

# Term 3 – WEEK 5 Contents– International Business 2 Class (IB2)

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## Today's Agenda

- 1. REVIEW: Step 2 (3 Types)
  - 2. REVIEW: Presenter “Confirmation” Phrase
  - 3. LEARN: “Clarification” questions
  - 4. REVIEW: 4 Visual Vocabulary (Set 3)
  - 5. CHECK: Homework
  - 6. ACTIVITY: Present 3 slides (Set 3)
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## REVIEW:

### Week 4 – Term 3 – IB2 Class: 3 - Step “Asking Questions Technique” (Including Business Dialogue)

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#### Step 1: May I ask you a question?

#### Step 2: Regarding..... (THREE Types)

##### A. Regarding ..... (Specific Topic)

- Regarding your specifications
- Regarding the new plan
- Regarding our company products

##### B. Regarding ..... (Slide parts)

- Regarding the blue line
- Regarding the yellow section

- Regarding the red box
- Regarding the green color
- Regarding the left side /the right side
- Regarding the dotted line ( .....)
- Regarding the dashed line ( -- -- -- -- -- )

### C. Regarding ..... (General type)

- Regarding your slide / this slide
- Regarding your information / this information
- Regarding your data / this data

**Key Point: You can use the GENERAL type for ANY slide or chart**

- → your slide/this slide
- → your information/this information
- → your data/this data

### **Step 3: Ask your question**

- → What/ Where/ When/ Why/ Which/ Who/ How/ Did you....?/ Can you tell me about...?/ What kind of....?/ When do you plan to ....?/ Have you already....?/ How many...? /How much....? /What do you think about....? / What's your take on ....? / Have you....?/ Is....? / Why.....?/ Is there....?

**Today's Key Point: If you are the presenter:**

**Presenter Confirmation Phrase:**

**→“Does that answer your question?”**

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## **Sample Business Dialogue:**

Member: **May I ask you a question?**

Presenter: Sure. / Okay. / Yes.

Member: **Regarding** next year's project, **when** do you plan to open the new factory in Singapore?

Presenter: **From my point of view**, first, we have to contact our Singapore vendors. Then, we have to make a final contract. As a result, **my take is** we will open the new factory in Singapore in October 2016.

Member: **I see. Thank you.**

Presenter: **Does that answer your question?**

Member: **Yes, it does.** Thank you.

Presenter: My pleasure.

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## **LEARN:**

### **Week 5 – Term 3 – IB2 Class – “Clarification” Questions**

**Key Phrases:** For audience members or meeting members:

**THREE** Key “**Clarification**” Phrases:

#### **1. What does.....mean?**

Examples:

What does “failure rate” mean?

What does the blue line mean?

What does the red color mean?

## 2. What does .....represent?

Examples:

What does the grey section represent?

What does the left part represent?

What does the upper right side represent?

## 3. Can you tell me what .....means?

Examples:

Can you tell me what “FY” means?

Can you tell me what the red dashed line means?

Can you tell me what the green bar means?

### Example “Q and A” Clarification Dialogue #1:

- Member: Excuse me. May I ask you a question?
- Presenter: Sure.
- Member: Regarding your data, **what does “GUI” mean?**
- Presenter: Yes. **“GUI” means** “Graphic User Interface.”
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?

### Example “Q and A” Clarification Dialogue #2:

- Member: May I ask you a question?
- Presenter: Okay.
- Member: Regarding your data, **what does** the red dashed line **represent?**
- Presenter: Yes. **The red dashed line represents** our sales trend for FY14.
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?

## For Presenters: When you don't know the answer:

**Key Pattern: “I'm not quite sure, but, my guess is.....”**

### Examples:

1. **I'm not quite sure, but, my guess is** the price is about 100 US dollars.
2. **I'm not quite sure, but, my guess is** we will finish by the end of next week.
3. **I'm not quite sure, but my guess is** our sales will continue to increase in China.

### **Example “Q and A” Dialogue #3:**

- Member: May I ask you a question?
- Presenter: Okay.
- Member: Regarding the price of our product, **how much is the price of our product in North America?**
- Presenter: Good question. **I'm not quite sure, but, my guess is** the price is about 100 US dollars.
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?

