

# Inhalt

PAGE	TITLE	TOPICS	USEFUL LANGUAGE AND SKILLS
5	<b>1</b> <b>Could we meet next week?</b>	Arranging a meeting Confirming a meeting by email Rescheduling a meeting	Using first names Apologizing for changing a meeting time Getting emails right General meeting vocabulary
14	<b>2</b> <b>Can we make a start now?</b>	Saying hello and making introductions Starting a meeting Stating the objectives Introductions	Making small talk Writing formal and informal agendas Chairing a meeting
23	<b>3</b> <b>Can I make a point here?</b>	Reporting progress Explaining cause and effect Interrupting and dealing with interruptions	Interrupting politely Asking for clarification Giving your opinion Video conferencing
32	<b>4</b> <b>I'm not sure I agree</b>	Asking for comments and contributions Expressing strong and tentative opinions Agreeing and disagreeing	Disagreement and criticism in different cultures Diplomatic language Making positive suggestions Resolving conflicts
40	<b>5</b> <b>It's a deal</b>	Responding to offers Buying time Taking a vote Summarizing the results of a meeting	Reaching agreement Talking about possibilities Controlling the timing of a meeting Intercultural communication
48	<b>6</b> <b>So, I think we're finished for today</b>	Ending a meeting and thanking participants Confirming decisions and action points Follow-up emails Saying goodbye	Talking about plans Formal and informal minutes Mixing business and pleasure
PAGE	APPENDIX		
54	<b>Test yourself!</b>		
56	<b>Partner files</b>		
62	<b>Answer key</b>		
67	<b>Transcripts</b>		
74	<b>A-Z word list</b>		
77	<b>Useful phrases and vocabulary</b>		