

Business Introductions & How To Chair A Meeting

Difficulty Level: ★ ★ ★ ☆ ☆

In this lesson we will cover how to introduce ourselves in formal situations and we will look at how to chair a meeting and provide some tips to make your meeting go smoothly and according to plan.

Introducing Yourself:

A proper introduction is often the first contact you have with bosses, clients, partners and co-workers. A strong first impression is important. Let's look at several different examples.

- 1.) *I don't believe we have met before. I'm Mr. Park.*
- 2.) *I don't think we have formally met yet, I'm Mr. Kim, but you can call me John.*
- 3.) *I just wanted to introduce myself. I'm Seoung Jin.*
- 4.) Hello _____, it's nice to **finally meet you in person**. I'm Dong-Ju, from the division of Disease Policy; we have been corresponding through emails regarding the Zika outbreak. (We use: "it's nice to meet you in person", if we have been communicating with someone over the phone or email, but have never actually met face to face.)

Introducing Your Position:

Aside from introducing your name, it's important to let them know your position within the company, and also your responsibilities. Below you will find some examples.

- 1.) *I am responsible for* _____ *(social services policies).*
- 2.) *I am in charge of* _____ *(childcare program planning).*
- 3.) *I am* _____ *(position / a social service worker for the elderly)* _____ *(location / working in Sejong).*
- 4.) *I work for* the Office for Healthcare Policy in the public healthcare division, my team is currently working on a solution for getting the elderly residing in the countryside the medical checkups and medicine they need.
- 5.) *I work in* Social Services Resources, which is a division of the bureau of Social Services Policy which is headquartered in Sejong city.

Combining Your Name & Position:

Let's practice combining our introduction along with our work positions / job titles. Let's examine the examples below to get a good idea.

- 1.) *Good morning everyone, I'm Dan, an English instructor from BCM language academy. I look forward to meeting you all today.*
- 2.) *Hello, I'm Mr. Bang MoonKyu, the vice minister of health and welfare. You can call me MoonKyu, it's a pleasure to finally meet you.*
- 3.) *Hi, I'm Ms. Soon. I work as a social service worker in the social service projects division.*
- 4.) *Good afternoon, I just wanted to introduce myself; I'm Mr. Young from the bureau of social services. I work in the social service resource sector as a team director.*
- 5.) *Hello, I don't believe we have met before I'm Mr. Bak from the bureau of traditional Korean medicine, working as a sales representative for the traditional Korean medicine industry.*

After Meeting:

After meeting you can say any of these phrases to be courteous and polite.

Present tense (when first meeting) / Past tense (when saying goodbye)

- 1.) It's very nice to meet you. / It's very nice to have met you.
- 2.) It's a pleasure to meet you. / It was a pleasure to meet you.
- 3.) Pleased to meet you. / I was pleased to have met you.

Talking About Your Job:

- 1.) What do you do? / What do you work as?

I am a social worker at the municipal level. I do hands on work helping struggling families receive the proper government benefits and medical attention they need.

- 2.) What are you responsible for? / What are your responsibilities (duties)?

As a social worker for Cheongju my main responsibilities are managing over 140 clients who are currently living on social welfare assistance, as well as helping them get back on their feet.

- 3.) What are some problems you deal with on a daily basis?

Lately, I have been helping senior citizens prepare for the upcoming winter months by contacting local renovation companies who provide services pro-bono in exchange for mentioning their company in the local newspaper. I also spend a few hours out in the field every day checking up on families who need extra care and attention.

- 4.) How long have you been working in this industry for?

This is my fourth year as a social service worker in the city of Cheongju.

Tips:

- 1.) We use the phrase: "it's nice to meet you" after you have exchanged names. For example:

"Hi, I'm Daniel from the FDA's Division of pharmaceutical Policy".

"Hi Daniel, I'm Seong-Jin from the Division of Trade Affairs. It's nice to meet you."

It's nice to meet you too, Sung-Jin. Shall we get started discussing~~ or how about grabbing a cup of coffee before we start?

2.) A common mistake Koreans make is saying "nice to meet you", after you have already met before. This mistake gives the impression you forgot that you already met the person and is considered very impolite. Say: "Nice to see you again ____." instead.

How To Chair A Meeting:

One of the most important roles of a chairperson is steering the committee effectively and efficiently. Let's look at some important points to be mindful of.

Before The Meeting:

- 1.) Plan the agenda and organize the items brought to you by other members. Decide the order and timing of each item and who will introduce them.
- 2.) Identify which items are for information, discussion or decision.
- 3.) Ensure all handout and background papers are sent out with the agenda beforehand.
- 4.) Check with staff that all relevant practical arrangements have been made.
- 5.) Arrive in good time before the meeting is due to start.

Clarify:

- 1.) Ensure everyone understands what is being discussed.
- 2.) Summarize.
- 3.) Ensure that if jargon or abbreviations are used, all those in attendance understand them.

At the Beginning of The Meeting:

- 1.) Summarize the decisions taken and action points to be followed up and by when.
- 2.) Agree to a date for the next meeting- it is usually best to set dates well in advance to avoid conflicting schedules.
- 3.) Start the meeting, and welcome any new members. Make any necessary introductions.
- 4.) Receive apologies for those who are absent.
- 5.) Check for **conflicts of interest** (a situation in which the concerns or aims of two different parties are incompatible. "The conflict of interest between elected officials and corporate lobbyists").
6. Set the scene. State the objectives of the meeting and each item.

Coax:

- 1.) Ensure full participation
- 2.) Draw out quieter members and discourage those monopolizing the meeting.
- 3.) Be prepared to highlight issues that no one else will, and to be the one who always asks the awkward questions.

Useful Language/Phrases:

Chairperson:

Beginning the meeting: Is everyone ready to begin?

Stating the aim: The main aim of this meeting is to... / The purpose of this meeting is to...

Asking for comments: How do you feel about this...

Changing the subject: Let's move on to... / The next item on the agenda is...

Clarifying: What do you mean by... / I am sorry I don't quite understand...

Summarizing: Alright let's recap.

Participants:

Giving opinions: I think... / I am in favour of...

Agreeing: I completely agree with your statement.

Interrupting: Hold on a moment. / Can I say something?

Making suggestions: Perhaps we should... / We could...

Disagreeing: I'm afraid I disagree with your last comment.