Worksheet 2 - Meetings: Managing a meeting

Dear all

As you may know, we are developing a major new project, Project Z. I am attaching a short summary of the project for your information.

In order for the project to be a success, we need to get input and support from as many departments as possible. With this in mind, I'd like to set up a Project Team, including at least one member from each department, to meet once a month to discuss the project.

I realize this is a busy time of year for many departments, but I'd like to stress that this project is of vital importance to the future growth of our organization. There is no work involved for team members, apart from reading project documentation, attending the monthly team meetings, offering ideas and helping us to identify and solve potential problems.

I believe membership of the team will also be beneficial for individual members, as they will gain a better understanding of this project and, more generally, the way the organization works as a whole. Members will also gain invaluable experience of project management. Also, as the meetings will be conducted in English, it will be a good chance for team members to develop their communication skills in English.

So could I ask each of you to nominate one or two suitable people from your department to be on the team? Please could you get back to me by the end of this week with your nominations?

Many thanks and best regards

AngelaFott, Project Coordinator

Dear all

First of all, welcome to the Project Z Team. I'm very excited about this project, and I'm convinced that with your support and ideas, we can make it a tremendous success. I'm attaching some background documents so you can familiarise yourself with the project aims and scope.

I'd like to organize the first meeting some time next week, as early as possible (preferably on Monday or Tuesday). Could I therefore ask you to let me know your availability for next week, so I can find a time that suits most people? The first meeting should last no more than one hour. Please email me with your availability, ideally today (Monday) or tomorrow morning at the latest.

Thanks a lot

Angela Fott, Project Co-ordinator

Dear all

Thanks to everyone who sent me their availability. Based on the information I received, I'd like to invite you to our first meeting on Tuesday 21stFebruary from 14.30 to 15.30 in the small conference room. Coffee and biscuits will be provided.

I'm attaching an agenda. Please make sure you have read the agenda carefully before the meeting, as well as the briefing documents that I sent on Monday (attached again for your reference).

Thanks a lot and see you on Tuesday.

AngelaFott, Project Co-ordinator

Agenda
Date: 21st February
Time: 14.30 – 15.30
Location: Small conference room

1.	Presentation: Background to the project, aims, scope
2.	Questions and answers
3.	Brainstorming: ideas for the launch event
4.	Action points
5.	Schedule for next month's meeting
6.	AOB

Dear all

Thanks to everyone who came to our first meeting yesterday. I think it was an incredibly productive meeting, and your contributions and ideas were extremely valuable.

As promised, I'm attaching the meeting minutes. Please check them carefully, especially the list of Action Points at the end, to make sure I have recorded everything correctly, and let me know if I need to correct anything. I'll email people individually about specific Action Points.

As we discussed, our next meeting will be on 20th March from 15.00 to 16.00. I'll be in touch closer to that date with an agenda for that meeting.

Thanks again for all your support. All thebest.

Angela Fott, Project Co-ordinator

Analysis

1. **Underline all the useful phrases and techniques that you could use in your own emails. Try to find at least one phrase for each of the following functions.**

a. Referring to previous knowledge or conversations

As you may know, …; Based on the information I received, …; … that I sent on Monday, As promised, …; As we discussed.

b. Referring to attachments

_____

c. Explaining reasons

_____

d. Explaining what you want to do

_____

e. Showing understanding

_____

f. Emphasizing key information

_____

g. Dealing with potential problems

_____

h.

Explaining key benefits

_____

i. Making requests

_____

j. Setting deadlines

_____

k. Expressing enthusiasm

_____

l. Making suggestions

_____

m. Explaining practical details

_____

n. Expressing thanks

_____

o. Explaining your plans

_____

Practice

In pairs, plan a large meeting involving people from several departments. First,decide what your meeting will be about. You can use these ideas to help you:

- A new Health and Safety Procedure
- How to deal with our recent Public Relations crisis
- Finding new sources of income for our business

When you have a strong idea about the purpose of your meeting, write one email to set up the meeting and invite participants. You can use Angela's writing to take ideas, copying as much as you like from her emails. You don't have to write three emails: just write as much or as little as you think necessary to set up your meeting. Share your email with me on sabeen.amjad@nu.edu.pk

Analysis

Underline useful phrases that Angela uses which you could use to manage your own meeting.Try to find at least one phrase for each of the following functions.

a. Welcoming and thanking
b. Signalling different stages of the meeting
c. Avoiding trying to deal with two or more points at once
d. Asking somebody to be more specific
e. Dealing with interruptions
f. Checking whether you've understood
g. Summarising
h. Keeping the meeting focused on the agenda
i. Recording notes and minutes
j. Prompting people to get involved, especially people who don't want to speak
k. Requesting specific action