

Material Imprimible

Vocabulario de Reuniones y Negociaciones

Módulo 2

Contents:

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Encouraging contributions

Participants have a key role at meetings, because contributions from attendees are necessary to have a fruitful meeting. For that reason, on this occasion we'll concentrate on vocabulary that will help us to encourage participants to actively participate in a meeting.

- ✓ Making suggestions and recommendations during meetings
 - Suggestions and recommendations are usually made with the verbs “suggest” and “recommend”.
 - “Suggest” is a verb and can be modified by the following adverbs: strongly, humbly, politely and respectfully.
 - The corresponding noun is “suggestion”.
 - “Recommend” is a verb and can be modified by the following adverbs: highly, thoroughly, certainly and definitely. The corresponding noun is “recommendation”.

- ✓ Both verbs follow the following patterns:
 - Suggest & recommend + noun
 - Suggest & recommend + gerund (=verb+ing)
 - Suggest & recommend + (that) + subject + bare infinitive verb (=infinitive verb without “to”)
 - Suggest & recommend + (that) + subject + should + bare infinitive verb (=infinitive verb without “to”)
 - Suggest & recommend + “wh” word (eg, where, when, why, etc.)

✓ Mistakes

Let's take a look at some typical mistakes in relation to "suggest" and "recommend" and how we can fix them.

- It's not correct to say "I suggested to buy recycled paper" because "suggest" and "recommend" aren't followed by "to" plus infinitive. One way to fix that sentences is by saying "I suggested buying recycled paper", because a gerund is correct.
- Another example of an incorrect use of the verbs is the following sentence: "Ian recommended me to rewrite the report". This pattern doesn't go with the pair of verbs. However, we can say "Ian recommended that I (should) write the report", where the word "should" is optional.
- When we say a suggestion directly, we don't use "should", so the following sentence is wrong: "I recommend you should streamline the production process". To correct it, just remove the word "should" and say "I recommend you streamline the production process".
- Don't say "My boss suggested me a certification". Say "My boss suggested a certification to me", because the object should go after "suggest" or "recommend" and only then "to" and the person the suggestion or recommendation is made to.

Useful meeting-related phrases

<p>Encouraging contributions</p>	<ul style="list-style-type: none"> • “I’d like you to share your thoughts on this”. • “Could I have your feedback on this?” • “What do you think of Janet's suggestion?” • “May I get your input?” • “What are your views on this?” • “How do you feel about Harriet's suggestion, Kim?” • “Would you like to add anything?” • “Do you share my viewpoint?” • “Does anyone have any additional comments?” • “We haven't heard Peter's comments yet. What's your position, Peter?”
<p>Making suggestions</p>	<ul style="list-style-type: none"> • “I think we should carry out a PEST analysis first”. • “We could resort to crowdfunding”. • “How about organizing a team building activity?” (How about + ing) • “What about letting Tom run the team?” (What about + ing) • “Let's make the announcement tomorrow”. • “Why don't we set up a meeting with the client?” (Why don’t + SUBJECT + INFINITIVE VERB) • “Perhaps we should strike a deal before it's too late”. • “What if we cut down on packaging?” (What if + SUBJECT + INFINITIVE VERB) • “Wouldn't it be better to offer our apologies?” • “Have you thought about looking for other distributors?”

Accepting suggestions	<ul style="list-style-type: none"> • “I’d like to express my total support to Joe’s motion”. • “That’s a great idea. Let’s do that!” • “I feel that would work really well”. • “I’m fully in favour of your proposal”. • “Your suggestion has my full support”. • “I see no objections to that”. • “That might be worth trying”. • “We could take up your suggestion of importing the components from China”.
Rejecting suggestions	<ul style="list-style-type: none"> • “I think that’s <u>out of the question</u>”. (=not possible or allowed) • “I’m totally opposed to that proposal”. • “I’m <u>not keen</u> on that idea”. (=not interested) • “<u>As it stands</u>, I wouldn’t be able to give it my backing”. (=as it is) • “My initial reaction is favourable but I think you may have missed some details out”. • “Good idea but I can see some problems in adopting this approach”. • “I’m not sure it is doable”. • “Good suggestion but I’m not sure it could work”. • “I like what you said about being flexible but let’s dig deeper into the other options”.
Adding ideas	<ul style="list-style-type: none"> • “In addition, this suggestion was supported by the IT team”. • “Besides, we could ask for other quotations”. • “I would like to add that Fiona’s suggestion is constructive”.

