

Language tool

Topic 3. Problem-solving meeting: Part 1

(**Highlight 20-30%** to give yourself more focus when doing the daily personalization and intermittent review)

Step 1. Work through the useful structures you met in this topic. Notice the functional language use applied in communication.

*Items marked with * do not appear in the conversation, but belong to the same functional group. *

Small talk

- How are you? It's not like you to be late.
- I hope the weather's nice / nicer where you are.
- I guess we can't have everything.

Introducing and meeting

- Before we get going, I'd like to introduce you to Beverly.
- I don't believe you two have met yet.
- *I'd like you to meet Kate. She's our...
- It's great to meet you at last.
- It's great to (finally) put a face to the name.
- *It's great to finally meet you in person.
- We've heard nothing but good things.
- Your counterpart on this side is Stephie.
- *As not everyone knows each other, perhaps we can quickly go around the table and introduce ourselves.

Introducing the agenda / issues to discuss

- Now that's out of the way, let's go through the agenda.
- There are...main items on the agenda.
- First of all, we'll.... Then, after that, ...
- We'll give an update on (the current status of.../the progress we've made since...)
- We'd like to discuss and get your input on
- We hope to reach a consensus on how best to move forward.

Introducing updates

- So, first the good news.
- We've been able to stay on track with (sth)
- *We are on track to (do sth)

- We're happy to say that we're even slightly ahead of the projected timeline for this month's delivery.
- *We are slightly ahead of / behind schedule
- It should be with you by (time), (as long as...)
- We don't expect there to be an issue with....
- As you're probably aware, ...

Discussing problems

- That's where the good news ends, I'm afraid.
- We might run into some issues / We've run into some issues
- We've run into/ hit a bit of an obstacle.
- We're concerned that....might...
- Yeah, that could be a real problem.
- That would be quite a large undertaking.
- How are you planning to resolve this?
- We're confident that we'll/we'd be able to...
- But as Stephie pointed out, it would require extensive testing because we don't know the quality of the new material, which means there will be an additional cost.
- We'd like to get your input on how to move forward from here.
- As far as we can tell, ...
- Unfortunately, other than <doing> there's not much else we can do.
- I'll see if we can do anything on this end to ensure...
- ...might be out of our hands.

Handing over

- I'll pass it across to Beverly to explain the exact nature of the problem.
- *I'll hand over to Beverly to explain the situation.
- *I think Beverly is best placed to deal with that.

Confirming and clarifying options and plans

- I didn't realize it'd be such a large issue. How are you planning to **resolve** this?
- If we opt to use the alternative vendor, my team are confident that we'd be able to handle it.
- If all goes well, there's a chance we'll still be able to get everything done according to the original timeline, but to be safe, I think it's best to factor in an additional buffer in case we run into difficulties getting the starting materials up to the required standard.
- Let's keep it simple for the time-being and lay out the two options.

Step 2. Work with the language list to get fully familiar with the useful lexical and grammatical items. If you don't feel confident about some of them, try to personalize them; feel free to share with the rest of the group and your teachers.

Vocabulary	Sentence structures
<p> rush hour normally occasional be atrocious counterpart back and forth go through the agenda item (on the list/on the agenda) the current status of get input on potential solutions supply / supply chain bring sth up explain in (more) detail stay on track with production quota dispatch clear customs have a close call be/get/stay in contact with smn fill (in) the forms be out of smn's hands ensure sth require sth pass sth on/across to smn nature of the problem source a supplier guarantee undertaking precise conditions result in sth go through extensive testing opt to factor sth in buffer get bogged down in the details for the time-being lay out the options </p>	<p> A is much <adj-er> than B We do have the occasional <sth> We can <do> and , hopefully, <do> We've been able to <do> up until (now) We're even slightly As it happens, as long as Are you confident <clause>? As far as we can tell, there should(n't) be... Other than <doing> there's not much <to do> / we can also <do> We're trying to <do> so that even if..., While <clause>, <clause> Even the <smallest/slightest> change could... I didn't realize it'd ... If all goes well, there's a chance... get sth done according to the original... It's best to <do> in case... Fingers crossed, ...remains that way. </p>