

## Material Imprimible

### Vocabulario de Reuniones y Negociaciones

#### Módulo 1

##### **Contents:**

- Using the right verbs and adjectives with the word "meeting"
- Identifying different types of meetings
- Recognizing roles in a meeting
- Preparing and crafting an agenda
- Inviting to a meeting by email and by telephone
- Accepting and declining an invitation
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- Going through the first steps in a meeting
- Setting and managing the agenda
- Describing different results of a meeting
- Stating and asking for opinions and reactions
- Expressing different levels of agreement and disagreement

## Verbs that go with the word “meeting”

The first thing we’re going to learn is different verbs that collocate with the word “meeting”.

<b>Verbs</b>	<b>Register</b>	<b>Examples</b>
Call	Neutral	“The general manager has called a general meeting for next month”.
Convene	Formal	“The Board of Directors hasn’t called the Annual Shareholders’ Meeting yet”.
Arrange, Organize, Schedule	Neutral	“I’m writing to arrange a meeting for next Friday”.
Have	Neutral	“Can we have a meeting to discuss the implementation of the software?”
Hold	Formal	“Our annual meeting will be held on March 10 <sup>th</sup> ”.
Put off, Put back	Informal	“I’m calling to let you know that the meeting has been put off”.
Postpone	Neutral	“This is to inform you that the meeting has been postponed until next Friday”.
Bring forward, Move forward	Neutral	“Friday is too late and this is an urgent situation. Let’s bring the meeting forward to Tuesday”.
Cancel	Neutral	“As the general manager is sick, the meeting has been cancelled”.
Call off	Informal	“Sorry but I’ll be out of town, so I have to call off the meeting”.

Reschedule	Neutral	“Something urgent has come up so I need to reschedule the meeting. When can you make it?”
Attend	Neutral	“I’ll attend the meeting as important topics will be dealt with”.
Miss	Neutral	“I’m on sick leave today so I’m afraid I’ll miss the meeting”.

Important considerations:

- ✓ Make sure that you don’t use the word “assist”, because it means “help”.
- ✓ Be careful not to say that you will “lose” the meeting, because if you “lose” something, you can’t find it. On the other hand, if you “miss” an event or meeting, you can’t attend it.

### Types of meetings

Depending on their purpose, meetings may fall into different categories. Therefore, let’s see different types of meetings.

<b>Types</b>	<b>Purpose</b>
Information-sharing	To share information with participants
Decision-making	To come to a decision, usually through consensus
Problem-solving	To find a solution to a problem
Brainstorming	To come up with creative ideas and solutions
Status update	To update participants on the status of a project or shared work

## Roles in a meeting

<b>Roles</b>	<b>Duty</b>
Chair, chairperson, chairman (male), chairwoman (female), leader, host (male), hostess (female)	To run or chair the meeting
Minute-taker	To record and distribute the minutes of the meeting among invitees.
Time-keeper	To keep one eye on the clock at all times and to ensure that the group devotes to each item the time indicated on the agenda
Participants	To participate respectfully and actively in the meeting

## Agenda

Agendas are sent before meetings to inform participants of the items to be discussed during the meeting, the objective to reach and the time devoted to each item. The agenda usually includes:

- Discussion items, which are topics to be explored
- Informational items, that is, information regarding a certain topic
- Action items that the leader wants the group to finish during or after the meeting.

When preparing an agenda, it is advisable to take into account the following actions:

- Identify the meeting objectives so that attendees are aware of the aim of the meeting
- List the topics to be discussed, how long each of them will be analysed and their purpose.
- Identify participants
- Clarify responsibilities and let invitees know if they will be responsible for one of the items on the agenda or if they need to prepare anything before the meeting takes place
- Leave a section for off-topic items, which are brought up by one of the participants and that the leader feels worth discussing after of the items have been taken care of.

A meeting agenda includes:

- The date when the meeting will take place
- The time
- The place
- The objective
- Items to be dealt with, the time allotted to each of them and the leader of each of them.

Some agendas also include:

- The name of the meeting leader
- The name of the minute taker
- The name of the time keeper
- Anything participants should do before the meeting.

Most agendas end with the chair's summary or review of the meeting.

### Sending an invitation to a team meeting by email

The typical salutation in emails sent to a group of people is "Dear all". Then the basic information (when and where) is provided. The meeting agenda is shared with participants and sometimes feedback is requested.

If meeting attendance has been poor, the importance of attendance may be stressed as well as the request for attendance confirmation.

