

Lesson1

- **Part 1: Key Points for Successful Meetings**
- **Part 2: Opening a Meeting**

Lesson 1 - Part 1:
Key Points for Successful Meetings

❖ Questions:

Share your experiences with the class and discuss

- How many meetings do you attend in a week?
- What is a typical meeting in your company?
- And what is your role in these meetings?
- How much planning and preparation do you do?
- If you have a new idea or thought, do you usually share it during the meeting?

A western-style meeting is a place for brainstorming ideas, exchanging opinions, and making decisions. It's expected that all attendees actively participate in the discussion.



Warm-up

*Work in groups. Read the following situation and topics.
Then, hold a 10-minute meeting to decide on the following topic.*

■ *Situation:*

You work for T&G Japan. Two co-workers from T&G Headquarters will come to Japan. They are visiting Japan for the first time.

They plan to stay in your city for three days. As the host, you would like to offer hospitality and make them feel comfortable during their stay.

■ *Topic:*

Decide where to take your co-workers for sightseeing.

They have one free day and are interested in Japanese culture.

Discussion

- *Discuss the following items with the same group. Then, share your answers with the class.*
1. Did you have a successful meeting?
Discuss the reasons that it was or was not successful.
 2. What makes a successful meeting?

1 Tips for a Successful Meeting as a Chairperson

■ *Planning*

1. Determine the purpose

- Is there a clear purpose?

2. Decide agenda topics

- Make sure that all topics are relevant and can be covered during the meeting.

■ *Preparing*

1. Create the agenda

- Prioritize items but avoid starting with sensitive issues.

2. Decide how much time is needed for each topic

- Include the timeframe in the agenda.

3. Specify each attendee's role

- Make sure that all attendees understand what exactly they need to do.

4. Distribute the agenda in advance

- Ask attendees if there are any other issues that should be added.

■ *Conducting*

1. Start and finish on time

- Follow the agenda and accomplish the goal within the time restriction.

2. State the purpose of the meeting

- Clearly state what needs to be accomplished at the opening.

3. Encourage active participation and discussion

- Create a positive environment and give all attendees a chance to speak.

4. Keep discussions on track

- Interrupt and stop the discussion if new ideas develop but don't support the original goal.

5. Summarize after an important decision has been made

- Make sure all attendees understand the discussion before moving on.

1 Tips for a Successful Meeting as a Participant

■ Participate Actively

1. Share your thoughts and ideas

- Don't be afraid to voice your opinion even if it is different from others.

2. Contribute to the decision-making process

- Try to make decisions during the meeting, not afterwards.

3. Be an active listener

- Listen carefully to what others are saying so that you can quickly respond to their comments. "Show Interest" phrases help the flow of conversations.

Show "Interest" Phrases :

- | | | | | |
|----------------|--------------------------|--------------------------|-------------------|----------------------|
| - Oh, really? | - You have a good point. | - I'm glad to hear that. | - That's too bad. | - That's great/good. |
| - Sounds good. | - I know. | - I see. | - Hmm. | - Well, let me see. |
| - OK. | - That's right. | | | |

■ Interrupt and clarify

1. Interrupt and clarify at the time of discussion

- Interrupt and ask the speaker to clarify when you don't understand.
Avoid asking the person sitting next to you as this can lead to misunderstandings.

2. Ask questions

- Ask questions to stimulate the discussion. This also shows that you are an active listener.

■ Be polite

1. Use polite expressions

- Be direct but polite when making requests, disagreeing and negotiating.

2. Show understanding

- Show respect for the speaker's opinion even if you don't agree.

Communication Style

■ 察する文化 High-Context Culture

Japanese business falls into the category of High Context Culture. In High Context Culture, the listener is already “contexted”*, so he/she doesn’t need to be given much information.

* Contexted: ある程度の背景や状況を把握している

High Context Culture (察する文化)	
<ul style="list-style-type: none">▪ Indirect, vague▪ Background first▪ Focus on “How?”	間接的、曖昧 背景的なことを先に 「どのように」に重点をおく

Communication Style

■ 伝える文化 Low-Context Culture

Some other countries are classified as Low-Context Cultures. In Low-Context Cultures, the listener knows very little and must be told in every detail. It relies 100% on verbal communication.

