

Handelsblatt
Audio Edition

Business Spotlight

Business Talk

Business Englisch

Trainer

No.1



Die wichtigsten Redewendungen für Geschäftstreffen und Small Talk.

Business Talk No. 1

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MEETINGS

ARRANGING A MEETING

2. Dialogue: fixing a date

Jane: Sandra, do you have a minute?

Sandra: Sure, what's up?

Jane: Oh, I'm just trying to organize a team meeting for next week, and I'm having no success yet fixing a date.

Sandra: I thought you'd decided on Thursday.

Jane: I had, but Joe can't make it then.¹ So he was wondering about Friday.

Sandra: Oh, Friday's not at all convenient for me, I'm afraid.² I'll be in London.

Jane: Oh, yes. I forgot. Well, let me see. Monday's not good for Jane, and Harry's not available for most of Tuesday.³ That leaves Wednesday, basically.

Sandra: I think Wednesday suits me just fine⁴ — oh, hold on. Didn't Pete say he'd be in town on Wednesday morning? If he is, I'll need to meet with him.

Jane: Oh, I forgot. That's true. Last I heard, he didn't think he was going to come after all, but

I'll check on that. OK, let's pencil in Wednesday morning, 10 o'clock, and I'll call you to confirm when I've checked with Pete.

Sandra: Sounds good.

Jane: And if all else fails, we'll have to postpone the meeting until the following week.

Sandra: That's fine, too. I'm free that whole week.⁵

3. Exercises: key phrases

a. Listen to key phrases from the dialogue "fixing a date". Refer to notes 1–5.

b. Create a sentence using the phrase given.

■ How about Wednesday? (No/convenient)

→ I'm afraid Wednesday's not convenient for me.

check on sth.	etw. überprüfen
confirm sth.	etw.bestätigen
convenient	passend
fix a date	einen Termin festlegen
hold on	warte mal
if all else fails	wenn alle Stricke reißen
make it	es schaffen
pencil sth. in	etw. vorläufig festhalten
postpone sth.	etw. verschieben
suit sb. (just) fine	jmdm. gut passen
what's up?	was gibt's?

- How about Thursday? (No/make it)
- I'm afraid I can't make it on Thursday.
- How about Friday? (No/available)
- I'm afraid I won't be available on Friday.
- How about Tuesday? (Yes/suits)
- Tuesday suits me fine.

CHAIRING A MEETING

4. Dialogue: getting started

Chair: Hello, everyone...

Carol: So I said, "It's not good enough. We need two more salespeople to cover the area properly." And do you know what he said?

Michael: No, but I can imagine.

Chair: Right, so if we're all here...?

Carol: "No chance!" That's what he said. And I'm really struggling to cover customers properly, and working a 60-hour workweek.

Chair: OK? Can we...?

Michael: It's the same for me. I was only talking to Harry last week, ...

Chair: Sorry. Sorry. Can we...?

Michael: Oh, right. Have we started?

Chair: Yes. I suppose so.

Carol: Well let's get on with it. I'm very pressed for time. Where's the agenda?

Chair: I thought we could do that together.

Michael: Oh, God!

Carol: Well, I want to talk about the training budget for next year. It doesn't cover the customer care seminars we'd planned.

Michael: That's right. We need at least another €10,000, because...

5. Exercises: key opening phrases

a. Repeat the following key phrases.

Getting started:

- Right. Shall we get down to business?
- OK. Shall we start?
- I'd like to call the meeting to order.

agenda	Tagesordnung
call the meeting to order	die Versammlung zur Ordnung rufen
chair	Vorsitzende(r)
customer care	Kundenbetreuung
get down to business	zur Sache kommen
get on with sth.	mit etw. weiterkommen
pressed: be ~ for	unter Zeitdruck
time	stehen
salespeople	Vertriebsleute

Introducing the agenda:

- Does everyone have a copy of the agenda?
- Has everyone seen the agenda?
- There are five points to be covered on our agenda today.

Introducing discussion points:

- Item one: training budget for next year.
- The first item on the agenda is the training budget for next year.
- The first item we should discuss is the training budget for next year.

b. Use key phrases to open the meeting.

- Right. Shall we get down to business?
- Does everyone have a copy of the agenda?
- The first item is the training budget for next year.

6. Dialogue: managing conflict

Chair: The first item on the agenda is the training budget for next year. The proposed figures are attached to the agenda. Can we agree on this proposal?

Carol: Absolutely not! There's nothing in here

about the customer care training that we were all so keen on before.

Anne: Yes, but the financial situation is not as good as it was then. We need to be a little more careful with our costs.

Carol: Typical finance! You seem to think that it's all to do with figures. It's people that count.

Anne: Look, if you in sales were more responsible about your expenses and thought a bit more about the good of the company rather than the good lunches...

