

# Calls: meetups and status meetings



# Backchanneling

- Hey! I got a new job.
- Where at?
- It's Philip Morris. I'm their HRD.
- I'm thinking of quitting.
- How come (why)?
- I work about 10 hours a day and I don't think I'm enjoying it a lot.
- And do you have an offer from somewhere else already?
- No.

# Backchanneling

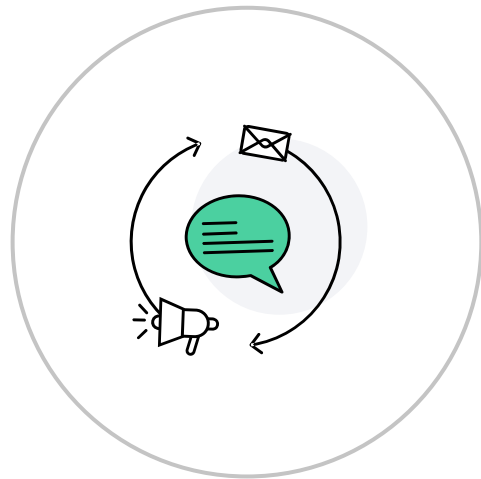
ВС — это то, как мы реагируем на фразы собеседника. И это, наверное, самый простой способ звучать более естественно в английском: не нужно учить новые слова и грамматику. Мы просто наблюдаем, как люди реагируют на то, что слышат на английском, и делаем так же.

В этом занятии вы познакомитесь с готовой подборкой фраз для разных ситуаций. Вам остается только посмотреть материалы урока, сделать к ним задания и начать применять новый скилл.

**Важно:** эти фразы НЕ переводятся с/на русский. Нельзя просто взять то, как мы отвечаем на русском, и перевести это на англ. В английском сама культура реакций другая, и именно с ней сегодня попробуем разобраться

# Как реагировать на хорошие новости

- 1 A: I just got a new job.  
B: Really? Wow! Where at?
- 2 A: We fixed all the bugs yesterday, so I can have an extra day off.  
B: Oh, that's great! Any plans yet?
- 3 A: If you need help, I have a few free hours tonight.  
B: Oh, cool! It'd be great if you could come round around 11.



# Как реагировать на плохие новости

- 1 A: My boss has told me if this repeats I will get fired.  
B: Really? That's sad. What are you going to do?
- 2 A: I think I'll have to quit because I can't handle both uni and work.  
B: I'm sorry to hear that. Can I help you with studies?
- 3 A: We were late for the plane so I won't make it to the conference I am afraid.  
B: Oh no! How come?



# Как переспросить, если не поняли

- 1 A: And then in case the interview was successful, our HR will reach out to you with all the details regarding the next steps.  
B: Do you mean she will contact me if I get the job and say what to do next?
- 2 A: What do you think is your biggest weakness?  
B: Come again?
- 3 A: When works best for you?  
B: Pardon me?
- 4 A: I'll also send you the roadmap so you know all the tasks and deadlines.  
B: Roadmap? What's that?



# Как согласиться

1 A: I can never work it out the first time and it pisses me off.  
B: I know, right? Remember that last meeting I couldn't do it either?

2 A: I do speak English, but I'm still worried every time I have to have a call with natives.  
B: I can relate! I just find it so embarrassing.

3 A: If this call doesn't end in 10 minutes max, I swear I'll just fall asleep.  
B: I feel you!

4 A: I think we should hire at least 3 more people if we are still planning to meet the deadline.  
B: That's exactly correct!



# Как поддержать разговор

1 A: And then you'll need to call her to confirm.

B: I see.

2 A: I'll drop you a line if I need more information.

B: Alright!





# Scrum meetings

Есть три основных вопроса, которые вам могут задать на ежедневных скрамах/статус-встречах. Давайте рассмотрим эти вопросы и фразы, которые помогут ответить на них



# What have you done since we last met?

- I **wrote** test scripts and ran some tests **yesterday**.

Use past simple with specific time in the past

- **Since** our last meeting I **have removed** some UX issues and **debugged** one piece of code.

Use Have + V3 with since or if the time is not mentioned

# What are you planning to work on (today)?

→ Today I **am going to** work on fixing some bugs.

Use I am going to + V for plans

→ Today I **am meeting** with the designer team to discuss functional requirements.

You can also use Present Continuous to describe what you are going to do: I am meeting with ...later today

# Are you struggling with anything?

## What is keeping you from doing your job?

Четко опишите проблему, с которой столкнулись и попросите совет

- I'm **stuck** on... running AB testing.
- I've **run into** a problem that I don't know how to tackle / I can't seem to solve.
- **I've tried** running some tests, but it didn't help.
- A thing that **may block me** is...
- I think **there is nothing blocking me** at the moment
- **I'll try that**, thanks for the advice.

# Что такое STAR Technique и как она может помочь вам на колах?

**STAR (Situation, Task, Action, Result)** — это техника, которую часто используют в behavioral интервью, чтобы рассказать о сложностях, с которыми столкнулись в работе. А нам она интересна, потому что ее можно использовать, чтобы рассказывать, как вы решали какую-то рабочую задачу или отчитаться о прогрессе.

**Схема простая:** описываете ситуацию, в которой вы находитесь или находились, говорите, какая перед вами стояла задача, что вы сделали, чтобы ее решить, и к какому в итоге пришли результату.

# STAR Technique

1

## Situation + Task

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Next, we updated our roadmap and scheduled a meeting with the client to update and clarify existing requirements. I also suggested some tools that could help us boost productivity.

And finally, I communicated all the changes to the client to make sure the processes were transparent

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## **Result**

We managed to meet our initial deadline and release the project on time