

# Contents

<b>To the student and teacher</b>	4
<b>Inside a meeting room</b>	5
<b>Unit 1: Types of meeting</b>	6
<b>Unit 2: Arranging to meet</b>	10
<b>Unit 3: Writing emails in preparation for meetings</b>	14
<b>Unit 4: Confirming and rescheduling meetings</b>	18
<b>Unit 5: Booking a business centre for a meeting</b>	22
<b>Unit 6: Planning meetings</b>	26
<b>Unit 7: Networking before a meeting</b>	30
<b>Unit 8: Opening a meeting</b>	34
<b>Unit 9: Introducing yourself at a meeting</b>	38
<b>Unit 10: Moving through the agenda and summarizing the discussion</b>	42
<b>Unit 11: Opening a videoconference</b>	46
<b>Unit 12: Keeping the discussion on track</b>	50
<b>Unit 13: Coping with strong disagreement</b>	54
<b>Unit 14: Dealing fairly and sensitively with difficult issues</b>	58
<b>Unit 15: Taking part in a brainstorming meeting</b>	62
<b>Unit 16: Reporting back to the client</b>	66
<b>Unit 17: Ending a meeting</b>	70
<b>Unit 18: A formal board meeting</b>	74
<b>Unit 19: Writing the minutes</b>	78
<b>Unit 20: Monitoring action and evaluating meetings</b>	82
<b>Case studies</b>	86
<b>Useful language</b>	94
<b>Listening scripts</b>	99
<b>Answer key</b>	107
<b>Can do checklist</b>	112

# To the student and teacher

This book is for professional people and business English students who wish to improve their skills in meetings. It can be used by pre-intermediate students and above, in class or as a free-standing book for self-study.

## Syllabus

The book offers systematic coverage of all aspects of meetings in English: the different types of meeting, arranging and preparing for meetings, socializing in and around meetings, managing and participating in discussions, and follow-up. Aiming to develop students' skills in all of these areas, the book consists of 20 units of four pages each. The first six units deal with organizing meetings, Unit 7 covers social networking before a meeting, Units 8 to 18 deal with managing and participating in both formal and informal meetings, and the last two units cover follow-up after meetings.

## Course features

The book has a particular emphasis on vocabulary, listening and speaking, which form the absolute basis of successful communication in meetings. The audio CD allows students and teachers to listen to natural meeting scenarios, and to play and replay as desired. There is also a good deal of material to develop students' reading and writing skills, and each unit includes focused grammar and pronunciation practice.

Imaginary companies and characters add a real-life edge to the content. Some of these companies are the focus of two or more units; others appear just once. All are introduced in brief on their first appearance in the book. 'Culture points' also appear regularly throughout, emphasizing the importance of cultural sensitivity when participating in international meetings.

Each unit is divided up into four main sections: 'Background' gives company and cultural information relevant to the unit; 'Skills work' is the main part of the unit and focuses primarily on receptive skills (listening and reading) practice; 'Further practice' provides additional exercises in pronunciation, grammar and vocabulary; 'Over to you' gives students the chance to develop their speaking skills. Additional communicative activities can be found in the 'Case studies' section at the back of the book. These work best when the student refers to, and tries to put into practice, the relevant language in the 'Useful language' section, which lists phrases in useful categories for easy reference. There is also an answer key for all activities together with a copy of all recorded texts.

## How to use this book

This book is very flexible and the units can be studied independently from each other. They don't have to do all the units if they don't meet their personal needs – for example, they need not do Unit 18 if they never attend very formal meetings. On page 112 there is a 'Can do checklist', which maps the content of the book with practical 'I can...' statements. Students can refer to this checklist both before using the book (to find out which areas of meetings are most important and relevant to them) and afterwards (to highlight which areas they still need to work on). If there are any statements that the student cannot tick, then he/she should focus on those units.

If you are not studying in a class, you can work with the book and the audio CD. When you see a speaking activity you can prepare for it and then say it aloud for yourself. You can also use the 'Useful language' section at the end of the book to practise using the new language.

## Further resources

For further practice with English grammar, *Intermediate Language Practice* by Michael Vince (Macmillan Publishers, 2010) is recommended.

The monolingual *Macmillan English Dictionary* (MED) is an excellent vocabulary resource for this level. An electronic version of the dictionary is available on the accompanying CD-ROM or the MED website ([www.macmillandictionary.com](http://www.macmillandictionary.com)). If you need help with your pronunciation, you can click on the icon next to a word and listen to the stress. Alternatively, you can practise saying the word using the microphone, and compare your pronunciation with the original.

