postpone it until this afternoon. **3** _____ _____ three o'clock?

Employee 1: No, I have another meeting then. Why do you want to change it anyway?

Employee 2: It **4** _____ _____ my meeting with the board of directors. I'm sorry, I only just realized it.

Employee 1: Well, I guess I can **5** _____ _____ _____ _____ .

Employee 2: Is that okay? I can **6** _____ _____ all of my summaries.

LIVEWORKSHEETS

UNIT 2. MEETING ETIQUETTE

GET READY!

How do you describe what is going on in these pictures? Match each picture with one correct word/phrase provided in the box.



1. _____



2._____



3._____



4._____

A. objection	B. send apologies	C. state opinions	D. bicker

DISCUSSION

1. What are the challenges and responsibilities of running a meeting?
2. What are some behaviors that would be considered rude at a meeting?

READING

Read the blog from a business website. Then, read the summary of the dialogue.

Fill in the blanks with the correct words from the word bank.

LIVEWORKSHEETS



APRIL 9th

Business blog

MEETING ETIQUETTE – BE POLITE, BE PRODUCTIVE!

Some meetings are really unproductive. People **bicker** – they **talk over** others and don't listen. Consequently, meetings drag on and on. This wouldn't happen if businesses had a set of meeting rules. Instead, meetings would be useful, productive and short! Here are my suggestions for meeting etiquette.

- **Send your apologies** if you cannot attend. Your colleagues may be waiting for you so they can start the meeting.
- **State your opinion** once only. If it's a good idea, people will **take note**. There's no need to **repeat yourself**.
- If you **disagree** with someone, don't **interrupt**. Wait until the other person finishes speaking, and then state your **objection**.
- Don't use **jargon**. Your colleagues may not be specialists in your field, so they will need to keep **asking for explanations**. This **wastes time**. Talk in everyday language so that everybody can understand.

word BANK

attend common
unproductive state

The writer believes that meetings are **1** _____ because people argue and don't listen. The writer recommends that people say sorry if they cannot **2** _____ a meeting. They should **3** _____ their opinions just once and use **4** _____ language.

VOCABULARY

A. Choose the word that is closest in meaning to the underlined part.

1. <u>Write a message saying sorry</u> if you cannot attend.

LIVEWORKSHEETS

A. State your opinion
B. Send your apologies
C. Ask for an explanation

2. It is unprofessional to argue in an immature way during meetings.
   A. interrupt
   B. disagree
   C. bicker

3. It's rude to talk when other people are talking.
   A. repeat yourself
   B. talk over other people
   C. take note of other people

4. During meetings Jane says the same thing again and again.
   A. repeats herself
   B. disagrees
   C. interrupts

B. Read the sentence pairs. Choose where the words best fit in the blanks.

1. **objection / jargon**
   a. Does anyone have a(n)_____to this suggestion?

   b. _____ should only be used if everyone understands it.

2. **waste time / take note**
   a. _____ of any important changes.

   b. Don't _____ arguing.

3. **ask for an explanation / state your opinion**
   a. It is important to _____ if the material is confusing.

   b. Please do not _____ until the chairman invites you to do so.

PRACTICE QUIZ 2

Listen to a phone call between an employee and a manager. Then mark the following statements as True (T) or False (F).

1. The woman feels the meetings are not productive. _____
2. The man wants people to speak less in meetings. _____
3. The man will write a set of rules for meetings. _____

LIVEWORKSHEETS