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| **Calling a meeting** | **Agreeing** |
| I would like to call a meeting to discuss ...I have called the meeting to … | I agree.I totally agree with you on that. |
| **Agenda/ Outlining the main points** | **Disagreeing**  |
| The main items on the agenda are …Here’s our today’s agenda:We are here today to talk about … Our main aim today is to … As you can see here on the agenda …Firstly, we’ll be talking about …After that, we’ll be looking at …Followed by …If time allows, we will also cover … | I don’t agree with you at all.It’s out of the question.Mm, I’m not sure about it. |
| **Taking the minutes (minuting the meeting)**  | **Asking for feedback**  |
| Peter, I would like you to minute the meeting.The meeting will be minuted.Our secretary will take the minutes.Joanna has kindly agreed to take the minutes today. | What do you think about …John, how do you feel about …?Are you positive that …?What are your views on …? |
| **Confirming agreement** | **Giving feedback** |
| Is that acceptable?Do you agree?Would you like to add something?Are there any other items to go on the agenda? | May I come in here please?If I could have a chance to speak for a moment please. Sorry, could you speak up a little please? I can’t hear you at the back. |
| **Getting started** | **Asking for clarification** |
| Right, everyone has arrived now, so let’s get started.If we are all here, let’s start the meeting.Now that everyone is here, shall we begin?Shall we get down to business?Okay, we have a lot to cover today, so we really should get started. | I don’t quite follow you. What exactly do you mean?Do you mean that …? |
| **Introductory phrases** | **Bringing the meeting to a close** |
| Actually, …Well, …Frankly, …With all due respect, …To be honest, …As a matter of fact, …To put it bluntly, … |  Is there any other business (AOB)? If there are no further points, I’d like to bring the meeting to a close. Before we close the meeting, I’d like to briefly summarise the main points …It looks like we’ve finished ahead of schedule, so let’s finish up here.Thank you all for your input today.Before you leave, please remember to sign the attendance sheet |
| **Keeping the time** | **ACTIVE LISTENING TECHNIQUES TO BE USED DURING ANY MEETING:** |
| That’s a valid point but we will discuss that in more detail at a later date.Okay, let’s talk more about that later on.I’m afraid we’ll have to come back to this later.We’re running short on time, so let’s move on to the next topic. | **Paraphrasing what the other person has said**If I understand, you are saying that ….**Reflecting on what the other person has said**I see. My only concern is that tit will be a real challenge for you**Clarifying what the other person has implied**I’m not sure about that. What sort of time frame you have in mind?**Echoing what the other person has said***A:* that’s probably too late. *B:* Too late? *or:* Too late! I don’t think so.**Summerising what the other person has said**OK, do you mind if I just recap? What we have agreed so far is that… |
| **Making a suggestion** | **Agreeing** |
| I suggest that we invite an external consultancy to advise us on that issue.I would suggest not doing it at this point.What about spending more on marketing? | I agree.I totally agree with you on that. |

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