

# Contents

| PAGE | TITLE  | TOPICS   | USEFUL LANGUAGE AND SKILLS  |
|------|--|--|---|
| 5    | <b>1</b> <b>Could we meet next week?</b>             | Arranging a meeting<br>Confirming a meeting by email<br>Rescheduling a meeting   | Using first names<br>Apologizing for changing a meeting time<br>Getting emails right<br>General meeting vocabulary            |
| 14   | <b>2</b> <b>Can we make a start now?</b>             | Saying hello and making introductions<br>Starting a meeting<br>Stating the objectives<br>Introductions                     | Making small talk<br>Writing formal and informal agendas<br>Chairing a meeting  |
| 23   | <b>3</b> <b>Can I make a point here?</b>             | Reporting progress<br>Explaining cause and effect<br>Interrupting and dealing with interruptions                           | Interrupting politely<br>Asking for clarification<br>Giving your opinion<br>Video conferencing                                |
| 32   | <b>4</b> <b>I'm not sure I agree</b>                 | Asking for comments and contributions<br>Expressing strong and tentative opinions<br>Agreeing and disagreeing              | Disagreement and criticism in different cultures<br>Diplomatic language<br>Making positive suggestions<br>Resolving conflicts |
| 40   | <b>5</b> <b>It's a deal</b>                          | Responding to offers<br>Buying time<br>Taking a vote<br>Summarizing the results of a meeting                               | Reaching agreement<br>Talking about possibilities<br>Controlling the timing of a meeting<br>Intercultural communication       |
| 48   | <b>6</b> <b>So, I think we're finished for today</b> | Ending a meeting and thanking participants<br>Confirming decisions and action points<br>Follow-up emails<br>Saying goodbye | Talking about plans<br>Formal and informal minutes<br>Mixing business and pleasure  |
| PAGE | APPENDIX   |  |   |
| 54   | <b>Test yourself!</b>                                |  |   |
| 56   | <b>Partner files</b>                                 |  |   |
| 62   | <b>Answer key</b>                                    |  |   |
| 67   | <b>Transcripts</b>                                   |  |   |
| 74   | <b>A-Z word list</b>                                 |  |   |
| 77   | <b>Useful phrases and vocabulary</b>                 |  |   |