

- ▶ identifying factors for successful meetings
- ▶ expressions for communicating in meetings
- ▶ roleplaying a meeting

7.4 Speaking Communicating in meetings



Discussion

1 Work with a partner. Read the descriptions about how people behave in meetings and decide where you would put your culture on the scales. Compare your ideas with your partner.

In meetings, people generally:

- are clear
- admit they don't understand
- stick to the agenda
- summarize decisions clearly
- are direct and sometimes rude
- often interrupt

- are unclear
- never admit ignorance
- don't stick to the agenda
- don't summarize decisions
- are indirect and never rude
- rarely interrupt

Listening

2 2:33 The American group, Mahler, has recently acquired the French packaging company Polystok. Listen to the meeting between Alice, Mahler's CFO, and two Polystok employees, Serge and David. Answer the questions.

- 1 How successful do you think the meeting is?
- 2 How much do you think David and Serge understand?
- 3 How could the meeting have been more effective?

3 2:34 Now, listen to a second version of the same conversation. Why is the meeting more productive?

Analysis

4 2:34 With a partner, find suitable words to complete the expressions in the checklist for communicating in meetings. Then listen again and check your answers.

5 Add each phrase below to the correct category in the checklist.

- a) In other words, ...
- b) What exactly do you mean by ...?
- c) I'm not sure I follow you.
- d) To recap, ...
- e) Let me start again.
- f) So you mean ...
- g) Does that make sense?
- h) Before we close, let me just summarize the main points.
- i) Am I being clear?
- j) If I understand correctly, ...
- k) Shall I go over the main points we agreed?
- l) To sum up, ...

Useful expressions: Communicating in meetings

Asking for clarification

Could you be _____?

Clarifying

What I _____ is ...

Checking you understand

So, what you're _____ is ...

Checking other people understand

Do you _____ what I _____?

Summarizing

Can we _____ what we've decided?

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in good shape
iron out
starving
take stock
tweak