Carol: And what's that supposed to mean? Look, I work 60 hours a week and don't you forget it. I don't go home at 5.30 like some people I know.

Chair: Wait a moment. Shouldn't we...

Anne: That's totally unfair! I've not come to this meeting to be personally insulted.

Carol: Well, you asked for it.

Chair: Please. Please...

attached	angehängt
expenses	Kosten
figure	Zahl
good	Wohl
insult sb.	jmdn. beleidigen
item	(Tagesordnungs)Punkt
keen: be ~ on sth.	auf etw. scharf sein
you asked for it (ifml.)	du hast es ja so gewollt

7. Exercises: keeping control

a. Repeat the following key phrases.

- Sorry to interrupt, but can we discuss this reasonably, please?
- I'm afraid I shall have to call you to order.
- Order, please! Let's have a civilized discussion here.
- Could you address your remarks to the chair, please?

b. Use the instructions given to keep control.

- Introduce item one.
 - The first item on the agenda is the training budget for next year. The proposed figures are attached to the agenda. Can we agree on this proposal?
- Ask them to be reasonable.
 - Sorry to interrupt, but can we discuss this reasonably, please?
- Call her to order.
 - I'm afraid I shall have to call you to order.
- Now ask for a civilized discussion.
 - Order, please. Let's have a civilized discussion here.

8. Example: closing a meeting

Chair: Right, ladies and gentlemen, that was the last item on the agenda. Before I close the meeting, is there any other business? No? Good. Well, let me summarize. We've agreed a new training budget, got information about two new product ranges, agreed on a new process for evaluating customer satisfaction and, finally, planned our next sales conference. We should be pleased about how much we were able to cover this afternoon. Thank you all for your inputs. We'll see each other the same time and place next week. OK. The meeting's closed.

address sth. to sb.	etw. an jmdn. richten
evaluate sth.	etw. auswerten
input	Beitrag
product range	Produktlinie
summarize	eine kurze Zusammenfassung geben

9. Exercise: using closing phrases

Repeat the following.

- Right, ladies and gentlemen, that was the last item on the agenda.
- Before I close the meeting, is there any other business?
- Well, let me summarize...
- We should be pleased about how much we were able to cover.
- Thank you all for your inputs.
- We'll see each other the same time and place next week.
- OK. The meeting's closed.

INTERRUPTING IN MEETINGS

10. Dialogue: getting your views across

Brian: Right, let's go on to the arrangements for the road show next month. I understand there will be six of us all together and...

John: Seven, Brian, if you count Sam the technician.

Brian: Right. And the itinerary is decided and everybody knows what...

John: Look, sorry for interrupting, Brian, but — how can I put this? — it doesn't seem very logical to go from Frankfurt to Munich and then back to Hanover, does it?

Marion: I think John's right. Couldn't we...

Brian: Sorry, but it's already arranged. The invitations have been printed and...

John: But hang on a second — who decided to do that? Wasn't this meeting supposed to be all about confirming arrangements?

Marion: Yes. I thought...

Brian: Look, time was getting short, so I had to make a quick decision. I was under pressure from the printers.

Marion: But I don't think this is right. I think...

Brian: Look, what's done is done. Sorry and all that. But let's get on with a content discussion now, shall we?

confirm sth.	etw. bestätigen
content	Inhalt; hier: inhaltlich
hang on a second	Augenblick mal
itinerary	Reiseroute
put sth.	etw. formulieren
road show	Verkaufstournee
technician	Techniker(in)

Marion: But I do think...

John: You're right. It's no use crying over spilt milk.

Brian: Good. So let's look at the programme details and see if we can...

11. Exercise: the INSET method

Repeat the following phrases.

I: Interrupt clearly

- Excuse me, but...
- Can I just say something here?
- Forgive my interrupting, but...

N: Need to think

- So what is the question here?
- How shall I put this?
- Now, let me get this straight.

S: Show what the issue is

- The problem we have to deal with is...
- This is a question of...
- I think the issue here is...

E: Explain your proposal

- I think we should...

- It seems to me that...
- Why don't we...?

T: Test agreement

- Does this make sense to you?
- Wouldn't you agree?
- Can we agree on this?

12. Dialogue: using INSET

Brian: Look, time was getting short, so I had to make a quick decision. I was under pressure from the printers.

Marion: Can I just say something here? Now how shall I put this? This is a question of keeping your colleagues informed. I think you should have called or e-mailed us and got our opinions. Wouldn't you agree?

John: Well, I agree with Marion. You should have informed us and...

issue	(Kern)Frage
it's no use crying over	was geschehen ist,
spilt milk	ist geschehen
let me get this straight	nur, um das klarzustellen

13. Exercises: key phrases using INSET

a. Listen to key phrases from the dialogue “using INSET”.

I: Can I just say something here?

N: Now how shall I put this?

S: This is a question of keeping your colleagues informed.