### Meeting Invitations sent by email – Useful phrases

<b>Purpose</b>	<b>Examples</b>
Extending an invitation	<ul style="list-style-type: none"> <li>○ “I would be delighted if you could join us on March 3rd at 3 pm to discuss the attached contract”. (Formal)</li> <li>○ “I am writing to set up a meeting with you to analyse the water restrictions implemented in our area”. (Neutral)</li> <li>○ “Can we schedule a time to meet on Friday”? (Neutral)</li> </ul>
Suggesting a date, time and place	<ul style="list-style-type: none"> <li>○ “How about Tuesday at 9am?”</li> <li>○ “Shall we say Wednesday in the afternoon?”</li> <li>○ “Would Monday at 4 pm suit you?”</li> </ul>
Finishing the invitation	<ul style="list-style-type: none"> <li>○ “If you could confirm the meeting by the end of the day, it’d be great”.</li> <li>○ “Thank you for your consideration and I am looking forward to meeting you”.</li> </ul>

Accepting an invitation	<ul style="list-style-type: none"> <li>○ “I am writing to confirm our meeting next Monday at 2 am”.</li> <li>○ “Thank you for including me in this meeting. I would be delighted to join you on July 1<sup>st</sup>”.</li> </ul>
Rescheduling a meeting	<ul style="list-style-type: none"> <li>○ “I wonder if we could reschedule our meeting for next week”.</li> <li>○ “Would it be all right with you if we put back the meeting until next week?”</li> </ul>
Cancelling a meeting	<ul style="list-style-type: none"> <li>○ “I'm afraid something urgent has come up and I need to call off tomorrow's meeting”.</li> <li>○ “Unfortunately, I am no longer able to attend the meeting next month due to an unexpected business trip. Would you mind if we set up a new date for the meeting?”</li> </ul>
Declining an invitation	<ul style="list-style-type: none"> <li>○ “I'm sorry but I can't make it next Monday”.</li> <li>○ “I am afraid I have another engagement on July 10<sup>th</sup>”.</li> </ul>

### **Sending a meeting invitation to a potential client**

When you send an invitation to a meeting to a prospective client, who does not know you, you should start by introducing yourself and your company. Next, you should mention your value proposition, that is, what makes your company, products or services unique. You may also name some important clients you serve to build credibility.

Afterwards, you should indicate why you want to have a meeting with the recipient and you should also flexibility in relation to the time and place of the meeting. Finally, you may request a reply in a polite way.

### Inviting someone to a meeting by phone

Sometimes arranging a meeting by telephone is faster than sending several emails until you agree on the date and time. Let's learn vocabulary that may be useful when agreeing on a meeting over the phone.

Indicating why you are calling	"Would you be free for a meeting tomorrow afternoon?"
Agreeing on the date and time	"Which day are you thinking of?" "Which day would you prefer?"
Saying you can't make it	"I'm afraid I'm unavailable on Tuesday".
Suggesting an alternate date	"I'd prefer Wednesday if that's all right with you".
Confirming you can make it	"March 4th sounds fine".
Finishing the call	"See you on June 20 <sup>th</sup> ".

### Starting a meeting – First steps

It is the chair's duty to go through the following steps:

Starting a meeting	"Can I get everyone's attention? It's time to get started". "Ok, let's get down to business".
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Welcoming participants	"I'd like to begin by welcoming you and by saying that it's a pleasure to have you here in our office".
Introducing participants	"Before we get this rolling, let me introduce Adam from the Lisbon office".
Reporting apologies	"Fee has sent her apologies. She can't be with us today".
Indicating the meeting duration	"As you know, this meeting will last 2 hours".
Defining roles	"Joe, could you take the minutes?"
Stating the objective	"As everyone knows, we're here today to discuss whether it's necessary to hire an emergency planning officer".

### Setting the agenda

The chair usually sets and manages the agenda.

Introducing the agenda	"Why don't we start by taking a look at the agenda? As you can see, it's broken down into five main sections but if you don't mind, I'd rather skip item 1 and move on to item 2. We can take item 1 last".
Opening an item	"As everyone knows, we're here today to discuss whether it's necessary to hire an emergency planning officer".

Closing an item	"If nobody has anything else to add, I think item 2 is over".
Moving on to the next item	"Why don't we move on to the next item?"
Moving off topic	"It's not on the agenda but I'd like to point out that our management system should be revamped".
Keeping to the agenda	"Let's just discuss the items on the agenda. We can fix another meeting to discuss that topic". "I'm afraid we're missing the point".
Referring forward	"What if we get back to that point later under item three?"
Managing time	"We're short of time, so why don't we move on?" "We only have ten minutes left, so let's turn to the conclusions of the feasibility report".
Regaining focus	"I'm afraid we've steered off topic a bit. Karen, could you sum up the main points we've discussed so far?"

