**September 11, 2023**

1. Minute taking
2. Chair’s responsibility - leading a meeting
3. Agreeing and disagreeing
4. Interrupting

**The Minutes (page 255) - Note taking**

**Health & Safety Committee Meeting - Minute Taking (Audio 6.7)**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.7.mp3>

**HEALTH & SAFETY COMMITTEE MEETING MINUTES**

**Date:** Tuesday Dec. 14, 2010

**Time:** 11:00-12:00

**Location:** Room 201

**Chair:** Kumar Devi

**Attendees:** Silvia Rame, Don Davis, Karen Lu, Joanna Milcowicz, Ellen Jones, Tom Wilkinson

**Regrets:** Bob Cicarelli

| **TOPIC** | **DISCUSSION** | **ACTION/FOLLOW-UP** |
| --- | --- | --- |
| 1. Monthly Inspections | * Not every department manager conducts monthly safety inspections regularly * Committee agreed that monthly inspections are important and should be completed every month | * Don will develop an inspection schedule for department managers to assign the task to their staff * Don will draft a reporting form used for the inspection and will present to committee at the next meeting |
| 1. Fire Safety | * Warehouse staff did not hear fire alarm went off during the fire drill two weeks ago; it was the first fire drill after the new alarm installation | * Tom will call company that installed the alarms to inspect all alarms immediately; some may require replacement * Chair will send a memo to remind all managers to review fire safety plan with their staff annually to familiarize with it |
| 1. First-aid Kits (Silvia) | * There are 5 first-aid kits in different parts of building * Supplies of first-aid kits are old and should be replaced; refills should be ordered * Delivery staff should have first-aid kits in their vehicles as well; cost about $40 each | * Silvia will provide total costs of (1) refills & (2) first-aid kits for vehicles at the next meeting |
| 1. Policies and Procedures Manual (Karen) | * Manual is completed but required to be edited * Once completed and printed, manuals will be distributed to all staff | * Chair will send a memo to remind managers about reviewing emergency procedures with their staff in case of emergencies |
| 1. Updates on Health & Safety Training (Joanna) | * H&S training has not yet been arranged; would require more information or input from all managers about staff’s training needs * Joanna drafted a questionnaire to survey the managers; everyone approved the form | * Joanna will distribute the questionnaire to all managers for feedback on training needs |
| 1. Other Business (Kumar) | * Admin Assistant will be updating/in the process of updating the emergency contact information for all staff | * Chair will email all managers reminding them to submit all staff’s updates to Admin Assistant by end of week |

<https://padlet.com/myhtam/health-safety-meeting-minutes-jna9q1sh8qa9x6bf>

**Leading a Meeting (page 223)**

[http://www.moresettlement.org/LINC5-7Activities/Chapter\_6/Audio6.3mp3](http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.9.mp3)

**Expressions Used in a Meeting**

| **Start the meeting:**  Thanks for taking the time out of your busy schedules to be here today |
| --- |
| **Present the objective of the meeting:**  I’ve called this meeting to discuss…  Let me just quickly go over the agenda. First….Then….Finally…. |
| **Invite participants to speak:**  Would anyone like to comment on…  Xxx, did you have a comment about…  Did you want to add to this discussion?  Before we move on, does anyone have anything to add… |
| **Keep the discussion on track; re-direct the discussion:**  Thanks for that. I think your idea is great, but perhaps we can talk about it at another meeting? Today’s meeting is about (repeat objectives of meeting)… |
| **Summarize the meeting outcomes:**  We have managed to cover all the points on our agenda, we have even managed to come to a consensus…We all agree (repeat the decision)... |
| **Next steps / Close the meeting:**  So in the next few days, I will….  Thanks everyone. That’s all for today. |

**Closing a Meeting (page 224)**

**Giving Opinions (page 259)**

Useful expressions for both chair and participants

**Audio 6.10**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.10.mp3>

Hors d’Oeuvres / Canapes

Lactose Intolerant

**Asking others for their opinions**

* Which do you think is better, a or b?
* What do you think?
* Is everyone ok with….
* How do you feel about…

**Giving opinions**

* In my opinion, ….
* According to…
* I quite like the idea of….
* I prefer…

**Making suggestions**

* Why don’t I call the caterer?
* How about….

**Agreeing and disagreeing/Commenting on the opinions of others**

* I beg to differ…
* I agree with….
* I totally agree
* I am (still) not big on the idea of ….
* I am not crazy about the idea of…
* We are on the same page
* I am not a big fan of xxx
* I can’t agree with you more. = 100% agree!!!
* I can’t agree with you on xxx. = disagree

**No preference**

* I will just go along with (follow) what everyone decides

**Interrupting Politely (page 260)**

**Audio 6.11**

[http://www.moresettlement.org/LINC5-7Activities/Chapter\_6/Audio6.11.mp3](http://www.moresettlement.org/LINC5-7Activities/Chapter_6/Audio6.10.mp3)

**Incorrect way of interrupting**

* Interrupting in the middle of someone’s sentence
* “I need to say something here” - say it immediately without waiting for chair’s approval

**Correct way of interrupting**

* Before a person starts their sentence/after a person finishes their sentence
* Apologize for interrupting, Ask for permission - “Sorry to interrupt. Can I add something here?”
* Wait for permission before begin

**Handling the interruptions**

* Thanks, Mark. Now I wonder if we can hear from xxx?
* Samia, we haven’t heard from you.
* Giving the permission before allowing the interruption

