

First meetings: creating a good first impressions



What might help in making good first impression when you're meeting:

- your potential employer?
- your new colleague?
- a new member of your team/ department /division?
-

1 Work in pairs and discuss the questions.

- 1 When you meet someone for the first time, what do you usually do and say to be polite?
- 2 Across cultures, there are many ways of being polite in first meetings, e.g. some people shake hands, some people kiss, etc. How many different ways to be polite can you think of?
- 3 Is it more polite to invest time to build relationships with small talk first and then focus on the work or task, or is it better to focus directly on the task, and build a relationship later? Why?

2A 1.3.1 Watch as Matt and Stefanie prepare to meet each other in London.

- 1 Where do they work?
- 2 What is their usual job?
- 3 What is their project role?

B Watch the video again. Mark which qualities Matt (M) and Stefanie (S) use to describe themselves and their own communication style. Which words do the other speakers use to describe Stefanie? You do not need to use all the words.

efficient	flexible	work-focused	rude	informal	friendly	polite	quiet
professional	organised	open	effective				

Matt	Stefanie	Others
...	...	...
...	...	...
...	...	...
...	...	...

Do you think Matt and Stefanie will work well together? Why?

Think!

Having learnt about Stefanie, decide which is the best communication style for Matt to use in his first meeting with her?

Give reasons for your answers.

Option A –

Focus on the **relationship** first:

Be polite by meeting Stefanie in an informal way and focusing on the relationship first before getting down to business.

Option B –

Focus on **work** first:

Be polite by meeting Stefanie in a formal way and focusing the conversation quickly onto work topics.

Now watch how the meeting went, according to the choice you made.

Option A

- 1 How does Matt introduce himself?
- 2 How does he begin the visit and why do you think he does this?
- 3 Overall, how successful do you think the meeting is? Why?

Option B

- 1 How does Matt introduce himself?
- 2 What two reasons does Matt give for discussing business immediately?
- 3 Overall, how successful do you think the meeting is? Why?

What can you learn from Matt's experience?

Discuss what he did to be polite in each video and what happened as a result.

Conclusion.

- 1 Compare what is said with your answers from above.
- 2 Note down the three main learning points which are described.
- 3 Decide how far you agree with these points. Why?

Over to you

- 1 Which communication style (relationship-focused or work-focused) do you prefer when meeting people for the first time? Why?
- 2 What is one **advantage (benefit)** and one possible **disadvantage (drawback)** of your own personal style?

FUNCTIONAL LANGUAGE

Greetings, introductions and goodbyes

7 Complete the table with these phrases from the video.

- | | |
|---|---|
| 1 OK, so we need to leave it there. | 5 Sorry to [be in a rush like this / rush off so soon]. |
| 2 [Good/Great/Lovely/Nice] to finally meet you in person. | 6 [Good/Great/Lovely/Nice] to see you again. |
| 3 Do you know [the design guys]? | 7 Thank you for coming and have a [safe trip / good weekend]! |
| 4 [Guys,] this is Stefanie. | 8 So, first time in London? |

Meeting and greeting	Introducing people	Saying goodbye
How's it going? [Did you have a] good trip? Can I get you [a coffee]? _____ _____ _____	Let's go and [say hello to ...] I'd like to introduce you to ... Have you met [Miran] before? She works for / works with / runs ... _____ _____	Excuse me. [I must take this call.] _____ _____ _____

8A Look at the conversation between Suzanne Jones and her visitor. Match what Suzanne says (1–5) with the responses (a–e).

- | | |
|--|--|
| 1 Hello, I'm Suzanne Jones, Head of Planning. | a No thanks. I'm fine. |
| 2 How's it going? | b Hi, Suzanne. Nice to finally meet you in person. |
| 3 Everything's fine. Good trip? | c Great! Can't wait! |
| 4 It's always the same. Can I get you anything to drink? | d Not bad, not bad. How about you? |
| 5 Let's go and meet the rest of the team. | e A bit of a delay on the underground today. |