	<ul style="list-style-type: none"> • “As well as affordable, this prototype is reliable”. • “Flexitime could be implemented soon. Additionally, we have already designed a possible schedule”. • “Those team building games proved to be helpful. What's more, people thoroughly enjoyed them”. • “Finding a replacement will be a difficult task. Plus, it will take time”. • “This candidate has extensive experience dealing with foreign clients. Moreover (<i>formal</i>), he enjoys travelling”.
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Giving examples

At meetings when we make suggestions or offer our opinions, we sometimes give examples to add strength to our claims. We do that because examples can provide evidence that what we propose something is realistic and feasible, or that we say something we can support with proof.

Let's go over the following sentences:

Giving examples to support claims	<ul style="list-style-type: none"> • “I'd like to illustrate my point with an example”. • “To give you an example of what I mean, let me share a personal anecdote”. • “An example that <u>springs to mind</u> is the situation I experienced when I was working in India”. (=comes to mind) • “As an illustration, can I briefly tell you a bit about the VW scandal?”
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	<ul style="list-style-type: none"> • “An example from my own experience dates back to the 1980s”. • “A <u>case in point</u> is the dotcom bubble”. (= an example given to demonstrate that your point is truthful or correct) • “By way of example, I'd like to remind you the Kodak case”.
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Interruptions

During meetings participants will interrupt, handle interruptions and ask for clarification. We'll see some useful phrases to do that in a polite way.

Asking for repetition	<ul style="list-style-type: none"> • “Excuse me. Did you say 50 or 15?” • “Sorry but I didn't catch that. Could you say that again?” • “Sorry but what was that again?” • “I'm afraid I missed that. Would you mind explaining that again?” • “Sorry but I didn't understand what you said about the premises. Could you repeat that bit?” • “I couldn't hear you. Would you <u>run that by me</u> again?” (= explain or say again) • “Could you run it by so that everyone can hear it?”
Interrupting participants	<ul style="list-style-type: none"> • “Excuse me. I wonder if I could comment on that”. • “May I interrupt you for a moment?” • “Sorry but if I may interrupt you for a second, I'd like to add that the client hasn't returned any of my calls either”.

	<ul style="list-style-type: none"> • “I apologize for interrupting but I’d like to make a comment if I may”. • “May I <u>come in</u>?” (= join a conversation by saying something) • “Sorry for the interruption. Could you repeat the last part of your explanation?” • “Can I <u>jump in</u> here?” (= interrupt) • “Sorry to <u>break in</u> but there's a question I'd like to ask you”. (= interrupt) • “Do you mind if I add something?” • “Sorry to <u>butt in</u> but could I ask you a question?” (= interrupt)
Stopping interruptions	<ul style="list-style-type: none"> • “Just a second, please. I promise we'll come back to you”. • “Could you <u>hold that thought</u> until I finish?” (used to interrupt someone and to ask that person to remember that thought or idea for later discussion) • “With respect, I'd rather finish what I was explaining”. • “Sorry but I don't want to lose <u>my train of thought</u>. May I continue?” (= path of reasoning) • “I value your input. But, could you let me finish my thoughts and then we'll discuss your findings?” • “One moment, please. I want to tell you the entire story”. • “Is it ok if I return to my analysis?”

Sometimes attendees interrupt to ask a question rather than make a comment. Once you've answered the question, you'll return to what you were saying.