E: I think you should have called or e-mailed us and got our opinions.

T: Wouldn't you agree?

b. Use the instructions given to make a suggestion. You would like the meeting to take place on Wednesday because you're busy on Friday.

Speaker 1: So I suggest Friday next week for our follow-up meeting.

Speaker 2: Yes, that's fine by me. So what time do you suggest?

■ Now you interrupt.

→ Can I just say something here?

■ Give yourself time to think by using a holding phrase.

→ Now, let me get this straight.

■ Show what the issue is.

→ It's a question of finding a day when everyone's available.

■ Explain your proposal.

→ I'm busy on Friday, so I suggest the following Wednesday when I know we're all free.

■ Test agreement.

→ Can we agree on that?

SOCIALIZING

GREETINGS

15. Dialogues: ways to greet and respond

Greeting 1: How do you do?

Response 1: How do you do?

Greeting 2: Nice to meet you.

Response 2: Nice to meet you, too.

Greeting 3: How are you?

Response 3: Fine, thanks. And you?

Reply 3: Fine, thanks.

Greeting 4: Hi there!

Response 4: Hi!

16. Exercise: replying to greetings

Respond with the same level of formality.

- How are you?
- How do you do?

- Nice to meet you.
- Hi there!

17. Examples: introducing yourself

- Nice to meet you. My name is Michael Thon.
- My name is Bond. James Bond.
- Hello. I'm James, James Bond.

18. Dialogues: greetings and introductions

John Mason: Good morning. My name is John, John Mason from Abacom.

George West: Nice to meet you, John. I'm George West from ATG.

John: Nice to meet you, George.

Henry Matthews: How do you do? I'm Henry Matthews, head of finance.

Helen Wolf: How do you do, Mr Matthews? I'm Helen Wolf from ETS.

Matthews: Nice to meet you, Ms Wolf.

head of finance

Finanzleiter(in)

Mike: John! How are you?

John: Fine, thanks, Mike. And how are you?

Mike: Great.

John: Mike, this is one of my colleagues, Roberta Jones.

Mike: Nice to meet you, Ms Jones.

Roberta Jones: Nice to meet you too. And please call me Roberta.

Mike: And I'm Mike.

SMALL TALK

19. Dialogue: using small talk

Nick: Nick Johnson. Good morning.

Pauline: Hello, Nick. It's Pauline Matthews here.

Nick: Hello, Pauline.

Pauline: I wasn't sure if you were back from your holidays this week — the south of France, wasn't it?^{1a}

Nick: Yes, we were in a place called Collioure.

Do you know it?

Pauline: No. Not really.

Nick: It's a lovely small harbour town filled with artists and galleries. I even bought two paintings.

Pauline: Funny you should say that, but we were

in Cornwall a couple of weeks ago, in St Ives, and it's the same. But we didn't buy anything. Just looked. And went to the small Tate Gallery there.² Anyway, the reason I'm calling is to ask about last month's sales figures. Are they available yet?^b

Nick: Not completely. Is it urgent?

Pauline: It is, rather. John's on my back to get the quarterly report done by Friday.

Nick: Give me a couple of hours and I'll see what I can do. Shall I mail them when they're ready?

Pauline: Please. I'd be really grateful. Although our computers might be down for a while this afternoon. We're having an upgrade done. You can probably hear the IT people chattering in the background.³

Nick: Good luck! These things usually take a lot longer than they say they will.

back: be on sb.'s ~	jmdm. im Nacken sitzen
chatter	sich unterhalten
down: be ~	außer Betrieb sein
gallery	Kunstgalerie
IT people	EDV-Leute
quarterly report	Quartalsbericht
rather	ziemlich
sales figures	Umsatzzahlen
upgrade: do an ~	hier: neue Softwareversionen installieren
urgent	dringend

Pauline: That's right. By the way, have you heard anything from Ali about how his new job is going in Planning?^{4c}

Nick: Haven't heard a word. I must give him a call.

Pauline: Well, give him my best. So, I'll expect a mail from you this afternoon — and I'll keep my fingers crossed our system is up and running when you send it.

Nick: OK. Nice talking to you, Pauline. Bye.

Pauline: Bye, Nick.

20. Exercises: small talk techniques

a. Listen to key phrases for making small talk from the dialogue “using small talk”. Refer to notes 1–4.

b. Listen to key phrases for switching topics from the dialogue “using small talk”. Refer to notes a–c.

c. Use the instructions given to switch topics in the following conversation.

Rebecca: Trial Systems, Rebecca Sheldon speaking.

Pauline: Hello, Rebecca. This is Pauline.

Rebecca: Hello, Pauline.

■ Say you weren't sure if she was going to be there.

→ I wasn't sure if you were going to be there. You had said something about taking some time off work.

Rebecca: Oh. No, that's next week. I can't wait! I'm going to spend three days on my balcony, reading that nature book you lent me.

