

## Term 3 – WEEK 2 Contents– Intensive 2 Class (IC2)

---

### Today's Agenda

- 1. CHECK: Preparing your mind for 2016
  - 2. LEARN: Teleconference Phrases
  - 3. LEARN: Business Meeting Phrases (Set 1)
  - 4. Homework Assignment
- 

### CHECKED: Preparing your mind for 2016

*It's a new year! It's 2016! All over the world, many people set goals and targets for the new year in January. By the way, another phrase for "goal or target" at the beginning of the year is called "New Year's Resolution." How about you? What are your goals, targets, or resolutions for 2016? Take a few moments to think about "what you want to achieve in 2016." Then, write down **THREE business** and **THREE personal** goals for 2016. Think carefully! Good luck!*

#### Key Phrases:

1. I am definitely going to (100% sure)
2. I plan to ....(80% + sure)
3. I am going to ....(80% +sure)
4. I want to....(50% + sure)
5. I hope to....(less than 50% sure)

#### Speaking Technique: Key Phrase + Target + Reason + Your plan

##### Examples: Business

**Example #1:** For my business goal, this year, **I'm going to** improve my EXCEL skills **mainly because** I have to make many EXCEL documents every day. **For example, I plan to** attend some seminars or read some EXCEL books. That is my business goal for 2016.

**Example #2:** For my business goal, this year, **I want to** decrease my overtime work **simply because** I worked more than 40 hours of overtime work last year. **For example, I plan to** arrange my time more effectively or come to the office at 7:30 am. That is my business goal for 2016.

## Examples: Personal

**Example #1:** For my personal goal, this year, **I'm definitely going to** buy a new PC **basically because** my PC is very old and slow. For example, I plan to buy a lightweight PC or a Tablet PC. That is my personal goal for 2016.

**Example #2:** For my personal goal, this year, **I hope to** move to a new apartment **mainly because** my current apartment is too small. **For example, I plan to** look for a new apartment in Yokohama or Shinagawa. That is my personal goal for 2016.

For my **Business** Goals, this year,

1. First of all, I

2. Next, I

3. Finally, I

For my Personal Goals, this year

1. To begin with, I

2. In addition, I

3. Lastly, I

Ending: These are my goals for 2016.

## **CHECKED: Homework #1:**

Finishing writing your THREE Business and THREE Personal goals for the next class.

---

## **REVIEW: IC2 Class: Conference Calls / Video Conference Calls - 2016**

Technology today is wonderful. That doesn't mean, however, that conferencing calling in a foreign language is easy. In fact, the experience can be difficult for non-native English speakers. Even if your written and conversational English is excellent you may struggle over the phone or during video conferencing.

## **A. Some of the problems you may encounter during conference calls are:**

1. Poor sound quality.
2. Background noise.
3. Difficult topic.
4. Large number of participants all wanting to say something
5. Ineffective leadership during the call (your boss or chairperson doesn't ensure that everyone feels they can participate).
6. Cultural difficulties (use of complicated idioms and accents).

Many of these problems are beyond your control. Here are some tips on what you CAN do to make conference calls a less stressful experience.

## **B. BEFORE THE CALL**

1. Learn the software or device you'll be using, and practice using it.
2. Make sure you're somewhere quiet to take the call.
3. **Prepare thoroughly. Look up some of the vocabulary that you need.** Make sure that you're absolutely confident with whatever it is you're going to have to talk about, or present during the call. Maybe you can even do some background research so that you feel well qualified to give your opinion.
4. **Practice some key words.** Particularly if you're going to be asked to speak, run through some words and phrases with a colleague. You need to make sure your pronunciation is really clear, particularly for conference calls when the sound quality might not be perfect.
5. **If it's available get a copy of the agenda** so that you can follow the structure of the call. This will help you anticipate some of the language you're going to hear.
6. Before you begin ask your boss, or the person leading the call to **make pauses between points.**

## **C. DURING THE CALL**

1. If there's a problem, say something. Politely ask the leader to speak more slowly and clearly. If there is background noise, ask for the source to be removed.
2. Ask for clarification: Check that you have understood by asking questions.
3. Help your colleagues by speaking slowly, loudly and clearly. Remember that the Internet connection or call quality may not be great
4. Anticipate features of spoken conversation: "Uh", "Right", "Uh-huh", "Um", "Like", and "You know" (any fillers that will disrupt the flow of the conversation).
5. Use the modal verbs "could, may, would." This makes your speech sound more formal. For example: "Could we discuss the situation with our buyer in India?"
6. Don't forget about eye contact and facial expressions if you're in a video conference.

