

L'anglais des affaires : Les réunions en ligne (cours en anglais)

de Liesje Sandler

Fichiers d'exercice

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Content

Troubleshooting Vocabulary	2
Managing Participant Contributions	3
Managing Multiple Presenters	4
Managing Interruptions	5
Getting Back on Track	6
Managing Questions	7
Phrases for Summarizing the Main Points of the Meeting	8

Troubleshooting Vocabulary

Advising participants of a problem:

- We seem to be having some trouble with ...
- Sorry, there is a problem with ...

Asking for patience:

- Please bear with us for a moment while we solve this problem.
- Please give us a moment to figure this out.
- Please sit tight while we work this out. (Informal)

Providing suggestions:

- Try + gerund (try unplugging your microphone, try logging out, try closing other programs)
- Recommend (I recommend you close any other programs you're running, I recommend that you move closer to your router.)

Sound and connection issues:

- Your microphone is too loud. Please turn your volume down.
- We're having trouble hearing you. Please turn your volume up.
- Your sound is cutting in and out.
- We're getting some feedback from your microphone.
- There is a delay in the connection.

Announcing the problem is solved:

- Everything is working now.
- Everything is working again.
- It looks like we're good to go now. (Informal)

Moving on after the problem is solved:

- I apologize for the delay there.
- Sorry about that, everyone. (Informal)
- Let's get down to business.

Managing Participant Contributions

Set guidelines at the start and mention them when describing the housekeeping rules at the start.

Remind participants of the rules if they break them:

- Could I please remind everyone to ...
- Would everyone kindly ...
- Could everyone do me a favor and ... (informal)

Politely interrupt participants who dominate the meeting:

- Thanks very much for your input. If you don't mind, we'll let Emily finish her presentation.
- If you have something else to add, you can write it in the chat.
- Thanks, we'll look into that.
- Maybe you can discuss that in more detail after the meeting.

Ensuring others have the chance to speak:

- I see some others are waiting for the chance to say something.
- We'll come back to you in a moment, if you don't mind.

Managing Multiple Presenters

First presenter finishes:
Thank you very much for that
presentation.

Introduce the next presenter:
And now ...
We'll turn now to ...
Now we'll turn it over to ...
Next up ...

Transition between presenters:
Please bear with us for a
moment.
Give us just a moment ...
Thank you for your patience.

Encourage presenter to start:
The floor is yours
Go ahead
Take it away

Managing Interruptions

Permitting interruptions:

- Could we address this question/point before moving on?
- Let me answer this question before I move on.

If you are moderating, remind the presenter what he/she was saying before the interruption: Ling, you were saying we are in talks with a new telecom provider ...

Rejecting interruptions to your own presentation:

- If you don't mind, I'll address that later
- I'll come back to that during the question-and-answer session
- We can discuss that after this meeting if you don't mind.

Rejecting interruptions to another person's presentation:

- Let's please allow Amy to finish her presentation and then come back to that point.
- Let's come back to that during the question-and-answer session.
- Let's return to that issue after Oscar has finished his status report.

Always say "thank you" after rejecting an interruption.

Getting Back on Track

If the conversation has gone off-topic, you can say:

- This is very interesting, but ...
- I agree this is a fascinating development, but ...
- I see you're all enthusiastic about this, but ...

Followed by:

- we haven't addressed this issue yet.
- let's please return to this agenda item.
- let's continue this conversation offline.
- we still have a few items left on the agenda.

Tip: Ask specific questions to bring people back to the main topic

- That's an interesting point about the prices. How can we incorporate that into a solution to our employee retention problem?
- Thanks for that information about that new research. Is there a way we could apply it to this issue?

Tip: Pay close attention to what is being said during the meeting and use simple statements to get people back on track.

- So, Robert was talking about the need to find a more reliable supplier, could we please go back to that point?

Managing Questions

Putting questions off to a later point:

- We will answer questions at the end of the presentation.
- There will be an opportunity to ask questions after the presentation.
- Please hold your questions until the end of the presentation.
- That's a great question. I'm going to talk about that in just a moment.
- That's related to my next point, so would you mind asking again in a few minutes if you still have doubts?

Putting off questions you can't answer:

- I'm going to have to look into that after the meeting.
- I'll get back to you about that after the meeting.
- I don't have that information right now, but I can follow up on that after the meeting.

Putting off questions unrelated to the purpose of the meeting:

- Let's discuss that at another time so we can stick with the agenda today.
- Let's talk about that after the meeting, if it's alright with you.
- Could we address that in a separate meeting, please?

Allowing questions at any point:

- We are happy to take questions as they come up.
- Feel free to ask questions at any time.
- Don't hesitate to stop me and ask questions as we go along.

Inviting questions:

- Now, I'd love to take any questions you have.
- Let's open the floor to questions now.
- That's the end of the presentation, so we can take questions now.
- We have a few minutes for questions now.

Phrases for Summarizing the Main Points of the Meeting

- "To sum up"
- "In summary"
- "The key points are"
- "The main takeaways today are"
- "To reiterate"