

COMMUNICATION

# Getting involved in a meeting

**LEVEL**

Upper-Intermediate  
(B2)

**NUMBER**

EN\_B2\_1021X

**LANGUAGE**

English



## Learning outcomes

- I can summarise a short text on how to participate more confidently in work meetings.
- I can practise taking part in a work meeting.



## Warm-up

**How often do you  
have work meetings  
in English?**

**Generally, how do you feel  
about those meetings?**



## Should I speak up or not?

Taking part in a **meeting** in a foreign language can be **challenging**.

Don't worry! With **practice**, you'll soon feel **more confident** about them.

**Read** about Mathias' experience below. Can you **relate** to him or not?

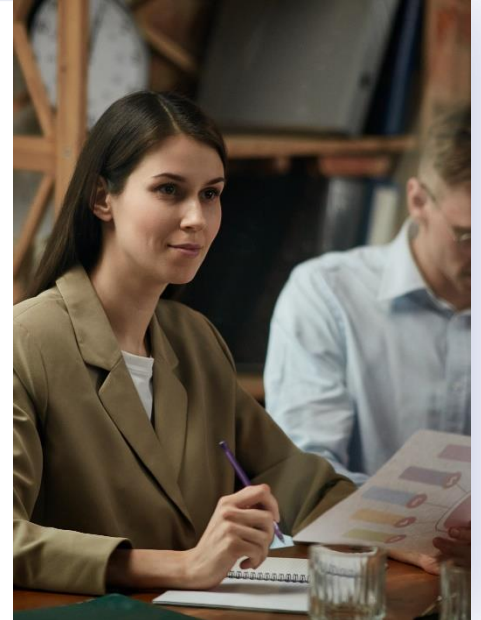


I would speak up more often, but I'm afraid of **making mistakes** and **looking silly** in front of my colleagues.

# Participating more confidently in meetings

Read the text. Then, **answer** the questions.

1. It's essential to come prepared. This means doing your research, understanding the **agenda** and gathering the right information. This will help you seem more **knowledgeable** when you speak.
2. Practise what you want to say beforehand. Consider writing your **thoughts** down or even rehearsing with a colleague or a friend, especially if it's a very important meeting.



1. According to the text, what does preparing for a meeting involve?
2. How can a colleague help you before a meeting?



# Participating more confidently in meetings

Read the text. Answer the questions.

3. During the meeting make an **effort** to speak early on. If you wait too long, it may become harder to contribute to the discussion.
4. Listen actively to others and even make notes summarising what they are saying. This will help you stay **engaged**.
5. Speak clearly and **concisely**. Try to stick to your main point and use examples or data to help support your arguments.
6. Don't be afraid of making mistakes. Everyone has moments of **uncertainty**. However, if you're unsure of the meaning of a particular word or need clarification, be sure to ask! The more of the meeting you understand, the more confident you'll feel when speaking!

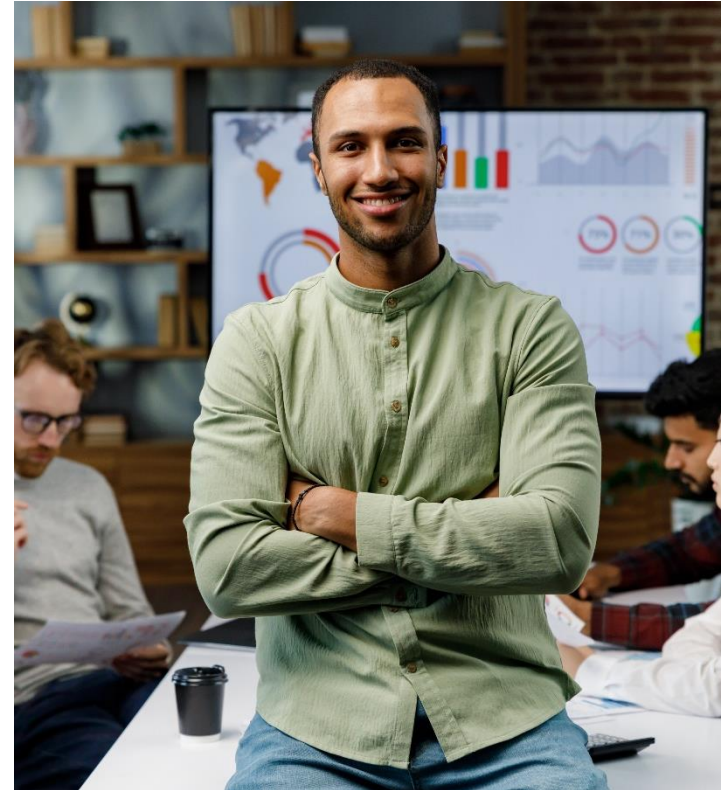
3. What does the author recommend doing while others are speaking?
4. What should you do if you don't understand a specific word?