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1. Hey, I have something to say!  
   Sorry to interrupt/Sorry for interrupting/Sorry for the interruption. Could I add/say something here?
2. It’s my turn to speak.  
   Sorry. Can I (just) finish my thoughts/ideas?
3. Ahmed, you have been talking a lot. Can we hear from someone else now?  
   Ok/Thank. Can we hear from **someone else** now?/Would **someone else** like to add to this discussion?
4. Mary, stop interrupting!  
   Chair: Thanks/Just a second/minute, Mary (interruptor). John, finish your thoughts.   
   John: Sorry, Mary. Let me finish my thoughts./Can I finish my thoughts?
5. Could you please shut up?  
   Chair: Thanks. (Turn to Osmar) Osmar, what do you think?
6. I want to say something.   
   Interruptor: Sorry to interrupt. Can I say/add something here?
7. I need to interrupt.   
   Sorry. Can I add a quick point/short idea here?
8. Person being interrupted: Let me speak please.   
   Sorry. Can I finish my thoughts?   
   Hold on for a second. I want to finish my idea.
9. You’ve talked long enough. Give someone else a turn now.  
   Chair: Thanks. I want to hear from someone else.
10. You talk so much that no one can get a word in edgewise.   
    Chair: That’s a good point. Would anyone else like to add to this discussion? I haven’t heard from xxx and xxx. What do you think?  
    Chair: today’s meeting is about xxx. Let’s hear from xxx.

**Typing and Keyboarding Skills**

Since information and communications technology is essential for administrative staff in today's era, so too is the ability to type. Many positions do not denote a specific speed, but general opinion believes this to be around 50 words per minute (wpm) with 100% accuracy.

Take a typing test [here](https://www.typing.com/student/tests). Have you reached the speed of 50 wpm with at least 90% accuracy?

**To Improve Your Typing Skill**

As a serious computer user, it is important that you take the effort to improve your overall typing speed as well as typing accuracy. This in turn can significantly improve your overall productivity and efficiency in your professional endeavors.

[Typing.com](https://www.typing.com/) is a good free online typing tutor that provides a wide variety of touch typing lessons, which range from beginner up to the professional level. It also offers various online tools for tracking users progress in their typing speed lessons. You can take part in many interactive games, as well as typing speed competitions which will put you up against other users from all over the world. Finally, upon passing the typing speed test typing.com provides, you will obtain a certificate from the globally acclaimed Typing Institute of America.

**Other learning resources**

GCF Global

<https://edu.gcfglobal.org/en/>

**September 12, 2023**

1. Minute taking
2. Business meeting expressions review
3. Mock business meeting
4. Diplomatic language

**Minute Taking Exercise (see complete notes above)**

**Review - Business Meeting Expressions**

**Class Activity: In a few weeks you will be celebrating your ELT graduation. You are on the committee to organize the 3-hour event. The total budget is $100 and there will be about 30 people in attendance.**

**AGENDA**

**ELT Graduation Planning Committee**

1. Welcome & Introductions
2. Food
3. Music
4. Classroom decorations
5. Activities
6. Clean-up
7. Other business

If you are the meeting **facilitator**, you should do the following:

* Open the meeting and review purpose/agenda of the meeting
* Ask everyone to introduce themselves as this is your first meeting
* Make sure everyone has a turn to speak
* Ask participants for opinions when necessary
* Prevent anyone from dominating the discussion
* Assign a task to anyone who has not volunteered to do something
* Summarize the decisions
* Close the meeting properly

If you are a **participant**, you should do the following:

* Introduce yourself to the committee
* Give your opinion about what is being discussed or offer an alternative suggestion
* Agree or disagree with other’s opinions or suggestions
* Interrupt, if needed, at an appropriate time

**Using Diplomatic Language**

**Ways to soften the language**

* Not + very + positive adjective
* A little, a bit of, kind of, sort of, a little bit of
* seems/appears, I’m afraid, not sure, might, may be, I wonder/I think, perhaps
* Negatively phrased questions
* Modals - may, might, would, could, can, should, must

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1. My estimate for installing a new kitchen in your house was low.  
   I’m afraid my estimate for installing a new kitchen in your house was a little low.
2. It will be cheaper to fill this position with a student intern.  
   Wouldn’t it be cheaper to fill this position with a student intern?  
   Perhaps it would be a little cheaper to fill this…  
   It seems to be cheaper to fill….

3. Your sales projections for the next quarter are too high.  
Your sales projections for the next quarter seem to be a little/quite high.   
Aren’t your sales projections for the next quarter a bit too high?

4. He’s a completely ineffective manager.  
I think he’s not a very effective manager.   
Perhaps he’s not a very effective manager.

5. The report was badly written.  
The report was not very well written.

6. That’s a bad idea.  
I’m not sure that’s a very good idea.   
That seems like not a very good idea. / That seems like a bad idea.

7. You made a mistake with my order.  
I wonder if you have made (there is) a mistake with my order.   
(Perhaps) There seems to be a mistake with my order.

8. Your recent job performance has been terrible.  
…….has not been very satisfactory.   
I’m afraid your recent job performance has not been acceptable.

9. My manager is intolerant of mistakes.  
My manager is kind of intolerant of mistakes.   
It seems my manager is not very tolerant of mistakes.

10. I think we should do this first.  
I wonder if maybe we should do this first.   
Shouldn’t we do this first?  
Perhaps we should do this first.

11. The filing cabinet you bought is too small.  
I”m afraid the filing cabinet you bought is a little/bit too small.

12. There’s going to be a delay in filling your order.  
I’m afraid there is going to be a (bit of a) / (slight) delay in filling your order.  
There might be a bit of a delay in filling your order.

In what business situations where diplomatic language would be important?

* Giving bad news / comments
* Dealing with others/customers/colleagues
* Giving strong suggestions
* Disagreements

**September 13, 2023**

1. Telephone English