

# Challenges Practice

## Listening Meeting Skills

## Unit 1: Could we meet next week?

**Starter:** Match the different types of meeting (1-6) with the definitions (a-f).



- a People who work in the same department have this type of meeting regularly.
- b This is a meeting of a company's most senior managers.
- c If you need new ideas, you have this type of meeting.
- d This is a meeting for a company's investors.
- e At this type of meeting, you talk about what has been accomplished on a project.
- f This type of meeting is held at the beginning of a project.

**Direction:** Listen and complete the sentences.

### Exercise 1:

1.1 Listen to the two dialogues and complete the table.

	Dialogue 1	Dialogue 2
a What will the meeting be about?		
b When will the meeting take place?		
c How long will the meeting last?		

1.2 Listen and complete the sentence from the dialogues.

#### Call 1

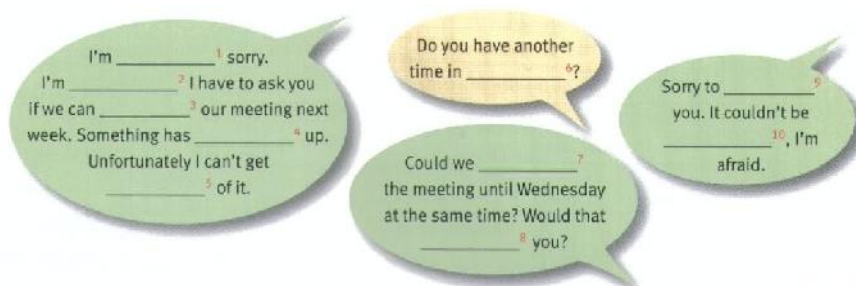
- 1 Could we \_\_\_\_\_ a time to meet next week?
- 2 How \_\_\_\_\_ Monday at nine?
- 3 Sorry, I can't \_\_\_\_\_ it then.
- 4 How \_\_\_\_\_ sometime after lunch?
- 5 Should we \_\_\_\_\_ for the whole afternoon?
- 6 Let's leave the length of the meeting \_\_\_\_\_ for now.
- 7 So, I'll \_\_\_\_\_ you on Monday at two.

#### Call 2

- 8 \_\_\_\_\_ we could meet and go over the details \_\_\_\_\_?
- 9 What time \_\_\_\_\_ you \_\_\_\_\_ in mind?
- 10 Would half past five \_\_\_\_\_ you?
- 11 I'm \_\_\_\_\_ I have another appointment then.
- 12 Well, I'll see you \_\_\_\_\_ Monday \_\_\_\_\_ 7.30, then.
- 13 I look \_\_\_\_\_ to meeting you then.

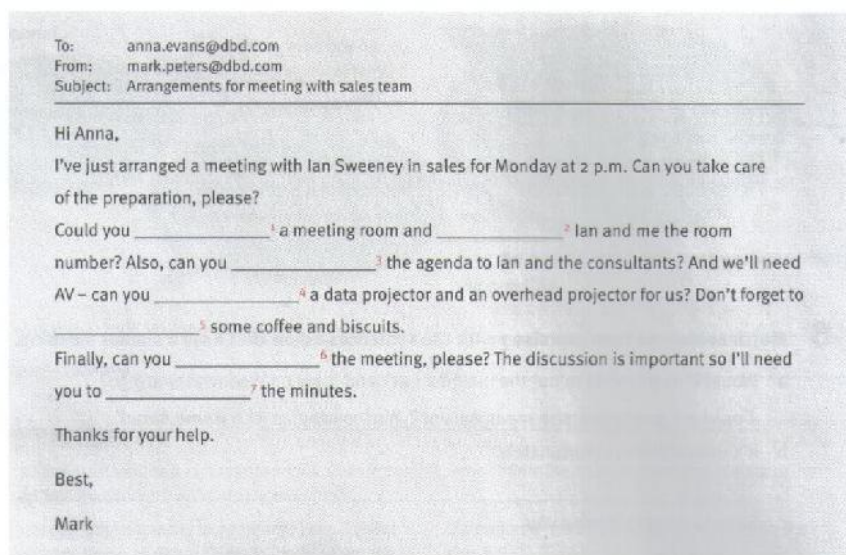
Exercise2: Listen to their conversation and complete the sentences from the dialogues.