### Adjectives to describe meetings

According to frequency:

- Daily, if they take place once a day.
- Weekly, if they take place once a week.
- Fortnightly, if they take place every two weeks.
- Monthly, if they take place once a month.
- Quarterly, if they take place four times a year.

- Half-yearly, if they take place every six months.
- Yearly or annual, if they take place once a year.

According to their outcome or result:

- Fruitful, if the result was good.
- Productive, if the result was positive.
- Useful, if it helped accomplish the proposed objective.

According to length:

- Brief or short
- Endless, which means that it seems to continue forever

## Vocabulary

During a meeting, attendees:

- Address, consider, deal with, debate, look at, tackle, discuss and examine issues, problems or items.
- Touch on issues, problems or items if they talk about them briefly.
- Deal with, consider, discuss in detail/in depth when items, topics or problems are explored including many facets or a lot of information.
- Discuss, debate issues or problems at length, which means for a long time.
- Bat around ideas or suggestions, that is, they discuss them.
- Chew over a topic, in other words, they discuss it carefully before making a decision.
- Talk a plan or situation through, that is, they discuss it in detail.

- Talk a problem, plan or situation over, so they talk it over before making a decision.
- Exchange ideas, views or information, that is, they discuss of share them.

### Possible results of a meeting

Some of the typical results of a business meeting are:

- Reach, arrive at, come to a conclusion, a decision or a compromise.
- Make a proposal, a recommendation, a decision, a compromise
- Take a decision, a vote
- Come up with, produce, contribute, put forward, promote, generate, explore, brainstorm ideas
- Identify, look into, analyse, approach, handle, solve or overcome problems

### Opinions and reactions

A meeting is usually a space to exchange viewpoints. Here we have some phrases we can use to do that.

Asking for opinions	<p>“What's your position on the auditor's recommendations?”</p> <p>“What's your opinion on this new policy?”</p>
Asking for reactions	<p>“May I ask what your reaction to Liam's proposal is?”</p> <p>“Where do you stand on recycling?”</p>
Voicing strong opinions	<p>“I strongly believe that we should cut costs asap”.</p> <p>“I'm absolutely convinced that the second candidate is the best fit”.</p>

Voicing neutral opinions	<p>“To my mind, our brand awareness is low”.</p> <p>“From my perspective, we’ve taken a too cautious approach”.</p>
Voicing weak opinions	<p>“I guess it’s a steep learning curve when you’re thrown in at the deep end”.</p> <p>“It seems to me that the new recruits need to be shown the ropes”.</p>

### Agreeing

When you show agreement, make sure that you say "I agree" and not "I am agree". If you want to make your statement more emphatic, you can modify the verb "agree" with one of the following adverbs: entirely, strongly, absolutely, completely, fully, thoroughly, wholeheartedly.

The corresponding noun is "agreement". For example, "We are in complete agreement regarding the need for more transparent procedures.

The verb "agree" can be followed by different words.

- Agree + with someone: you share someone's opinion about something.
- Agree + with + a gerund or a statement, decision, idea or situation  
“because it is right thing to do”.
- Agree + on/about + topic or issue: when you share someone's view on it.
- Agree + on something: when two or more people make a decision together.

- Agree + to: to say that you accept something proposed by someone else.
- Agree + that + gerund/subject + verb: to say that you share the idea represented by a clause.

### Expressing agreement and disagreement

Strong agreement	<p>"That's exactly how I see it".</p> <p>"I'm of exactly the same opinion".</p> <p>"I'm in total agreement".</p>
Neutral agreement	<p>"We are in agreement on that".</p> <p>"I agree with you".</p> <p>"I think you're right".</p>
Limited agreement	<p>"I tend to agree with you on that".</p> <p>"I agree with you up to a point".</p> <p>"I agree up to a certain extent".</p>
Polite disagreement	<p>"I see what you're saying but I think we're missing the big picture".</p> <p>"You have a point there but that rent is too steep for us".</p>
Neutral disagreement	<p>"Sorry but I can't agree with you there".</p> <p>"I'm afraid I disagree".</p>
Strong disagreement	<p>"Sorry but I completely disagree".</p> <p>"I don't agree at all".</p>