BECOME A TELECONFERENCE MASTER!

Sometimes you may be asked to lead a global online meeting with team members from other sites. If you know some useful phrases for this situation, it will help you run a successful meeting. As well as starting and finishing the meeting, you will have to ask members for their input, deal with interruptions and ensure that members stick to the agenda.

The phrases below for managing a global meeting are divided into the following areas:

1. Inviting participants to speak
2. Sharing the screen
3. Respecting the agenda and schedule
4. Closing and introducing new items
5. Interrupting politely
6. Dealing with interruptions
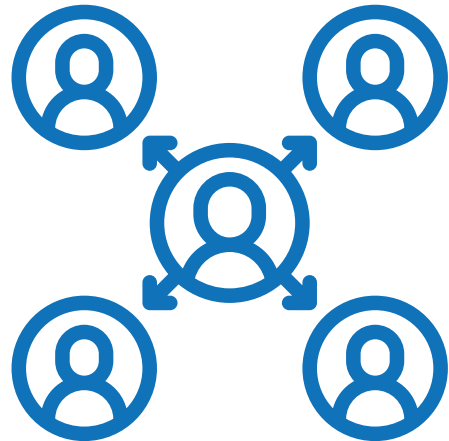
Practice saying the phrases below with your instructor.

EXAMPLES

Inviting participants to speak

✓ Let's ask / I'd like to ask everyone for their opinion.

✓ Aki, what are your thoughts / what do you think / what's your opinion?

✓ Suzuki-san, where do you stand / what's your position on this?

✓ Lee, can you tell us about / fill us in on … ?

✓ Lee, can you give us an update / bring us up to date on … ?

✓ Abe-san, I believe you have something to add to this point.

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Sharing the screen
✓ I'm sharing my screen now. Can everyone see it?
✓ Can you all see the document/the agenda?
✓ Can you all see the file I just shared?
✓ Could you share your screen please, Joe?
✓ Thank you, John. You can stop sharing now.

Respecting the agenda/schedule
✓ Perhaps we can come back to this later?
✓ We seem to be getting side-tracked here. Let's try to keep/stick to the agenda.
✓ Can we deal with that in another meeting please?
✓ Perhaps we could speed things up a little.
✓ May I remind everyone that we have to finish by 4pm.
✓ Please be brief as we only have 30 minutes.

Closing and introducing new items
✓ I think that's all we need to say about that item.
✓ I think we should close that point and move on to...
✓ Right, I think we've covered that. Let's turn to ...
✓ If no-one has anything to add, let's move on to the next item on the agenda.
✓ Okay, so we've finished discussing..., let's turn to...

Interrupting politely
✓ Can I just come in/ jump in/cut in here?
✓ Excuse me, sorry to interrupt, but...
✓ I have a question ...
✓ May I say something?
✓ Could I just clarify something?
✓ Could we just go back to slide 2?

Dealing with interruptions
✓ Just a moment, Aki. We'll come back to you in a minute.
✓ Let's let Rachel finish her point.
✓ Ota-san, can you continue? John, we'll come back to you in a moment.
✓ Could everyone hold their opinions for a minute until Tanya has finished?
✓ You are talking over each other. I can't hear what anyone is saying.
✓ I believe Cindy is trying to say something.

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EXAMPLE DIALOGUE

Hiroshi: I'm sharing my screen now. Can everyone see it?

All: Yes, I can see it.

Hiroshi: On the chart you can see an overview of the current problem. I'd like to ask everyone for their opinion. However, please be brief as we only have 20 minutes.

All: Okay. / Sure.

Hiroshi: Yuko, what are your thoughts on this?

Yuko: Well, I think we need to conduct more testing before…

Lee: Can I just come in here? In my opinion, we should start…

Hiroshi: Yuko, can you continue? Lee, we'll come back to you in a moment.

Yuko: Thank you. As I was saying, I think we need to…

YOUR TURN!

Hold small online meetings on the topics below. Try to include some of the teleconference language above in your meeting as well as any other relevant communication skills. (If you are doing this activity face to face, just imagine that it is an online meeting).

· An idea for the next team building activity
· An idea for a prize for a Micron prize draw event
· A good way to study English
· A good restaurant to take Micron visitors to
· (Your idea)

Click here! for more advice and techniques for Meeting English!

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