

GBS Day50

Fill in the blanks.

Answer Key: 1. issue 2. conflict 3. adjourned 4. highlights

Progress test (testing contents of Day 1 – Day 49)

Answer key:

1. I might be able to offer a discount of around 3% if you can increase your order by 500 units.
2. I'm sure you can allow us a discount for bulk purchasing.
3. I'm sorry, we can't go any lower than 5% unless you pay for the installation.
4. Polarization is occurring now not only in the world economy but also in the world of airline seating
5. Let me briefly summarize what I've said so far.
6. Communitarianism encourages individuals to work for consensus in the interests of the group.
7. Sorry to interrupt you, but I'm afraid I don't quite understand what you are getting at.
8. I'm sure you can allow us a discount for bulk purchasing.

B. Complete the sentences with words from the box.

Answer key:

Making small talk is vital to building connections that increase your business. Small talk is polite conversation about things that are not important, often between people who are meeting for the first time. Making small talk gets friendships started and 'breaks the ice'. In spite of seeming to have little useful purpose, small talk helps develop good relationships and a good atmosphere and the ability to conduct small talk is a business skill because it can make doing business easier. It's nothing difficult. Discussing the weather, for example, with people who you don't really know is an example of small talk that many of us are very familiar with on a daily basis.

What to avoid

Answer key:

The most common mistake with presentations is trying to cram in too much information – you either end up talking too fast, or overrunning the time limit.

Start with an introduction that sets out the structure, followed by the main body consisting of 3 (or 4) main points, each followed by evidence to support these, and finish with a brief summarizing conclusion.

What Is a Good Meeting?

Answer key:

What Is a Good Meeting?

Bad meetings have tendency to (drone) on and on, and you keep wondering why you are (present) there. In a good meeting, on the other hand, everyone's ideas are (heard), decisions are made with (reasonable) speed, and what participants do are (focused) on concrete results.

Good meetings are full of (enthusiasm) and provide participants with something that may (benefit) them in their future careers.

A good chairperson is someone who understands the aims of a meeting, helps keep the discussion on (track), collaborates with participants to finish the meeting in the time (allotted), and follows an (agenda).

Good participants join the meeting knowing what the business at (hand) is, give thought to (concerns) over main issues. They take (turns) talking, and help to move decisions forward.

E. Read the text and answer the following questions.

Answer key:

1. No, it is not a contract.

2. It means making a proposal for action.
3. It means being recognized by the Chair as being entitled to speak.

F. Complete the sentences with words from the box.

Answer key:

When starting a negotiation, begin with a greeting and welcoming. Then, introduce team members. It is important that everyone at the meeting knows their roles. Then develop small talk (trip, weather, etc.) – something to 'break the ice' and to make the meeting a friendly one. After that, suggest it's time to start the negotiation. Then comes an opening statement. Then whichever party that called the meeting begins the negotiation by giving an opening proposal. A proposal is a formal offer or suggestion made by one business to another. In a negotiation, each party needs to respond to what the other says for the negotiation to proceed. And remember – it's important to listen to the opening statements and what the other party is signaling, otherwise the negotiation can quickly go in the wrong direction. Check your understanding of the other party's proposal and paraphrase it to clarify and acknowledge it.