



Language Links

OCC 1/2015, Vol. 2

Date 31-10-2014



Inside this issue:

How to Run Efficient Meetings 1

Culture Corner 2

Here's the Answer 3

Bits and Pieces 4

HOW TO RUN EFFICIENT MEETINGS

Have you ever left a business meeting thinking, "So, what was that about?" Or felt as if nothing got accomplished at all? You're not alone. Forty-three percent of meeting time is wasted according to Mike Song, CEO of getcontrol.net and co-author of The Hamster Revolution for Meetings.

So what can you do to recover lost time? Improve your meeting skills.

1. Ask yourself this. "Is the meeting necessary?" Would an e-mail or quick one-on-one talk with a colleague or two be useful in this situation? Meeting when there's no need disrupts people's work days and isn't typically productive. "This is an important decision to make," says William Muir, president of Vectec, a Virginia website-development firm. "You don't want to meet if you don't need to meet."

2. Make some cuts. If you do feel the meeting is essential, make sure that only people involved about the topics being covered attend. If you typically have regular meetings with the same staff and you're noticing

that most of them don't speak during it, you may want to evaluate if they really need to be there. Also, keep in mind that the bigger the meeting, the more likely it will run longer.

3. Plan ahead. "Never meet without an agenda," Muir says. "You've got to have one." Create a clear list of items that you'd like to cover during the meeting, and also anticipate how long each topic will take. That will help not only keep your meeting short and sweet, but create a natural flow allowing for more productivity. It also helps to give meeting attendees a copy of the agenda beforehand so they know what to expect and what to bring to the meeting.

4. Keep it short. The perfect length for a business meeting? Forty-five minutes, notes TimeBridge, a service helping workplace individuals run effective meetings. And some meetings may be even shorter than that pending what it entails. Just be sure to stay on topic and if you feel the meeting digressing, pull it back quickly.

To be continued in Vol.3



By Piyaporn





GENERAL BUSINESS CARD ETIQUETTE TIPS



One aspect of etiquette that is of great importance internationally is the exchanging of business cards.

Unlike in North America or Europe where the business card has little meaning other than a convenient form of capturing essential personal details, in

other parts of the world the business card has very different meanings.

For example, in Japan the business card is viewed as a representation of the owner. Therefore proper business etiquette demands one treats the business card with respect and honor.

Below are a few examples of international business card exchange etiquette that may help you on your business trips abroad.

Business Card Etiquette in China

★Have one side of your business card translated into Chinese using simplified Chinese characters that are printed in gold ink since gold is an auspicious colour.



★Ensure the translation is carried out into the appropriate Chinese dialect, i.e. Cantonese or Mandarin.



★Your business card should include your title. If your company is the oldest or largest in your country, that fact should be highlighted on your card.



★Hold the card in both hands when offering it.

★Never write on someone's card unless so directed.

Business Card Etiquette in India

★If you have a university degree or any honour, put it on your business card.

★Always use the right hand to give and receive business cards.

★Business cards need not be translated into Hindi as English is widely spoken within the business community.

Business Card Etiquette in the UK

★Business card etiquette is relaxed in the UK and involves little ceremony.

★It is not considered bad etiquette to keep cards in a pocket.

★Business cards should be kept clean and presentable.

★Do not feel obliged to hand out a business card to everyone you meet as it is not expected.



Adapted from <http://www.kwintessential.co.uk/cultural-services/articles/business-card-etiquette.html>



INTRODUCTION AND SMALL TALK PHRASES AT CONFERENCES



Q: Can you tell me some useful phrases to make new acquaintances at social events or at conferences?

A: You could use these phrases below with a little practice to develop your conversation skills and improve your confidence.

