

NEW

English for Business Communication

Second Edition

Simon Sweeney

A short course for intermediate to
upper-intermediate learners

***– now with self-study
tasks in every unit***

Benefits for business learners:

- NEW to the Second Edition
 - self-study pages in every unit
- NEW larger format for ease of use
- focus on listening and speaking
- integrated reading and writing tasks
- realistic communication activities
- useful language and communication skills checklists in every unit

English for Business Communication

Second Edition

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Particularly designed for managers, or those aspiring to management, who need to improve their ability to communicate when socialising, telephoning, presenting, taking part in meetings and negotiating.

UNIT 10 Making meetings effective

Quick Communication Check

1 Meetings vocabulary

Look at the word square below. Find seven words which match the given definitions.

- A written report of what was said in a meeting.
- People who attend a meeting.
- The purpose or intention of the meeting.
- List of items to discuss in a meeting.
- Person who controls a meeting.
- Change the date of a meeting to a later date.
- To have a break in a meeting.

2 Chairing a meeting

A Complete the following sentences with words from the box.

- _____ to the meeting.
- We have three _____ on the _____.
- The main _____ of the meeting is to reach a decision on the Abacus Project.
- I'd like to hear John's _____ and then we can have a _____.
- I hope we can _____ by 4 o'clock.
- John, can you _____ your main points?
- Does anyone have any _____?
- Let's _____ to the next point.
- There is not enough time to discuss this. Can we _____ this discussion to another meeting?
- I think we should _____ the meeting now, as it's after 4 o'clock.

B Choose the right ending to make the chair's remarks below.

- I'd like to welcome _____ a) who is going to present a short report.
- There are three things _____ b) comments on Marie's report?
- Can I introduce Marie Fischer, _____ c) all the items on the agenda.
- Does anyone have any _____ d) a date for our next meeting?
- Let's move _____ e) for coming.
- So, that's completed _____ f) to the next point.
- Can we fix _____ g) all for today.
- I think that's _____ h) on the agenda.
- Thanks _____ i) everyone to the meeting.

102

UNIT 11 Sorry to interrupt, but ...

11 Sorry to interrupt, but ...

AIMS

- The structure of decision-making
- Stating and asking for opinion
- Interrupting and handling interruptions

1 The structure of decision-making



1 Read the following extract and answer these questions.

- What kind of meetings is the text about?
- What *structure* does the text describe?
- What key point is made about communication?

2 Read the text again. Do you agree with:

- the first sentence? Give reasons for your answer.
- Haynes's suggestions for the steps involved in decision-making?
- the view that communication must be a two-way process?
- what the writer says about consensus in the final paragraph?

103

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