Question: Caroline Jones is phoning Charles Armitage. Why is she calling him? What do they decide?



Exercise 3: Listen the message and use it to complete the email.

Mark Peters' dictaphone message and use it to complete the email he writes later to his assistant.



[illegible]

## Exercise 2:

2.1 Listen and tick true ☐ or false ☐ in the sentences.

- |   |                          |
|---|--------------------------|
| 1 Nigel is the last person to arrive at the meeting.                      | <input type="checkbox"/> |
| 2 Tim McCarthy is from the marketing department.                          | <input type="checkbox"/> |
| 3 Sally Jones will come to the meeting late.                              | <input type="checkbox"/> |
| 4 The aim of the meeting is to discuss strategies for increasing sales.   | <input type="checkbox"/> |
| 5 John Lawson will present an overview of what the competitors are doing. | <input type="checkbox"/> |
| 6 Alison King will present the new sales strategy.                        | <input type="checkbox"/> |

2.2 Listen again and complete the sentences.

- a It's \_\_\_\_\_ to see \_\_\_\_\_.
- b Before we \_\_\_\_\_, can I \_\_\_\_\_ Tim McCarthy to you all.
- c Sally Jones has \_\_\_\_\_ her \_\_\_\_\_.
- d Pierre Kaufmann can't \_\_\_\_\_ either.
- e As I said in the \_\_\_\_\_ I emailed last week, we'll be \_\_\_\_\_ our strategies for increasing sales.
- f Let's get down to \_\_\_\_\_.

Exercise 3: Listen to the dialogue and match the two parts to make complete the sentences.

- |   |                         |
|---|-------------------------|
| 1 Does everyone                                       | a for two years.        |
| 2 Peter, why don't you introduce                      | b about yourself.       |
| 3 Tell us a bit                                       | c as our head of PR.    |
| 4 I've been with Brent Jones                          | d know Peter Thomson?   |
| 5 I was the business development manager for the West | e since 2002.           |
| 6 Frank joined us two months ago                      | f yourself to everyone. |



Exercise 4:

4.1 Match the descriptions with the items on the formal agenda.

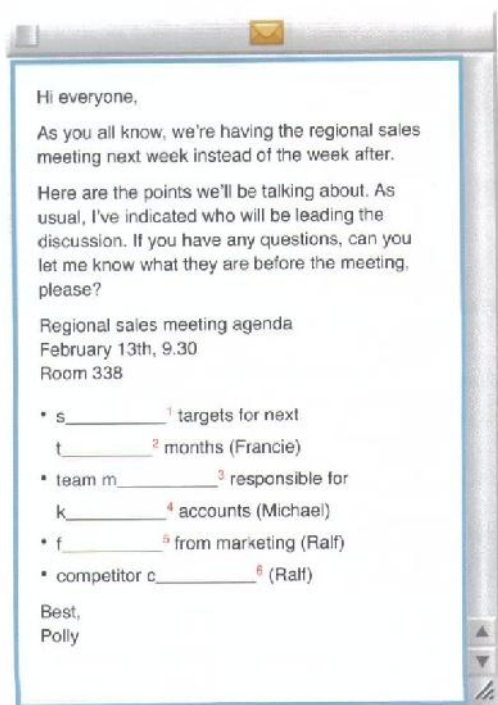
- a This is when issues which are not on the agenda can be discussed. It stands for *any other business*.
- b These are the main points for discussion at the meeting.
- c This is when the notes of the last meeting are checked for accuracy.
- d This is the point in the meeting when the chairperson reports who is not able to attend.
- e This is when any issues relating to the last meeting are discussed.

