Confident Meetings

Before the lesson – Revise the main points about INTONATION AND STRESS from your starter pack and some LINKING WORDS. by watching the tutorial.

Activity One –Discuss the following points:

- **How do you feel about participating in English in Meetings?**
- **What are your most recent experiences?**
- **What problems did you encounter?**

Activity Two – Confident – Read the Article. www.confidenceworld.com

Develop the confidence to speak up at meetings

Are you generally quiet at meetings?

Do you tend to observe what's going on, but hesitate to get involved? I bet you've gone through the following scenario a hundred times:

There you are in the meeting, listening attentively trying so desperately to contribute to the conversations that are taking place. Sometimes you're not even listening at all because you are too busy thinking of what you could possibly say!

The person with the biggest mouth is having his or her say; the same old people are talking.

Then "POW! ZAP!" you have a great idea or have a really valuable thing to say but you don't say it!

You're too scared. You are frightened that the idea is going to be rubbish or that it is too obvious. You decide to say nothing!

Then, all of a sudden, as if someone has read your mind, another person comes out with exactly what you were thinking and takes credit for it! "That could and should have been me!" you think and then you lose confidence.

Some people think: "It's better to say nothing and let people think you are stupid rather than open your mouth and remove any doubt"

However you have to try and stop worrying about making mistakes and dare to share! The first thing you should think to yourself is that you are at the meeting for a reason. That reason is to take in information as well as to share information yourself.

Reasons why you can and should confidently speak up at meetings.

Let me give you some reasons why you can, and should speak up at meetings:

The team needs you…every individual on a team has a role to play, something to contribute.

Your opinion is as important as anyone else's and you might be representing your 'store', your country or your colleagues.

If you are communicating regularly with the team or work group it will help you to get your message across and encourage feedback if you discus things in a meeting situation.

Your relationship with other team members or colleagues will improve if they learn to respect your opinion.

The facilitator/chairperson might be wondering whether or not to invite you into the conversation…let him/her know you're present and paying attention

Contributing to meetings is good for your career. It makes people value you and your ideas and they will remember your contribution in the future.

EASY ACCESS ENGLIGH – CONFIDENT MEETINGS

Activity Three – Express Yourself.

Here is a list of useful expressions for meetings. Read them out.

Expressions for meetings:	
Good afternoon	
It's nice to speak to you again	I'd like to emphasize the importance of
I'd like to start by saying	Besides
I will be talking about three major points	In conclusion
The key points to cover are	Let me sum up
I would like to stress that	That covers what I wanted to say
I'd like to point out	Feel free to ask any questions
I think we should go over	I'd be glad to answer any questions
Overview	Thanks for listening
To add	As I said earlier
In brief	That's a very good question
Furthermore	

Expressions for addressing an issue

- I would like to point out the ….
- We need to take immediate action about…
- There is a major issue with…
- We have encountered a lot of problems with..
- I want to draw your attention particularly to….
- I am concerned with….
- There are issues to resolve with…
- The major problems with have encountered are…
- The main problem with this is that…



Expressions for Justifying your decisions

- Our main aim was to….
- We made the decision to ….
- Our priority is to…..
- We needed to work around….
- We decided to place the emphasis on…
- We have decided to prioritize
- We made the decision not to do that because…

Activity Four – I'm In a Meeting.

1. Simulate a telephone meeting with your BS manager and IOS representatives of your department.

2. Talk about your current focus and a project your are working on at the moment. Explain the key points, propose solutions and answer any questions. Remember to use the expressions from the list.

3. Explain a new procedure you have put into place. Explain also which parts of the procedure and particularly important and why and which parts there are often mistakes or problems with.

At the end of this activity we will go through some corrections.