**\*Activity #1: The phrases below are helpful phrases that you may use. Read the phrases and add some of your own ideas.**

---

## **Common Teleconference Call Phrases**

Let's look at common phrases used in Teleconferences. Feel free to add some of your own to each category.

### **1. At the beginning of the meeting:**

1. Are we all on?
2. Can everybody hear me?
3. Did everybody get the agenda?
4. We'll just wait a few minutes.
5. Sorry I'm late.
6. Is everyone here?
7. Are we all ready to start?
8. If everyone is here, let's start our meeting.
9. \_\_\_\_\_

### **2. The video has some problems:**

1. You're rather jerky
2. I can't see the people at the edge of the room.
3. Your image froze.
4. The image has disappeared.
5. The image and sound are not in synch.
6. There is no image on the screen.
7. The picture is not so clear.
8. \_\_\_\_\_

### **3. You have problems hearing:**

1. You're very quiet. Could you speak up?
2. Just a second. I'm going to turn the volume up.
3. Can you try moving the microphone closer?
4. Unfortunately, we can't hear you so well on our side. Could you speak a little louder, please?
5. \_\_\_\_\_

### **4. You can't identify who is speaking:**

1. Was that John?
2. Sorry. Who was that just now?
3. Sorry. May I ask who is speaking at the moment?
4. Is that John speaking?
5. \_\_\_\_\_

### **5. You don't catch something said:**

1. I didn't catch that. Could you repeat it?
2. Could you speak more slowly please?
3. I'm afraid I didn't get that.
4. I don't follow you.
5. Could you explain that in another way?
6. Could you repeat that please?
7. I'm sorry. I don't understand the word \_\_\_\_\_. What does it mean?
8. Can you explain what \_\_\_\_\_ means?
9. \_\_\_\_\_

### **6. Someone needs to step outside:**

1. I have to take this if you don't mind. (When you receive a phone call during the meeting.)
2. I'll just go and get the documents. I'll be back in a second.
3. I need to leave for five minutes. I'll be right back.
4. I need to step outside for a moment. I'll be right back. Please continue the meeting.
5. \_\_\_\_\_

### **7. Talk about a particular part of a document you have copies of:**

1. In the... first section/ second paragraph.../ third sentence.../ fourth bullet point...
2. On the fifth page...
3. If you take a look at the 2<sup>nd</sup> page, you'll find...
4. If you kindly take a look at the bottom of the page, you can see....
5. I would like to refer to the top of page 3.
6. \_\_\_\_\_

### **8. You need something repeated more than twice before you understand it:**

1. Sorry, I still don't get it.
2. Could you just say that one last time?
3. Could you rephrase that for me?
4. Sorry. I still don't follow you.
5. Sorry. I still don't understand what you are trying to say.
6. \_\_\_\_\_

### **9. You need to temporarily hang up:**

1. Maybe if we hang up and try again, it will sort out the problem.
2. Sorry, I need to speak to this person for just two minutes. I'll call you back when I'm finished.
3. I need to hang up for a moment. I will call you right back.
4. \_\_\_\_\_

**10. You want to talk about something among just your side:**

1. Could you give us a moment?
2. We need to discuss this if you don't mind. I'll turn off our microphone for a second.
3. We need to discuss this for a moment. Could you give us a moment?
4. \_\_\_\_\_

**11. There is an interruption on your side:**

1. Sorry, someone just came in.
2. Sorry, there's a lot of noise outside.
3. \_\_\_\_\_

**12. Get a contribution from someone who hasn't spoken (for a while or at all):**

1. John, did you want to comment on this?
2. We haven't heard what Jill has to say yet.
3. I'd like to hear John's opinion on this if you don't mind.
4. \_\_\_\_\_

**13. You need to email a document:**

1. I'll send it to you now.
2. Just a second. I'll find the document on my laptop and email it to you now.
3. \_\_\_\_\_

**14. Someone takes a long time coming back from their break:**

1. I'm afraid John hasn't come back yet.
2. I'm sure he'll be back soon but shall we start.
3. John will be here shortly. So, why don't we start.
4. \_\_\_\_\_

**15. Strongly but politely disagree:**

1. I'm afraid I can't agree with you there.
2. With all due respect, I'm not so sure I agree.
3. With all due respect, I have another opinion.
4. \_\_\_\_\_