# What about you?

**Ask** and **answer** with a classmate **in breakout rooms**.

- 1 How do you usually prepare for meetings?
- 2 Have you ever tried writing down your thoughts beforehand? Did it make a difference?
- 3 Do you agree with the author that it's better to speak early on rather than wait?





# Politely asking for clarification

Match with the correct explanation.

1

*I'm not **familiar with** that term.  
Could you explain what it means?*

a

explain or describe something in a more detailed way

2

*Sorry, could you **elaborate on** that last point, please?*

b

to separate information into parts to make it easier to understand

3

*Could you **break** that idea **down** for me?*

c

understanding

4

*Would you be able to give me a bit **more context**?*

d

to know something very well

5

*I'm not **following**. Could you give me an example?*

e

the situation in which something happens.





**To summarise**, our aim is to reduce costs by 10%, right?

**So to sum up**, our goal is to increase revenue by 6% year-on-year.

We can also use **these phrases** to check we have understood what someone else has just said.



# Fill in the gaps

- 1 I'm sorry to interrupt you, but I'm not \_\_\_\_\_ with the term 'CLV'. What does it refer to?
- 2 You mentioned that the budget will have to be a lot lower this year. Could you \_\_\_\_\_ on that, please?
- 3 Would you be able to \_\_\_\_\_ the plan down for me? I got confused by all the different deadlines.
- 4 I'm not sure if I'm \_\_\_\_\_ you. Did you say the launch is likely to be this month or next?
- 5 So just to \_\_\_\_\_ up, the project is due by the end of March and the report to senior leadership needs to be completed by May.

sum  
familiar  
elaborate  
break  
following



CLV stands for **C**ustomer  
**L**ifetime **V**alue!

# Dealing with business terms

1. **Imagine** you hear these **six sentences** in a meeting.
2. **Write down** some guesses of the meaning of the words in bold.

Our **ROI** for the last quarter was 15% higher than our target.

The marketing team's **KPI** is to increase web traffic by 20%.

We specialise in **B2B** sales in the manufacturing sector.

We need a new **B2C** marketing campaign to target younger audiences on social media.

What are we doing to improve our **SEO** ranking?

**CRM** data shows a need to build stronger relationships with our high-value customers.

**Don't discuss your answers yet.** You'll do this in **an activity on the next slide!**

# Dealing with business terms

Now, **ask for clarification** of any terms you're not sure about. Can anyone else explain them?

- Our **ROI** for the last quarter was 15% higher than our target.
- The marketing team's **KPI** is to increase web traffic by 20%.
- We specialise in **B2B** sales in the manufacturing sector.
- We need a new **B2C** marketing campaign to target younger audiences on social media.
- What are we doing to improve our **SEO** ranking?
- **CRM** data shows a need to build stronger relationships with our high-value customers.