Coming back to a point	<ul style="list-style-type: none"> • “Back to what I was explaining, I'll share with you our forecast”. • “If I may go back to the topic I was explaining, I'd like to say that our e-business has grown substantially”. • “Continuing where I left off, there's no doubt in my mind that a takeover bid will be made soon”. • “Let me return to my point now”. • “As I was saying, if no changes are made, the firm will go bust”. • “Where was I? Oh, yes. I was about to explain the results of the campaign”.
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It's the chairperson's responsibility to make sure everyone can make contributions and everyone listens to the other attendees' contributions. Therefore, if a conversation leads to a heated debate, or if a participant tries to dominate the meeting, the chairperson will have to intervene to ensure that everyone's voice is heard

Dealing with interruptions	<ul style="list-style-type: none"> • “One second. Can we let Duncan finish his point?” • “Let's hear what Sarah has to say”. • “Ok, everyone, listen up! Mary was sharing some interesting news”. • “One moment, Vic. I want to hear more about that later, but why don't we allow Jack to continue?” • “Everyone, let's try not to speak over others. Also, could we give John a chance to complete his presentation?”
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Asking for clarification

Interruptions aren't the only reason why we lose track of what is being discussed during a meeting. Truth be told, there are different reasons for that, which may range from a distraction on our part to a speaker's strong accent or inarticulate speech.

We can ask for clarification in the following way:

Asking for clarification	<ul style="list-style-type: none"> • “I'm not sure I understand what you're <u>driving at</u>”. (= what you are really trying to express) • “I'm afraid I'm not quite sure what you mean by that. Could you <u>elaborate</u> on it?” (=give more details or information about something) • “Sorry but I couldn't follow what you said about the tariffs. Could you <u>run through it</u> again?” (=explain or read it quickly) • “Could you please clarify what you explained about the new insurance coverage?” • “Sorry but I don't understand what you're <u>getting at</u>”. (= what you are really trying to express) • “I think I'm not following you, Jane. Can you explain how this related to the logistics issue?”
Asking for confirmation	<ul style="list-style-type: none"> • “Do you mean we need to get a foothold in that market?” • “Are you saying that we need to find a partner abroad?” • “If I understand you correctly, you think a credit crunch is coming, right?” • “Correct me if I'm wrong, but do you recommend slowing down production?”

	<ul style="list-style-type: none">• “Let me make sure I understand what you are explaining”.• “Just to be clear, do you mean that the actual cost is over forecast?”• “So what you think is that the middle management is against this move, right?”• “Let me see if I got it right. You said we won’t increase our prices, didn’t you?”
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Clarifying

Clarifying is a key tool if we want to avoid misunderstandings. Here we have some useful phrases we can use:

Clarifying	<ul style="list-style-type: none">• “What I meant to say is that we should implement those changes asap”.• “That’s not exactly what I have in mind. Actually, I think production must be moved to Thailand”.• “Perhaps I haven’t made myself clear. Let me rephrase what I’ve said so far”.• “Maybe I would make my point clearer by saying that higher prices are out of the question”.• “That isn’t quite what I meant. Let me put it another way”.• “Sorry but there seems to be a slight misunderstanding. We don’t intend to crowdsource that function”.
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	<ul style="list-style-type: none"> • “We seem to be <u>talking at cross purposes</u>. What I was trying to say is that the event should take place this year, not next year”. (= wrongly think that you are discussing the same thing)
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Status meeting

One of the most common meeting types we’ll attend during our professional career is the status meeting, also called progress meeting or progress check meeting. This meeting is called to confirm progress on a project, to align and motivate the team and to tackle any hindrances.

Let’s zero in on vocabulary:

Checking status	<ul style="list-style-type: none"> • “How’s everything going with phase 2?” • “Where are we with Phase 4?” • “What’s the status of the project?” • “What’s happening with Phase 3?”
Saying that you are informed or uninformed	<ul style="list-style-type: none"> • “I was away for two weeks so I’m <u>out of the loop</u>”. (= uninformed) • “As I had limited access to my emails, I am <u>in the dark</u>”. (= uninformed) • “I’m <u>in the loop</u> about the project”. (=informed)
Asking for information	<ul style="list-style-type: none"> • “Can you <u>put me in the picture</u>?” (= inform me) • “Can you <u>fill me in on</u> what happened?” (= inform me)