Agenda	
Board meeting – Wednesday, 13 <sup>th</sup> November	
1 Apologies	<input type="checkbox"/>
2 Minutes of the last meeting	<input type="checkbox"/>
3 Matters arising from the minutes	<input type="checkbox"/>
4 Review of IPO action plan	} <input type="checkbox"/>
5 Redesign of corporate image	
6 Post-IPO investment proposals	
7 AOB	<input type="checkbox"/>

4.2 Listen and match with the items on the formal agenda.

A ☐ B ☐ C ☐ D ☐ E ☐

Exercise 5: Listen and complete the missing information in the memo below.



### Unit 3: Can I make a point here?

#### Exercise1:

1.1 Listen and tick ☐ the correct boxes in the table.

	very good	good	acceptable	poor	very poor
1 Overall sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Telecom sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Pharmaceutical sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Finance sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 IT sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.2 Listen and match the two parts of the sentences.

- |  |                          |   |
|--|--------------------------|---|
| 1 I think this was <b>due</b>                        | <input type="checkbox"/> | a <b>result</b> of some bad planning on our part.                 |
| 2 The market is still a bit depressed <b>because</b> | <input type="checkbox"/> | b of debt and lower share prices.                                 |
| 3 Sales were up here for the <b>reason</b>           | <input type="checkbox"/> | c <b>being</b> that we made some mistakes in our market research. |
| 4 I think this was as a                              | <input type="checkbox"/> | d that the telecoms team performed extremely well.                |
| 5 The IT sector performed poorly, the reason         | <input type="checkbox"/> | e to excellent work by our production team.                       |

1.3 Listen and complete sentences.

- 1 Overall, our sales performed \_\_\_\_\_ in the last quarter.
- 2 Sales were up here, for the reason that the telecoms team performed \_\_\_\_\_
- 3 Pharmaceuticals was at the other end of the scale. Sales performed \_\_\_\_\_
- 4 The guys on the finance team performed \_\_\_\_\_, as ever.
- 5 The IT sector performed \_\_\_\_\_.

Exercise 2: Listen and complete the sentences from the dialogues.

**Question:** The five managers at a European construction company meeting to discuss problems with a project. There are several interruptions. How are they different?



2.2 Listen and complete the sentences from the dialogue.



- 1 \_\_\_\_\_ on a \_\_\_\_\_, please, Harry.
- 2 We'll \_\_\_\_\_ right \_\_\_\_\_ to you.
- 3 \_\_\_\_\_ I possibly \_\_\_\_\_ a point here?
- 4 Can I \_\_\_\_\_ here, Norman?
- 5 Sorry to \_\_\_\_\_ you, but can I make a \_\_\_\_\_ here?
- 6 \_\_\_\_\_, go \_\_\_\_\_.

## Exercise3:

3.1 Listen and tick true ☐ or false ☐ in the sentences.

- 1 Meeting 1 is about outsourcing the logistics and IT departments. ☐
- 2 Ralph doesn't want to use Buxton Services because he thinks they can handle things in-house better. ☐
- 3 Jill interrupts because she doesn't hear what Stephen says. ☐
- 4 Meeting 2 is about a takeover offer. ☐
- 5 Robert is worried about the shareholders. ☐
- 6 Sue wants Gordon to explain something. ☐

3.2 Listen and complete the sentences from the dialogues.

**Question:** Which sentences are used to deal with interruptions and which are used to ask for clarification?

*Stephen* Hold on, hold on. Can I make a point here?

*Ralph* Sorry, but I haven't \_\_\_\_\_<sup>1</sup> what I was saying.

*Jill* Sorry to interrupt but I'm afraid I don't really follow your \_\_\_\_\_<sup>2</sup>.

*Stephen* Could I \_\_\_\_\_<sup>3</sup> finish?

*Robert* That should ...

*Gordon* Robert. We've already agreed that we ...

*Robert* If I could just \_\_\_\_\_<sup>4</sup>, please.

*Sue* Can I say something here? I'm afraid that I don't \_\_\_\_\_<sup>5</sup>.

*Gordon* Just a \_\_\_\_\_<sup>6</sup>. You'll get a \_\_\_\_\_<sup>7</sup> to speak soon.

*Beth* No, wait, let's hear what Sue \_\_\_\_\_  
\_\_\_\_\_<sup>8</sup>, Sue?