



Inglés con Joe

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Cross-Cutting Skills for Business Meetings: Persuasion, Conflict Resolution, Leadership

Mastering Advanced Communication
in U.S. Business Meetings

Learning Objectives

By the end of this lesson, you will:

- Use key meeting vocabulary to navigate conflict, persuade, and lead.
- Apply strategies for balancing politeness and assertiveness in U.S. meetings.
- Promote inclusivity and resolve disagreements constructively.
- Recognize and utilize leadership styles common in U.S. business culture.
- Create persuasive dialogue and reflect on meeting participation.



Key Vocabulary for Meetings

Buy-in

Support or agreement for an idea or plan.

Pushback

Resistance or disagreement with a proposal.

Facilitate

Guide a discussion to keep it productive.

Compromise

Everyone gives up something to reach agreement.

Pivot

Change direction or focus in a discussion.



More Key Vocabulary

Take the floor

To begin speaking or presenting in a meeting.

Inclusivity

Ensuring everyone has a chance to participate and be heard.

Conflict resolution

Finding a peaceful way to settle disagreements.

Leadership style

The way a leader guides, motivates, and manages a group, especially in meetings.



Persuasion and Buy-In



Persuasion

Use facts, clear language, and confidence to influence decisions. Build trust by listening and addressing concerns.



Buy-In

Team support moves ideas forward. Request feedback and highlight benefits for all.

Handling Pushback and Conflict



Pushback

Expect questions or disagreement.
Stay calm and clarify your points.



Conflict Resolution

Focus on solutions, not blame.
Suggest compromise or alternative ideas.

Politeness and Assertiveness

Finding the Balance

- Be direct, but respectful. Use phrases like, "I see your point, but..."
- Invite quieter voices: "What are your thoughts, Alex?"
- Show appreciation for different opinions.

This approach builds trust and keeps meetings productive.





Leadership Styles in U.S. Meetings

Democratic Leadership

Leaders in U.S. meetings often encourage input from everyone, but keep the group focused and on time.

- Facilitate, don't dominate
- Encourage participation
- Guide toward consensus

Sample Dialogue: Hybrid Meeting

Emma (Chair): Thanks for joining. We're here to resolve the Q2 budget. Raj?

Raj (In-person): The proposed marketing budget is too tight. We need more for ads.

Claire (Virtual): Finance worries about overspending. Can we clarify the campaign's ROI?

Emma: Good point. Raj, can you share ROI data?

Raj: I'll need time to gather it. Maybe we can reallocate funds from elsewhere.

Emma: Great idea. Let's brainstorm options and reach consensus.



Meeting Dialogue & Reflection



In small groups, create a short dialogue for a business meeting using at least three key vocabulary words like **buy-in**, **pushback**, and **compromise**. Afterwards, individually reflect on how you can be more **assertive** and **inclusive** in your own meetings, considering the balance between politeness and directness.

Summary: Key Takeaways

You can now:

- Use essential vocabulary to lead, persuade, and resolve conflict.
- Balance politeness and assertiveness in U.S. meetings.
- Promote inclusivity and handle disagreements constructively.
- Recognize and apply effective leadership styles.

Practice these skills in real meetings for greater confidence and success.

