

# Leading Effective Meetings in English



## Target audience

Non-English speaking employees and managers who are required to lead meetings in English



## Prerequisite

No prerequisite



## Objectives

At the end of the training session, participants will have the tools to:

- Prepare the meeting with invitations in English
- Lead the meeting by managing the participants and the agenda
- Reinforce the speaker's impact and credibility by eliminating the most common mistakes
- Develop an understanding of exchanges and objections in order to be more at ease



## Added value

- Conducted by an English-speaking facilitator from the business world
- Teaching method mainly based on oral expression and role plays
- Practical applications in the learner's professional context
- Linguistic certification test (in the case of a CPF)



## Corporate Training Solutions

Duration: to define.

You wish to organise a specific training course ?  
Contact us !

## PROGRAMME OUTLINE

### MODULE 1 : CROSS-CULTURAL AWARENESS, A KEY FACTOR FOR INTERNATIONAL MEETINGS

#### 1. Acknowledging the cross-cultural impact in business relations

- Understanding how cultures and values are build, why and how they impact meetings
- Clichés and stereotypes: avoiding the prejudice trap
- The real meaning and implications of « English » as a common language
- Culture-free and culture-fair: the two main layers of any good business relations
- How and why different cultures have different perceptions on methods and processes
- When stress arises: assessing and understanding the main communication clashes
- Understanding the different steps in cross-cultural adaptation: from choc to synergy
- Assessing various levels of interaction between cultures: individual, functional, organisational and national

#### 2. How international meetings are affected by cultural bias

- Identifying each participant's business, professional, and personal expectations
- Establishing trust: relative importance of tasks and relationships (individual and group)
- Managing the agenda: how cultures value and manage time
- Decision making: how individuals view their relations with their team, hierarchy, and risks
- Identifying the bedrocks of a culture thinking and reasoning: adapting one's communication, presentation and argumentation style (empirical, theoretical, importance of facts, explicit or implicit communication, simple vs complex, etc.)
- Analysing one's cultural profiler: where one stands culture-wise
- Recognizing, respecting, reconciling, and making the best of cultural differences

### MODULE 2 : SUCCEED IN HOSTING INTERNATIONAL MEETINGS

#### 1. Preparing an international meeting

- Checking each participant's cultural profile (tasks, processes, team work, relationships)
- Fostering a common objective: making sure steps, tools and objectives are culture-free and fair
- Establishing a strong agenda: realistic and culture-fair

#### 2. Conducting and hosting: best practices for an efficient international meeting

- Cross-cultural communication: integrating the « 4 Pillars »: Preparation, Purpose, Process, People
- Starting the meeting : welcoming, connecting, agenda, objectives, processes
- Roles: chairman/woman, manager or host?
- Making the most of the verbal and non-verbal communication tools
- How to use both a common language and a specific cultural communication
- Putting across one's message : how to avoid misunderstandings
- Best practices in speaking turns, discussions, debates, questioning, summarizing, interpretation, decision making and next steps
- The last and lasting impression: how to conclude and international meeting
- Walking the talk: best practices in writing and circulating minutes.

#### 3. How to embrace remote meetings

- Understanding and managing the impact of remoteness upon international meetings
- Creating a strong meeting structure
- Fostering a clear and common working framework
- Telecommunication channels: considering their impact on quality of content and exchanges
- Optimizing remote meetings: how to use the « 4 Pillars »

#### 4. Managing a difficult meeting & sensitive situations

- Cultural attitudes toward confrontations, tensions and clashes
- Managing international tensions: key causes of tensions defusing techniques
- The 3 steps of tense situations management: anticipating
- Managing inappropriate behaviors and confrontations in meetings



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- Communicating well in tense moments : best practices
- Closing well: acknowledging the proper value of any tensions/ confrontations