Pauline: I think you'll enjoy it, Rebecca. It's a very good read.

■ Ask for the contract she typed up.

→ Anyway, the reason I'm calling is that I need that contract you typed up.

Rebecca: I'll put the contract in the mail tomorrow.

Pauline: Thanks, Rebecca. I appreciate it.

■ Ask about Rebecca's brother,

→ By the way, have you heard from your brother lately?

give him my best	grüß ihn von mir
I appreciate it	das finde ich wirklich nett
keep one's fingers crossed	die Daumen drücken
read	Lektüre
type sth. up	etw. komplett abtippen; hier: maschinell erstellen
up and running: be ~~~	(wieder) laufen

SOCIALIZING WITH VISITORS

21. Dialogues: welcoming visitors

Step one: greeting visitors

Host: Come in.

Visitor: Hello.

Host: Mr Matthews? Nice to meet you. I'm Heather Miller. Welcome to Artan.

Visitor: Thank you. Nice to meet you too.

Step two: making visitors feel comfortable

Host: May I take your coat?

Visitor: Oh yes, thank you.

Host: Please take a seat. Would you like some tea or coffee?

Visitor: I'd love a glass of water if I may.

Host: Certainly.

Step three: asking about travel and hotel

Host: How was the flight?

Visitor: Oh there were the usual hold-ups at Heathrow, but I was only 45 minutes late in the end.

Host: Oh, dear. But it could have been worse, I suppose. Where are you staying?

Visitor: Right in the centre of town, at the Sheraton.

Step four: asking about travel experience, offering help

Host: Is this your first time here?

Visitor: Yes it is, actually.

Host: If you have time, I could show you around the city a little after our meeting.

Visitor: Oh, that would be nice!

Step five: discussing general business

Host: So how's business going?

Visitor: We can't complain. But the strength of the pound has hit us a bit.

Host: John Myers, your local sales rep, was saying the same thing last month.

Visitor: Oh, John. Yes, right. John and I worked together in purchasing for a couple of years. Nice guy.

Host: Yes, he is.

guy	Typ
hold-up	Verzögerung
host	Gastgeber(in)
if I may	bitte
oh, dear	oje
purchasing	Einkauf(sabteilung)
sales rep(resentative)	Außendienstmitarbeiter(in)

Step six: getting down to business

Host: OK. Shall we get started, then? We've got quite a lot to get through this afternoon. Then perhaps we could have a look around town and have a bite to eat together.

Visitor: Sounds good to me. Shall we agree on the agenda and then get going?

22. Exercise: using the six steps

Use the instructions given to welcome visitors.

Step one: greeting visitors

■ Say hello to your visitor, Mr Matthews, and welcome him. Use your own name and your company's name.

→ Mr Matthews? Nice to meet you. I'm Heather Miller. Welcome to Artan.

Visitor: Thank you. Nice to meet you too.

Step two: making visitors feel comfortable

■ Make your visitor feel comfortable by offering to take his coat.

→ May I take your coat?

Visitor: Oh yes, thank you.

■ Invite Mr Matthews to sit down, and offer him refreshments.

→ Please take a seat. Would you like some tea or coffee?

Visitor: I'd love a glass of water if I may.

Step three: asking about travel and hotel

■ Ask Mr Matthews about his flight.

→ How was the flight?

Visitor: Oh there were the usual hold-ups at Heathrow, but I was only 45 minutes late in the end.

■ Show empathy and ask Mr Matthews where he's staying.

→ Oh, dear. But it could have been worse, I suppose. Where are you staying?

Visitor: Right in the centre of town, at the Sheraton.

agenda	Tagesordnung
bite to eat ifml.	kleiner Imbiss
empathy	Mitgeföhl
get going	loslegen
get started	anfangen
refreshments	Getränke

Step four: asking about travel experience, offering help

■ Ask Mr Matthews if he has been here before.

→ Is this your first time here?

Visitor: Yes it is, actually.

■ Offer to act as a guide.

→ If you have time, I could show you around the city a little after our meeting.

Visitor: Oh, that would be nice!

Step five: discussing general business

■ Ask a general question about business.

→ So how's business going?

Visitor: We can't complain. But the strength of the pound has hit us a bit.

■ Say you have heard the same thing recently from John Myers, the local sales rep.

→ John Myers, your local sales rep, was saying the same thing last month.

Visitor: Oh, John. Yes, right. John and I worked in purchasing together for a couple of years. Nice guy.

Step six: getting down to business

■ Suggest you start the meeting.

→ OK. Shall we get started then? We've got quite a lot to get through this afternoon.

■ Offer to look around town afterwards and get something to eat.

→ Then perhaps we could have a look around town and have a bite to eat together.

Visitor: Sounds good to me. Shall we agree on the agenda and then get going?

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