<p>Saying that everything is/isn't according to plan</p>	<ul style="list-style-type: none"> • “We are back <u>on track</u>”. (=making progress as planned, scheduled or expected) • “The project has gone <u>off track</u> due to the team leader's lack of experience”. (= not according to plan)
<p>Dealing with deadlines</p>	<ul style="list-style-type: none"> • “Can we extend the deadline?” • “I'm afraid we'll <u>miss</u> the deadline”. (the opposite of “meet”)
<p>Talking about the schedule</p>	<ul style="list-style-type: none"> • “It seems we're going to fall <u>behind schedule</u>”. (= later than planned or scheduled) • “We're running a bit behind schedule but with those additional resources we'll <u>catch up</u> soon”. (= do something that should have been done before) • “We are <u>on schedule</u>”. (= as planned or expected) • “To everyone's astonishment, the project came in <u>ahead of schedule</u>”. (= before planned or expected) • “Just <u>keep to the schedule</u>”. (= do exactly as expected or planned) • “Please, <u>stick to the schedule</u>”. (= do exactly as expected or planned) • “It's necessary to meet the schedule”.
<p>Talking about the budget</p>	<ul style="list-style-type: none"> • “We're <u>on budget</u>”. (= within forecasted limits) • “Don't worry. We have kept <u>within the budget</u>”. (= not exceeding the forecasted limits) • “The project was completed <u>under budget</u> and everyone was surprised”. (=less than the forecasted limits)

	<ul style="list-style-type: none"> • “The project is now <u>over budget</u>”. (= beyond forecasted limits) • “Is there any money left in the budget?” • “Please <u>stick to the budget</u>”. (= not to spend more money than allowed)
Asking someone to keep you informed	<ul style="list-style-type: none"> • “<u>Keep me in the loop</u> while I’m away”. (=keep me informed) • “<u>Keep me updated/posted</u>”. (=keep me informed) • “Send me regular updates, please”.

Responsibilities

During status meetings tasks may be assigned or reassigned to other teammates.

Assigning responsibilities	<ul style="list-style-type: none"> • “Can you <u>take over</u> from here?” (=assume control) • “Can you <u>take it from here</u>?” (=assume control from now on)
Assuming responsibility	<ul style="list-style-type: none"> • “<u>Leave it to me</u>”. (= let me handle it) • “I’ll take care of it”. • “<u>I’m on it</u>”. (= doing something that needs to be done, or trying to solve a problem) • “I’ll <u>see to it</u> right away”. (= deal with or take responsibility for something) • “<u>I got this</u>”. (= I can deal with it) • “<u>Consider it done</u>”. (used to say accept what someone asks you to do very willingly)

	<ul style="list-style-type: none"> • <u>“I’m working on it as we speak”</u>. (=I will deal with it right now)
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Problem-solving meetings

Introducing the problem	<ul style="list-style-type: none"> • “Let’s focus on the pressing problem everyone is aware of”.
Analyzing the problem	<ul style="list-style-type: none"> • “Why don't we begin by breaking down the problem?” • “I find it hard to <u>get my mind around</u> this so can anyone explain to me what the root of this problem is?” (=succeed in understanding something difficult) • “What are the <u>underlying causes</u> of the problem?” (=root cause of the problem)
Presenting options	<ul style="list-style-type: none"> • “It seems there are several ways we could address this”. • “We have a number of options”.
Analysing proposals	<ul style="list-style-type: none"> • “What if we look at the pros and cons of each one?” • “Shall we consider each solution now?”
Ruling out proposals	<ul style="list-style-type: none"> • “I'm afraid we have to <u>rule out</u> this proposal because of the resources it would take”. (=decide that something is not possible or suitable) • “We'll have to drop this solution for now but we can keep it in mind as plan B”.
Confirming the solution	<ul style="list-style-type: none"> • “Asking everyone to work from home is the best option we have”.

