

Course: Business English

Level 2

Day №18

Culture focus



1. How do you let someone know you want to speak in meetings?

- a. Bang your fist on the table
- b. Raise your hand
- c. Just start speaking
- d. Say “err” or “ummm” before speaking
- e. Ask if you can say something
- f. other

2. Which are acceptable in your country/culture/company?

Language focus

Use should or shouldn't to fill the gaps.

1. MANAGER: Nobody check the email from the company website. This
happen.

COLLEAGUE: You're right. We assign one person to check every day.

2. MANAGER: Everyone goes to lunch at the same time and no one is left to answer
the phone.

COLLEAGUE: I guess we all go together. Some go at
twelve and some at one.

3. MANAGER: Customers are complaining that when they call the office, they are
left on hold. We keep people waiting.

COLLEAGUE: We organize a training workshop.

Reading activity

BOSS: What do you think, Paul?

PAUL: We shouldn't ask customers to talk about problems with our products. This may leave them with a negative feeling.

BOSS: Agreed. What should we ask them for?

SHIELA: I think we should ask them to make positive suggestions.

BOSS: Everyone agreed?

ALL: Yes.

BOSS: OK. So, we've decided we need to get this kind of feedback from our customers. The question is, how do we get it?

MARY: May I suggest something?

BOSS: Sure, go ahead.

MARY: I think we should send a questionnaire to the cust...

SHEILA: The problem with questionnaire is that people don't return them.

PAUL: Ummm...

BOSS: Yes, Paul?

PAUL: I agree. I think we should ask our customers face-to-face when we meet them.

MARY: I'm not sure about that. We shouldn't ask people face-to-face because they might not be honest in their answers.

BOSS: That's true.

MARY: Er...how about offering a free gift if customers return our questionnaire?

BOSS: Good idea. We should send out questionnaire offering free gift if people respond.

Questions

- a. Listen to the company meeting. The meeting is to discuss ways to get customer feedback. How do the people let others know that they want to talk? Check (✓) the ways you hear.

1. use “err” or “ummm”
2. bang on the desk
3. just start speaking
4. ask a question



- b. Circle which of the options were decided.

1. They should/shouldn't send customers a questionnaire.
2. They should/shouldn't ask customers face-to-face.
3. They should/shouldn't ask about problems with their product.
4. They should/shouldn't ask customers for suggestions.

Communication Activity

You are in a meeting to discuss changes in the office. Read the instructions and prepare what you are going to say. Act out the meeting.

Useful language

That's great/good idea.
I can't agree with you there.
That's possible.
I'm not sure about that.



Student

Suggest a no-smoking rule for the office.

Disagree. You think this is an old style of management.

Suggest standard working hours for everybody.

Agree.

Teacher

Agree strongly.

Suggest staff clock in and out everyday.

Disagree. The staff are happy with a more flexible approach.

Suggest staff keep a time sheet of hours worked.



Are you confident in expressing your ideas during a meeting?
How persuasive are you?

How persuasive are you?

To what extent do you do the following things when you really want to persuade somebody of something? Consider your behavior both at work and in your private life, and circle a, b, c for each statement.

1. I repeat the point I am making to be sure I have been heard and understood.

- a. never
- b. sometimes
- c. Often

2. When I am trying to persuade people, my voice gets louder.

- a. never
- b. sometimes
- c. Often

3. I try to make my points quickly and clearly, and stop often to check for agreement.

- a. often
- b. sometimes
- c. never

Continuation:

4. I try to find out what the other person's objections are, and what they need to reach agreement.

- a. often
- b. sometimes
- c. Never

5. If people do not see my point of view, I use stronger or more forceful language.

- a. often
- b. sometimes
- c. never

6. I try to see the other person's point of view, and tell them, e.g., "I see what you mean."

- a. often
- b. sometimes
- c. never

Continuation:

7. I call people names like "idiot" or generalize, e.g. "You always say that!"
 - a. never
 - b. sometimes
 - c. often

8. I mention incidents or disagreements from the past.
 - a. never
 - b. sometimes
 - c. often

9. I interrupt the other person when he/she is talking or explaining.
 - a. never
 - b. sometimes
 - c. Often

10. If the other person objects to something I say, I immediately argue against his/her objections
 - a. never
 - b. sometimes
 - c. often

Continuation:

11. I watch the other person's body language for signs of disagreement.

- a. often
- b. sometimes
- c. never

12. I watch my body language carefully and do not show anger or shyness.

- a. often
- b. sometimes
- c. never

13. I listen completely to each point or objection that the other person makes.

- a. often
- b. sometimes
- c. never

Do you agree with the results?

Your score

0 points for each a.

1 point for each b.

2 points for each

If your score is 0-8:

You are a good listener, and a good persuader. You are often able to persuade people to your point of view because you are calm (you don't get angry easily) and sensitive (you show that you care about other people's feelings). You are the kind of person who is very good at negotiations.

If your score is 9-17:

You have some good attitudes and habits that help you to persuade people, but you also have some bad habits that you need to work on. Remember that the key to persuasion is making people comfortable with your point of view, which means you to see their point of view as well. Work on your listening skills, and try to not use forceful or insulting language.

If your score is 18-20:

You may find it hard to see the other person's point of view, and other people may find you a bit frightening or too forceful. People may think that you are not really listening to them - and you probably think the same thing! Try to listen to other people's points and objections, and be sensitive to them. Think through your opinions and arguments carefully before you try to persuade someone. That way you may be more able to listen to their objections.

Speak your mind

Read each situation and answer the questions.



Think of a situation wherein you succeeded in persuading your colleagues to agree with your idea.

1. What was the idea about?
2. How did you convince them?
3. What did you feel after that?

Think of a situation wherein you failed to persuade your colleagues/family about a certain idea.

1. What was the idea about?
2. What could you have done differently?
3. What did you learn from that incident?

***Thank you for
today!***

***I'm looking forward to
seeing you again!***