**16. You have a technical problem that takes you more than twice to resolve:**

1. Let me try this one more time.
2. There is one more thing I can try.
3. \_\_\_\_\_

### **17. Someone leaves from your side:**

1. John has to go to another meeting.
2. John had to rush off.
3. \_\_\_\_\_

### **18. You need to adjust your equipment:**

1. Just a second. I'll move it.
2. Let me adjust the settings.
3. Let me adjust the volume quickly.
4. \_\_\_\_\_

### **19. Tell the other side they need to adjust their equipment:**

1. The camera seems to be pointing in the wrong direction.
2. Can you try moving/adjusting...
3. \_\_\_\_\_

### **20. Insist that people use their own names every time they speak:**

1. Sorry. Could people identify themselves before they speak?
2. It might be easier if people say their names each time they speak.
3. \_\_\_\_\_

### **21. Interrupt someone:**

1. Can I come in here?
2. Sorry to butt in but...
3. I'd just like to add that...
4. Can I add something quickly?  
\*NOTE: "Just" and "quickly" tell everyone you will be brief. If someone interrupts, you should say "Just let me finish" or "Can I quickly finish?"
5. Sorry to interrupt, but....
6. If I may just interject here, ....
7. \_\_\_\_\_

### **22. Go off topic:**

1. By the way...
2. That reminds me...
3. Digressing for moment, I'd like to discuss...
4. \_\_\_\_\_



### 23. Take the conversation back to a previous topic:

1. Can we speak a little more about...?
2. That brings us back to...
3. Can we get back to the topic of.....?
4. I think we should get back to the main point, which is.....
5. I think we are getting off track. Let's get back to the main topic.
6. \_\_\_\_\_

### 24. Ending the Call

1. That should do it for today.
2. That's about all for today.
3. Thank you everyone for joining.
4. Let's continue this discussion at our next call.
5. That's all for today. Nice talking to all of you today.
6. I think we should conclude our conference call here.
7. That concludes our meeting for today. Thank you all again for joining.
8. \_\_\_\_\_

## LEARN:

### WEEK 2 – IC2 Class: Business Meeting Phrases – Starters, Replies, Enders - January 2016 (Set 1)

*In today's lesson, you will learn **12 key business phrases** will help you improve your business communication skills at work. The business phrases listed below cover basic sentence starters, replies, reporting phrases, hypothetical statements, and conversation enders. They can be used during meetings and while talking to a coworkers.*

---



#### Example Dialogue

Meeting between a supervisor and a sales employee.

**Supervisor:** The key thing we need to remember is that we need to generate revenue in FY14.

**Sales employee:** I completely agree.

**Supervisor:** Speaking of revenue, how did the presentation at ABC Corporation go?

**Sales employee:** Great! It couldn't have gone any better.

**Supervisor:** That's good to hear because assuming ABC Corporation signs the contract, we will be in a good position for FY14.

**Sales employee:** Absolutely.

**Supervisor:** I have to get to a meeting. We'll follow up with this once we've finalized the contract.

## SENTENCE STARTERS

Sometimes it can be difficult to know how to begin a sentence in a work setting. Try using these phrases to help you get started.

- **1. The key thing is...**
- **2. We need to get...**
- **3. Look,...**
- **Ex. Look,....if we/ you....**
- **4. One thing we're really going to have to do is...**
- **→ One thing we're really gonna have to do is...**
- **5. Here's the way I see it.**

### Examples:

- **1. The key thing is** we have to decrease our costs.
- **2. We need to get** a new business partner.
- **3. Look, if we** do that, it might be risky.
- **4. One thing we're really going to have to do is** streamline our project.
- **5. Here's the way I see it. We need to** ask everyone to work faster.

### More Phrases

- **6. I just want to point out...**
- **7. Honestly...**
- **8. The bottom line, realistically, is...**
- **9. I'd like to begin by saying...**

### Examples:

- **6. I just want to point out that** our sales have increased 10 percent this year.
- **7. Honestly,** we need more time.

- **8. The bottom line, realistically, is this product is not selling well.**
- **9. I'd like to begin by saying I appreciate your comments.**

## **More Phrases**

- **10. It is my opinion that...**
- **11. I have noticed that...**
- **12. Here's my take on this.**

## **Examples:**

- **10. It is my opinion that this product will be a hit in Japan.**
- **11. I have noticed that our communication between sections has improved.**
- **12. Here's my take on this. We need to get everyone on the same page to be successful.**

## **Homework:**

- **Directions:**
  - 1. Try to think of your job, work, or project..
  - 2. Then, using today's Key phrases, make 12 original sentences.
  - 3. Printout your homework.
  - 4. Bring your homework to class next week.
  - 5 Good luck!
- 

----- End of Lesson -----