	<ul style="list-style-type: none">• “It's clear that contacting a crisis management consultant is our best <u>move</u> taking into account the circumstances”. (=action taken to reach an objective)
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Collocations with “problem”

The word “problem” can be used with the following verbs:

- Analyze, identify, look into and explore a problem
- Something poses or presents someone with a problem
- Something brings, causes or creates a problem
- Address, approach, handle or tackle a problem
- Overcome, solve or deal with a problem

Collocations with “solution”

The word “solution” can be used with the following verbs:

- Look for or seek a solution
- Work towards a solution
- Offer, provide, propose, suggest or put forward a solution
- Achieve, reach, agree on, arrive at, come up with, find or work out a solution

Talking about reasons

When you need to explain why something happened, the following structures may be useful:

- Due to/Owing to/Because of + NOUN
- Thanks to + NOUN
- Since/as/because + SUBJECT + VERB
- Reason for + GERUND/NOUN

- Reason why + SUBJECT + VERB
- Reason (that) + SUBJECT + VERB
- Reason behind + NOUN

Talking about results

When you need to explain the results of an action or situation, the following connectors and verbs may come in handy:

- Therefore/Consequently/As a consequence/As a result
- That's why
- Result in
- Lead to
- Bring about

Fostering teamwork

Meetings can be called to hone the way a team works, because team members have embarked on a new project. But there's another powerful reason to call a team meeting: To encourage team spirit.

Let's see some phrases we can use:

- "We've been working together for a month and I can tell that team is starting to gel". (= start working well together as a group)
- "I feel we're on the same wavelength. Having you all on the team makes a difference". (Said about people who think in a similar way and understand each other well)
- "It's great to see that we're all on the same page". (= in agreement)
- "I have great faith in in this team and I truly value your effort and commitment".

- “It's great to see that everyone is pulling their weight”. (=working as hard as the other people in the group)
- “I can see that we speak the same language”. (=understand one another due to shared opinions or values)

Closing a meeting

Now it's time for us to learn vocabulary that will let us wrap up a meeting smoothly.

<p>Signalling the end</p>	<ul style="list-style-type: none"> • “I don't want our meeting to overrun so let's <u>wind it up</u> here”. (=finish) • “This meeting has <u>overrun</u> by ten minutes, so I feel this meeting should come to an end”. (=continue past an intended limit) • “I feel we've covered everything we wanted to get through so it's time to finish this meeting”. • “I think that's as far as we can go today”. • “I'm afraid I have another meeting in 5 minutes, so we'll have to stop here if you don't mind”. • “I'll <u>round off</u> the meeting here and let everyone get on with their job”. (=finish)
<p>Checking the agenda</p>	<ul style="list-style-type: none"> • “It seems we've discussed all the items on the agenda, right?” • “Is there anything else to discuss?” • “Does anyone have anything else to add?” • “Is there any other business we need to look into?”

Summarizing	<ul style="list-style-type: none"> • “Before this meeting is over, shall I summarize the main points?” • “To sum up, today we talked about our new benefits and the end-of-year bonus”. • “What if I go over the main points we've agreed on?” • “I'd like to sum up the strategies we've agreed to implement”. • “Let me run through what we've agreed to do”.
Confirming	<ul style="list-style-type: none"> • “Just to confirm, first, we’re going to plan everything down to the last detail and, then, we’re going to present the proposal to the board”. • “So it's all arranged. Margaret will be contacting the customer and John will be working on the details of the proposal”. • “We have decided that we're going to look for other locations”.
Assigning tasks and emphasizing action points	<ul style="list-style-type: none"> • “Simon, could you send us the 2019 report?” • “Mandy has volunteered to visit the client's premises”. • “Julia has agreed to gather information about the Solar Project”.
Setting the next meeting	<ul style="list-style-type: none"> • “Shall we schedule the next meeting?” • “Would Friday 1st at 10 work for everyone?”
Showing that the meeting is over	<ul style="list-style-type: none"> • “Let's stop here”. • “That's it for today then”. • “Let’s <u>wrap it up</u>”. (= finish)

Thanking participants	<ul style="list-style-type: none">• “Thank you for your great contributions. I feel this meeting was very productive”.• “Thank you for coming in today. I appreciate your commitment to this project”.• “Thank you for your ideas. I believe we've come up with a lot of interesting ones to further explore”.• “Thank you for taking the time to meet us”.• “Thank you for inviting us to this meeting”.
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