Introductions	Small Talk	
	General Topics	Conference / Presentation
<p>Hello. My name's David Brown. It's nice to meet you.</p> <p>Hello. I'm Komkrit Jaidee. I'm pleased to meet you too.</p> <p>I'm a Foreign Relation officer at the National Office of Buddhism of Thailand.</p> <p>Mr Brown, I'd like you to meet my colleague, Articha Sandee. Articha, this is David Brown. He just finished writing a book on international trade.</p> <p>Good Afternoon, Mr Brown. It's nice to see you again.</p> <p>What a pleasant surprise! How are you? It's been a while.</p>	<p>Where do you work? What do you do? What line of work are you in? Does that involve a lot of overseas travel?</p> <p>Where are you from? Did you grow up in New York? Where are you staying?</p> <p>Have you ever been to Bangkok? Have you been here before?</p> <p>Have you seen much of the city during the conference?</p> <p>Have you done any sight-seeing during your stay?</p> <p>Are you going to the Music and Dance Festival while you are here?</p>	<p>How do you like the conference so far?</p> <p>That was a fascinating presentation, wasn't it? Interesting talk. Great speaker, wasn't she?</p> <p>Did you see Jack Walsh's speech? How was the opening presentation? I missed it, I'm afraid.</p> <p>What workshop/seminar/presentation are you going to next? Are you going to Richard Branson's presentation? Are you going to the conference dinner?</p> <p>Have you been to this conference before? Did you go to last year's conference? What was last year's conference like?</p> <p>Enjoy the rest of the conference.</p>
Offering Cards and Swapping Details		Closing
<p>How can I reach/contact you? Please take my card. Here's my card.</p> <p>Could I have your email address? Sure/certainly, it's phil@gmail.com.</p> <p>Are you on Line / Facebook? May I add you as a friend?</p> <p>Please keep in touch. When you come to Bangkok, please give me call and I'll be happy to show you around. When I'm back at the office I'll give you a call.</p>		<p>It's been nice talking to you. It's been great talking with you. It was nice meeting you, Mr. Brown</p> <p>I'm sorry, I have to go now. I'm afraid I have to leave now.</p> <p>Good luck with your meeting/talk. Have a nice day. Enjoy your stay. Have a good meeting. Have a good flight.</p> <p>Hope to see you again.</p>



Adapted from <http://mybusinessenglish.com/essential-first-meetings-and-small-talk-phrases/>



Bits and Pieces



8 TIPS FOR READING PEOPLE'S MINDS (HINT: BODY LANGUAGE)

It makes the most of all our communication, yet there is so much we're not aware of. Learning the secrets of body language could get you inside people's heads and help you see what they are really thinking.



Non-verbal communication is one of the most fascinating things in the world. Decoding it is at least double as fascinating. Some bodily expressions are universal across the borders of culture and even species. Hunched posture implies weakness and lower status, whereas spreading out indicates power among humans as well as chimpanzees. However, there's much more to it.

Anthropologist Ray Birdwhistell estimates that we can make and recognise around 250,000 facial expressions

The exciting thing about body language is that it's unconscious. We are born with the innate ability to express ourselves with our bodies, e.g. think of a crying baby or dilated pupils when the mother is in sight. Verbal expression comes later. Many visual clues are automatically interpreted, but many of the subtleties easily go unnoticed if you don't know what to look for.

Notice these subtleties and you might turn a whole new page in communicating with others. Much of this wordless

communication goes without saying, but if you become consciously attentive, you can improve your body language reading skills tremendously from understanding people more deeply to spotting a lie.

Look for these key indications to get into the needs, feelings and intentions of your companions:

1. **Pay attention to distance** How far your companion is from you, may reveal more about their attitude towards you than a thousand words would. The warmer the person's feelings towards you, the nearer they will get to you. It's good to keep in mind that various cultures have different rules of social distance.

2. **Head position** Tilted head is considered to indicate sympathetic feelings. Lowered head could mean that the person is hiding something. This might also be a sign of respect in some cultures.

3. **Arms position** Crossed arms usually indicate defensiveness and could be a sign that the person is not receptive to your suggestions.

4. **Eye movement** One of the hardest to control and thus the most sure-fire way to sneak into the person's thoughts. Spotting a lie isn't an easy task, but eyes turning upwards left indicate composing an idea out of nothing. Trying to recall something familiar would take the eyes upwards and right. Constantly moving eyes from side to side could indicate nervousness.

5. **Pupil size** Virtually impossible to control, pupil size is connected to autonomic nervous system and therefore a good indicator of a person's interest level. Expanded pupils signal interest, love or fear whereas retracted pupils reveal indifference. When tracking your companion's eyes, remember that specific medication or drugs might induce dilated pupils.

6. **Mirroring** If your companion is mimicking your gestures, it might be a sign of deeper interest and fondness. Test it out by changing your position and see if they change theirs too.

7. **Look out for fidgeting** Feelings of guilt and nervousness might be revealed by excessive movement, playing with hair or watch, biting nails etc.

8. **Listen carefully** The human voice has many qualities. Watch out for the tone and notice the differences on how things are being said.

This collection of tips is a loose reference for non-verbal communication and gives you an idea what kind of things to consider and pay attention to.

The interpretation of various features of body language should never be black and white and always depends on the situation and the person interpreting. Practise cautiously and don't jump to conclusions.



By Pimravee



Adapted from <http://www.tedxsalford.com/tips-how-to-read-peoples-minds-almost>