Low Context Culture (伝える文化)	
▪ Direct, to the point	直接的、明確
▪ Points first	要点を先に
▪ Focus on “Why?”	「なぜ」に重点をおく

Exercise

- *Read the statements below. Change the statements from high context(HC) to low context(LC)*
- *Remember to be clear and polite.*

1. (HC) (Ⓐ) Could we have our next meeting on Monday? (Ⓑ) **Sorry I can't...**
(LC) _____

2. (HC) **I need the data as soon as possible.**
(LC) _____

3. (HC) (Ⓐ) How's the new product doing in Japan? (Ⓑ) **Umm.. So-so. I think it's okay.**
(LC) _____

Exercise

- *Read the statements below. Change the statements from high context(HC) to low context(LC)*
- *Remember to be clear and polite.*

1. (HC) (A) Could we have our next meeting on Monday? (B) **Sorry I can't...**

(LC) Sorry I can't. I have to visit my client that day.
How about Tuesday afternoon?
3. (HC) **I need the data as soon as possible.**

(LC) I need the data by tomorrow 12:00 because we have
a meeting with our client at 15:00.
4. (HC) (A) How's the new product doing in Japan? (B) **Umm.. So-so. I think it's okay.**

(LC) I think it's doing OK. We're going to share the latest sales figures later on.

Lesson 1 - Part 2: Opening a Meeting

Tips for Opening a Meeting

When opening a meeting, there are six steps to follow:

Step 1: **Greet** the participants

Step 2: **Introduce** yourselves

Step 3: **State** the purpose and direction

Step 4: **Give** an overview (if necessary) and go over the agenda

Step 5: **Clarify** what needs to be accomplished

Step 6: **Mention** the length of the meeting

Useful Expressions

■ Introducing yourself 自己紹介のための有用表現

1. A: **Why don't we go around clockwise starting with** Mr. Hardy?

B: OK. **My name is** Steve Hardy of the Marketing Division at the L.A. office. I'm **in charge of** global marketing.

2. A: **I'd like to welcome** Mr. Hardy. Thank you for attending this meeting.

B: **Thank you for having me.**

1. A: ハーディさんから時計回りをお願いできますか。

B: はい。私はロスオフィス、マーケティング部のスティーブ・ハーディと申します。グローバルマーケティングを担当しています。

2. A: ハーディさん、ようこそおいでくださいました。本日の会議に参加していただき、ありがとうございます。

B: お招き下さってありがとうございます。

■ Beginning of the meeting ミーティング開始時の有用表現

3. **The purpose of today's meeting is to** decide on the new package design. 3. 本日の会議の目的は、新しいパッケージデザインを決めることです。
4. **First,** I'll give an overview of this project.
Then, I'll give a presentation.
Finally, I'll talk about our pricing strategy. 4. 先ず、このプロジェクトの経緯を説明します。
次に、プレゼンテーションをします。
最後に、価格戦略について話します。
5. **I hope that by the end of this meeting we can reach an agreement** on the price of the soap. 5. この会議が終るまでに、石鹸の価格に関して合意が得られることを期待します。
6. **We should be able to finish** at 11 a.m. 6. 11時に終わることができたらと思います。
7. **I'd like to move on to** the first item on the agenda. 7. アジェンダの最初の議題に移りたいと思います。
8. Now, **I'd like to hand things over to** Ms. Yoshida. 8. それでは、吉田さんお願いします。
9. **If you have any questions, please feel free to interrupt at any time.** 9. 質問がありましたらいつでも中断していただいて結構です。
10. OK, **let's get started.** 10. それでは、本題に入りましょう。

Activity

- *Work with your partner. Use the agenda below to practice the opening of a meeting.*

Student A

Promotional Sales Meeting

Purpose:

Discuss promotion of new indoor security cameras

1. Review action items from previous meeting. (10 min.)
2. Presentation: Taro Uchida (15 min.)
3. Discuss promotion in Asia region (15 min.)
4. Discuss production capacity and delivery schedule (15 min.)
5. Confirm responsibilities and deadlines (5 min.)

