

2 | A team meeting

Starting point

- 1 Some people complain that regular team meetings at work involve a lot of talk but nothing is decided. *How often do you attend team meetings? Do you agree with this view? How important is the leader or chairperson at these meetings?*

Video comprehension

- 2 **VIDEO** Watch the video and answer the questions.

- 1 Which two people in Human Resources give updates? What areas of HR are they responsible for?
- 2 Do you think Paul is an effective team leader? Was the meeting useful, or was there too much talking and not enough decision-making?

- 3 **VIDEO** Watch the video again. Complete Paul's notes from the meeting.

What is the update about?	Are there any issues or difficulties?	Is any action required? If so, what?
Training sessions for call centre staff	Quite a few staff are not attending the training.	Paul will speak to Anna (in Customer Services) about the problem.
Intranet training		
The schools event with Marketing		
Applications for the post of Finance Assistant		
Person to work on reception to cover Monica		

» For more exercises on this video, go to the DVD-ROM.

Speaking

- 4 Think about your job at the moment. Write down notes about two or three issues or problems that need to be dealt with in the near future.
- 5 Work in a group of three. Imagine you are having an informal team meeting. Take turns to present your issues.
- 6 After you present each issue, decide with your colleagues what action you will need to take next. Afterwards, report back to the rest of the class. *Was your team meeting helpful or was there too much talking and not enough decision-making?*

Glossary

absence (n): time when someone is not where they should be (e.g. a lot of absence at a meeting)

keep sb. informed (v): to make sure someone has the latest information

recap (v): to repeat main points again

turn up (pv): to arrive after a period of time, or unexpectedly

Video script

Quartz Power Group is an energy company. It supplies power to homes across the UK. The Human Resources Departmental managers have just started their weekly team meeting, led by Paul – the Head of HR.

Karina: Did you say we were meeting here?

Paul: Yes. Sorry, IT needed to do something to my computer, so my office wasn't free.

Karina: OK, well, this is fine.

Paul: Anyway, shall we start with an update from everyone? Can we try and keep this to 20 minutes, though, so we have time for the main item afterwards. So, how are things going? Maria? What's happening in the Training Department this week?

Maria: So far so good. We have two external trainers in this week. One of them is working with call centre staff at the other site, so I hope they all turn up.

Paul: What do you mean?

Maria: Well, there were lots of absences for the last training we had at the call centre. I'm surprised really. It's in paid time and you'd think people would enjoy having some training.

Paul: But they have to go. It's not really their decision to go or not. Did you speak to Customer Services?

Maria: No, I was going to do that today. Should I speak to Anna?

Paul: Yes. In fact, I'm meeting Anna today so I'll mention it.

Maria: Can you let me know how that goes, just so I know what I can do next?

Paul: Yes, I will.

Paul: And ... er, what about the intranet training? How are things going with that?

Maria: We are waiting for IT to say they're ready. I think there have been some delays but now they are telling me it'll be ready next month. I have an update meeting this week with Matt and Lucy.

Paul: They really are behind on that aren't they? So, is that everything for the training department?

Maria: I am preparing something for David in Marketing on my idea for a school's day.

Karina: What's that then?

Maria: We might be sponsoring a one-day event for schools to inform students about energy – where it comes from, how we use it, that type of thing.

Karina: Oh.

Paul: Be careful with that one Maria.

Maria: How do you mean?

Paul: Well really it should all come under Marketing. I'm happy that you're involved but I don't want it to come out of the Training budget.

Maria: But what about my time on it?

Paul: I'm just saying watch how much time it takes. I know David. He'll have you organizing the whole event.

Maria: Oh, OK.

Paul: So that's quite a lot there, Maria. Let's just recap. I'm going to get back to you when I've spoken to Anna about the call centre training. You're going to speak to Matt and Lucy about the intranet training, and you're going to proceed with caution with David on the schools event – please keep me informed on that one.

Maria: Will do.

Paul: OK, so ... who's next? Recruitment, Karina?

Karina: Well, we have three applicants for the post of Finance Assistant.

Paul: Are all the interviews this week?

Karina: Yes, they are. But I'm away tomorrow so somebody needs to interview.

Paul: Can't Maja do it? The applicants are applying to be in her team.

Karina: Yes, but I think one of us should be there.

Paul: OK. Leave it with me.

Karina: Anyway, the applicant is Monica.

Paul: Monica? Monica on Reception? You just said she's off sick.

Karina: I know. But her interview's tomorrow so we have to assume that she'll be there.

Paul: Sorry, so just to recap. I'm interviewing Monica with Maja tomorrow. At what time?

Karina: 1:30.

Paul: And who will be looking after Reception while she's having her interview?

Karina: The same temp as today I hope.

Paul: But you won't be there to make sure.

Karina: You said I could have tomorrow off.

Paul: I know, I know. It's fine. So who's next? Ingrid, how are things going with you?

Worksheet answer key

1 Answers will vary.

2 1 Maria is responsible for training. Karina is responsible for recruitment.

2 Answers will vary but overall Paul runs the team meeting well. It is friendly and informal, but he checks if there are any issues or difficulties and decides if any action is required for each point.

3

What is the update about?	Are there any issues or difficulties?	Is any action required? If so, what?
Training sessions for call centre staff	Quite a few staff are not attending the training.	Paul will speak to Anna (in Customer Services) about the problem.
Intranet training	It is delayed because of IT.	Maria has update meeting with Matt and Lucy in IT.
The schools event with Marketing	Paul is worried about the amount of time Maria might have to spend on this.	None required (but proceed with caution).
Applications for the post of Finance Assistant	Karina is off tomorrow so someone needs to interview Monica with Maja.	Paul to interview Monica.
Person to work on reception to cover Monica	Karina won't be at work to make sure the temp is OK on reception.	None.