*Sorry, I'm not **familiar with** the term **ROI**. Could you explain what it means?*

*Sure! ROI stands for... which means...*

*I'm not quite **following** you. Could you **break that down** for me, please?*



# Let's see how you did!

**Double-check** your answers. How many did you know?

Term	Meaning	Explanation
<b>ROI</b>	<b>R</b> eturn <b>o</b> n <b>I</b> ntestment	A measure of profit from the money invested.
<b>KPI</b>	<b>K</b> ey <b>P</b> erformance <b>I</b> ndicator	A measure of performance against a business objective.
<b>B2B</b>	<b>B</b> usiness-to- <b>B</b> usiness	A transaction between businesses.
<b>B2C</b>	<b>B</b> usiness-to- <b>C</b> onsumer	A transaction between a business and a consumer.
<b>SEO</b>	<b>S</b> earch <b>E</b> ngine <b>O</b> ptimisation	The process of improving traffic to a website.
<b>CRM</b>	<b>C</b> ustomer <b>R</b> elationship <b>M</b> anagement	The process of managing interactions with customers.

# Read through the scenario

Prepare for your meeting by **making some notes** on what you'll say.



## SCENARIO

Last year, the company you work for, ***Smarty Cars***, released a new self-driving car.

The sales figures have just been released and senior management is **extremely disappointed** with the numbers.

They want to understand **why sales were so low** and also would like some suggestions for how to **improve sales** this year.

Your team meets to discuss this...





# Role-play

**Follow** the meeting agenda below. **Act out** the meeting as a class.



Decide on the three main reasons for low sales.

Share the top three ideas for improving sales.

Agree on the best way to share this information with the senior management team.





# End of the lesson

Idiom

***to get down to business***

**Meaning:** to start doing what needs to be done

**Example:** Ok, let's get down to business and look at the first point on our agenda!



# Additional practice



# Choose the correct word

- 1 Sorry, could you just break the hiring process \_\_\_\_\_ for me?
- 2 So \_\_\_\_\_ summarise, Management doesn't like our original idea for the January marketing campaign and would like a new one.
- 3 Could you elaborate \_\_\_\_\_ what you just said, please?
- 4 Apologies for interrupting you, but I'm not familiar \_\_\_\_\_ the term you just used. Could you explain it, please?
- 5 To sum \_\_\_\_\_, our running costs are too high and we need to reduce them as soon as possible.

with  
up  
to  
on  
down



# More business terms

**Practise** asking your teacher for clarification of any you are not sure about.



The **BD** team closed lots of multi-million deals last year.

Melanie, our **CFO**, gave an update last week on financial performance.

**YTD** sales have been stronger than we expected.

The report showed **SMEs** have been most affected by rising costs.



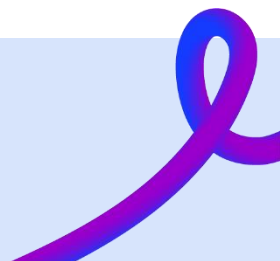


# What about you?

**Do you have any unusual terms that you use at work?**



**Do you find using these kinds of terms more helpful or unhelpful?**





# Read the quotation

**Discuss** the questions below.

“

**The more of the meeting you understand, the more confident you'll feel when speaking!**

How confident are you about your listening skills?

How do you currently practise your listening skills?

What are some ways to improve your listening skills?





# Answer key

- P. 5-6:**
1. Preparation involves doing your research, understanding the agenda and gathering the right information.
  2. They can help you rehearse what you're going to say.
  3. The author recommends listening actively and making notes.
  4. Ask for clarification.
- P. 8:**
1. d, 2. a, 3. b, 4. e, 5. c
- P. 10:**
1. familiar, 2. elaborate, 3. break, 4. following, 5. sum
- P. 19:**
1. down, 2. to, 3. on, 4. with, 5. up
- P. 20:**
1. BD = Business Development
  2. CFO = Chief Financial Office
  3. YTD = Year to Date
  4. SME = Small and Medium Enterprise



# Vocabulary

familiar with

to elaborate on something

to break something down

more context

to follow something

To summarise,

So to sum up,



# Summary

## Politely asking for clarification

- *I'm not familiar with that term.*
- *Could you elaborate on that point?*
- *Could you break that down for me?*
- *Would you be able to give me more context?*
- *I'm not following. Could you give me an example, please?*

## Typical business terms

- ROI (Return on Investment)
- KPI (Key Performance Indicator)
- B2B (Business to Business)
- B2C (Business to Customer)
- SEO (Search Engine Optimisation)
- CRM (Customer Relationship Management)

