

Unit 6. Meetings





↓ KNOW YOUR CULTURE - GREETINGS

There are many behavioral differences to consider when dealing with different cultures in business. An interesting one is the way people greet each other.

The typically "Spanish" greeting of two kisses is not known in American or British cultures, although some forms of giving kisses are common in other areas:

- Holland: 3 kisses, beginning and ending on the right cheek.
- Italy: often a handshake, kissing is used with family and friends.
- Belgium: one kiss on the cheek is common. Three kisses for an older person as a sign of respect.
- Austria and Scandinavia: follow the same customs as Spain
- Germany: handshakes are more common



KNOW THEIR CULTURE



International Business Etiquette Practices

Business has gone increasingly global throughout the past several decades. Understanding international business etiquette is key to your worldwide...

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MEETING TERMINOLOGY



Starting the meeting



Let's **get down to business**
(Pongámonos manos a la obra)



We'd better start
(Será mejor que empecemos)



I'd like to begin with/by...
Me gustaría empezar
por...



I'd like to **kick off by** saying...
Me gustaría empezar diciendo...

Following an agenda



As you'll see from the agenda...
(Como verán en la orden del día...)



First of all, we must consider/examine/bear
in mind
(En primer lugar, tenemos que considerar...)



I suggest we take this item first
(Sugiero que empecemos por este punto
primero)



Let's start by looking at the issue of...
(Empecemos con el asunto de...)



MEETING TERMINOLOGY



Introducing points



Turning to.../Moving on to...
(Pasando a...)



In addition.../Additionally...
(Además...)



We should also think about...
(También deberíamos pensar en...)

Considering alternatives



Although..., we must remember that...
(Aunque..., tenemos que recordar que...)



In spite of..., I still think that...
(A pesar de... aún así creo que...)



On the one hand..., but on the other hand...
(Por un lado... y por otro...)



MEETING TERMINOLOGY



Introducing questions



Have you considered...?
(¿Has pensado en...?)



Do you realize/know that...?
(¿Te das cuenta de que...?)



.Wouldn't you agree that...?
(¿No estarías de acuerdo en que...?)

Expressing certainty



I'm 100 percent certain that...
(Estoy 100 por cien seguro de que...)



There's no doubt...
(No hay duda)



There is a possibility that...
(Hay una posibilidad de que...)



MEETING TERMINOLOGY



Summarizing



So, to sum up...
(Entonces, resumiendo...)



In short...
(En resumidas cuentas)

Concluding the meeting



Let me **wrap up by** saying...
(Déjame concluir diciendo...)



In conclusion, I would like to
restate/reiterate...
(En conclusión, me gustaría reiterar...)



I would like to conclude my comments by...
(Me gustaría concluir mis comentarios
con...)



DIPLOMATIC LANGUAGE



diplomatic (adj.) – being skillful and careful in the way that you express your thoughts and ideas in difficult situations

1. In which situations do you think you might need to be diplomatic?
2. Which situations have you been in when you have needed to be diplomatic?

Vocabulary

- | | |
|-----------------------|--|
| 1. tactful (adj.) | a. easily able to make people do or believe things |
| 2. direct (adj.) | b. showing a lack of deep thought or understanding |
| 3. dishonest (adj.) | c. making people believe something is true when it isn't |
| 4. superficial (adj.) | d. saying and doing things that are aware of other people's feelings |
| 5. misleading (adj.) | e. saying exactly what you mean |
| 6. persuasive (adj.) | f. giving help and care in a particular situation |
| 7. encouraging (adj.) | g. acting or speaking in a way that is lying to people |
| 8. supportive (adj.) | h. giving people the feeling that they can be successful |

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Using the past tense / second conditional.

We use the past tense and the second conditional to be more diplomatic in English.
Look at the following examples.

If you **can** give me the report at 4pm, I **will** be grateful. → If you **could** give me the report at 4pm, I **would** be very grateful.

Are you asking me how much it **costs**? → **Were** you asking me how much it **would** cost?

I **hope** you **can** finish before we **leave**. → I **was** hoping you **could** finish before we **left**.

Using the past tense / second conditional.

Rewrite the following sentences to make them more diplomatic.

1. If you stay late today, we will finish this project.

2. Are you going to finish that project today?

3. If you miss the deadline, I won't be happy.

Using the past tense / second conditional.

Rewrite the following sentences to make them more diplomatic.

1. If you stay late today, we will finish this project.

If you stayed late today, we would finish this project.

2. Are you going to finish that project today?

Were you going to finish that project today?

3. If you miss the deadline, I won't be happy.

If you missed the deadline, I wouldn't be happy.

Less certain language

In English, we also use words and phrases such as **seem / apparently / as far as I know / it appears that** to make the accuracy of a statement less direct or less certain.

For example:

Jenny didn't come to work yesterday. → **As far as I know**, Jenny didn't come to work yesterday.

The order is going to be late. → **It appears that** the order will be late.

Jason forgot to email the customer yesterday. → **It seems that** Jason forgot to email the customer yesterday.

Sandra spilt coffee on her computer. → **Apparently**, Sandra spilt coffee on her computer.

Less certain language

Rewrite the following sentences to make them less certain.

1. A customer complained about Ahmed's behaviour.
2. Jamie left her computer on the bus yesterday.
3. You were late to the office this morning.

Less certain language

Rewrite the following sentences to make them less certain.

Possible answers:

1. A customer complained about Ahmed's behaviour.

It seems that a customer complained about Ahmed's behaviour.

2. Jamie left her computer on the bus yesterday.

Apparently, Jamie left her computer on the bus yesterday.

3. You were late to the office this morning.

It appears that you were late to the office this morning.



MORE USEFUL PHRASES



- **make a start without them** = start the meeting even though they aren't here
- **a lot to get through** = many things to deal with
- **see where we are** = assess our position / progress
- **work out what we still need to do** = calculate / plan our next actions
- **tie up any remaining loose ends** = resolve any remaining small problems
- **stick to the agenda** = follow the agenda, avoid unscheduled discussions
- **cover everything** = discuss all the points
- **get the ball rolling** = start the meeting properly
- **going through the list of action points** = discussing the action points one by one
- **look into** = investigate
- **came up** = were mentioned