## REVIEW:

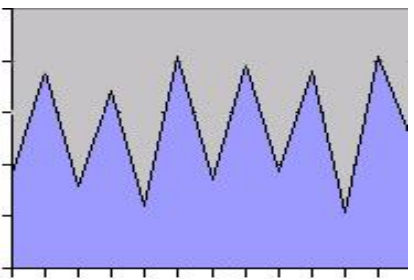
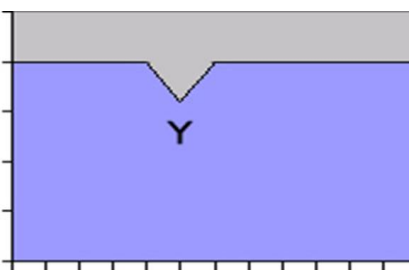
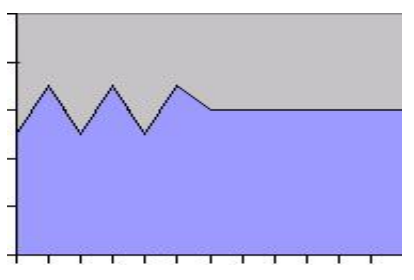
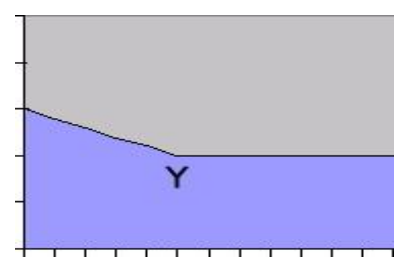
# IB2 Class: Reporting Results using visual aids (February 2016) – Part 3

*In business, it is very important to use vocabulary that will give your audience or listener an “image” of the words that you are trying to communicate. In today’s lesson, we will study **4** key phrases that you can use to describe your business situations in a dynamic and creative way.*

Now, let’s study **FOUR** more **Key Vocabulary Words** for imaging:

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### FOUR Key Phrases and Words to describe Business Situations

	<ul style="list-style-type: none"><li>• 9. The number of new products in the market “<b>fluctuated wildly</b>” in 2015.</li><li>• Amazingly, the Japanese yen rate “<b>fluctuated wildly</b>” at the beginning of this year.</li></ul>
	<ul style="list-style-type: none"><li>• 10. Last year, the yen dollar exchange rate “<b>dipped at</b>” 115 yen this year.</li><li>• The production cost for our products “<b>dipped at</b>” the end of last year.</li></ul>
	<ul style="list-style-type: none"><li>• 11. We found that our revenue “<b>stabilized</b>” during the second half of FY14.</li><li>• We found that our revenue “<b>levelled off</b>” during the second half of FY14.</li></ul>
	<ul style="list-style-type: none"><li>• 12. The price of our product “<b>bottomed-out</b>” at 99 US dollars in February.</li><li>• The price of our product “<b>levelled-off</b>” at 99 US dollars in February.</li></ul>

## Plus: Adding your **REASON** and **RESULT**

- A. This was primarily caused by.....(Cause or Reason) + As a result, ....
- B. This was due to.....(Cause or Reason) + Therefore, ...
- C. The reason why this happened was.....(Cause or Reason).+ Consequently, ....
- D. This was due to the fact that.....(Cause or Reason) + Hence, ....
- E. The reason for this was.....(Cause or Reason) + As a consequence, ....

## REVIEW: Visual Description Technique

### FOUR Key Steps:

- Step 1: **INTRODUCE** your slide.
- Step 2: Say the **KEY POINT** of the slide.
- Step 3: Say the **REASON**.
- Step 4: Say the **RESULT**.

Now, let's combine today's key points and make a business simulation!

### Example #1:

- **This chart represents** sales of our products in 2014.
- As you can see from this chart, our sales last year “**fluctuated wildly.**”
- **This was primarily caused by** the fluctuating Japanese yen in the middle part of 2014.
- **As a result**, we were able to sell more products in Europe than North America.

### Example #2:

- **This diagram illustrates** the software problems we had last year.
- As you can see, the software problems in our products “**stabilized**” in 2012.
- **This was due to the fact that** our quality control situation improved in Indonesia.
- **Hence**, we also saw an increase in the sales of our products in the Asia region.

### Example #3:

- **This graph shows** the sales of our new products during last year.
- As you can see from this slide, our sales of our new product “**bottomed out**” at the end of 2013.
- **The reason why this happened was** consumers in America did not buy as much due to the bad economy.
- **Consequently**, our Bluetooth product sales did not increase.

## CHECKED Homework:

1. Next week, you will have a chance to use today's key phrases and "report" results in a meeting situation.
  2. Using actual information from your work, bring 3 examples to share with the class next week.
  3. Make sure to **PRINTOUT** 3 visual aids that clearly show your results. (i.e. Charts, diagrams, graphs, etc.)
  4. Bring your homework to class next week.
  5. Good luck!
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## Homework:

1. No Homework!
2. Have a nice weekend!

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