

Contents

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