Student B

Training Budget Meeting

Purpose:

Decide on and plan training programs for next year

1. Review action items from previous meeting. (10 min.)
2. Revised training budget: Makoto Tanaka (5 min.)
3. Brainstorm training programs for this year (15 min.)
4. Discuss and select five programs (25 min.)
5. Confirm action and deadlines (5 min.)

Evaluation

- *Use the check sheet to evaluate your performance.*

Check Items	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
1. Did the chairperson greet the participants?		
2. Did everyone introduce themselves?		
3. Did the chairperson state the purpose and direction?		
4. Did the chairperson go over the agenda?		
5. Did the chairperson clarify what needs to be accomplished?		
6. Did the chairperson mention the length of the meeting?		
7. Were you able to use the expressions introduced in this unit smoothly?		

Tips for Online Meetings

When holding video or teleconference, there are 6 tips to follow.

- Speak **loud and clearly**.
- Keep your statements **short and simple**.
- Avoid speaking at once – one speaker at a time
- **React** using body language and show that you understand (or not)
- Say your name before speaking
- Say the name of the person you are addressing (before asking a question)

Useful Expressions

■ Videoconference テレビ会議開始時の有用表現

1. A: **Can you hear me** all right?
B: Just barely. There's a lot of noise.
 2. Kosuke **here from** Tokyo.
 3. **When speaking, please point out** where you are on the page.
 4. A: **Is it ok if we** ■ switch to teleconference?
■ change rooms?
B: Sure. / That's fine with us.
 5. I'm afraid the screen for presentation sharing is frozen. **If you don't mind, I'd like to** use handouts instead.
 6. A: **Sorry to have kept you waiting.**
B: No problem. / Don't worry about it.
 7. Steve, U.S, do you **have any comments**?
1. A: こちらの声は聞こえますか。
B: かすかに。ノイズが多いです。
 2. こちらは東京の耕介です。
 3. 発言される時はどこを説明しているのか特定できるように説明して下さい。
 4. A: ■ 電話会議に切り替えたい / ■ 部屋を替えたい
と思いますがよろしいですか。
B: いいですよ。/ こちらは構いません。
 5. すみませんが、プレゼンテーション共有のための画面がフリーズしてしまったのでハンドアウトを使いたいと思います。
 6. A: お待たせしてしまいまして申し訳ございません。
B: 大丈夫です。/ 気にしないで下さい。
 7. アメリカのスティーブ、何かコメントはありますか。

■ Teleconference 電話会議開始時の有用表現

8. A: **This is** Yuji Okuda. **Is everyone present?**
B: Yes. We're ready.

8. A: こちらは奥田悠二です。そちらは皆さんお揃いですか。
B: はい。準備できています。

9. A: **I'd like to remind you to** say your name
before speaking.
B: **This is** Steve. Today, I'd like to ...

9. A: 発言される時は、お名前を名乗ってからお願いします。
B: こちらスティーブです。本日は、～。

10. A: Steve, **you're breaking up.**
B: Sorry, is that better?

10. A: スティーブ、途切れて聞こえません。
B: すみません、これで良くなりましたか。

11. A: Excuse me, **who's speaking now?**
B: Oh sorry, it's Steve.

11. A: すみません、今誰が話されていますか。
B: すみません。こちら(スティーブ)です

Activity

- *Work with a partner. Read the situations below. Take turns practicing how to deal with the technical problems. Ask for permission to make changes.*

Task:

Choose a chairperson. Practice handling technical problems during a videoconference with L.A.

Follow the flow chart below.

<Tokyo Office>

Dave Woods

During the opening, all of a sudden the screen for presentation sharing is freezes. Ask L.A. if you can use handouts instead.

Dave Woods

Ten minutes later, the video conference system gets cut off and you're unable to re-connect. Ask L.A. if it's ok to switch to teleconference.

Dave Woods

Say you'll fix the system in 15 minutes and call back.

< L.A. Office>

Steve Hardy

Tell Tokyo that you don't mind using handouts.

Steve Hardy

Tell Tokyo that you prefer having a videoconference since this is a very important meeting and you don't want any misunderstandings.

Steve Hardy

Tell Tokyo that you can wait 15 minutes but not any longer due to another meeting.

