

## **.ACKNOWLEDGEMENT**

I am deeply indebted to many for providing me incentive and support during the time that I was writing this graduation paper. First of all, I would like to express my affectionate and sincere gratitude to my supervisor Mrs Tran Thi Ngoc Lien (MA) for her valuable suggestion, advice, various materials, comments and correction. Without her thorough help, this paper would still far from finished.

I would also like to thank all the teachers of Department of Foreign language who whole- heartedly taught me for the past four years.

Finally yet importantly, I am indebted to my lovely family member, all my friends who always stand by me to help me overcome every difficulty in the course of doing this graduation paper.

Hai Phong, June, 2009

Tran Thi Hien

# TABLE OF CONTENTS

ACKNOWLEDGEMENT .....	1
TABLE OF CONTENTS .....	2
PART ONE .....	5
INTRODUCTION .....	5
<b>1. Rationale</b> .....	5
<b>2. Aims of the study</b> .....	6
<b>3. Scope of the study.</b> .....	6
<b>4. Methods of the study</b> .....	7
<b>5. Design of the study</b> .....	7
PART TWO .....	8
DEVELOPMENT.....	8
<b>CHAPTER 1. THEORETICAL BACKGROUND</b> .....	8
<b>I. Meeting</b> .....	8
<b>1.1 Definition of meeting:</b> .....	8
<b>1.2. Factors influencing the meeting.</b> .....	9
<b>1.3 Types of meeting</b> .....	11
<b>1.4 Phases of meeting:</b> .....	11
<b>II Formal meeting</b> .....	13
<b>2.1 Definition of formal meeting:</b> .....	13
<b>2.2 How to run a formal meeting</b> .....	14
<b>III. Formal language:</b> .....	16
<b>3.1 Introduction:</b> .....	16
<b>3.2 Definition of formal language:</b> .....	16
<b>IV. Formal communication</b> .....	17
<b>4.1 Definition:</b> .....	17
<b>4.2 Comparison between formal and informal communication:</b> .....	18
<b>4.3 Significance of using formal language in formal meeting</b> .....	19
<b>CHAPTER 2:</b> .....	20

<b>HOW TO USE ENGLISH EFFECTIVELY IN A FORMAL MEETING .....</b>	<b>20</b>
<b>I. PROCEDURE FOR A FORMAL MEETING:.....</b>	<b>20</b>
<b>1. Opening.....</b>	<b>20</b>
<b>2. The Minutes.....</b>	<b>20</b>
<b>3. The Agenda.....</b>	<b>20</b>
<b>4. The Subject.....</b>	<b>21</b>
<b>5. Giving the Floor .....</b>	<b>21</b>
<b>6.Taking the Floor.....</b>	<b>21</b>
<b>7.Finishing a point.....</b>	<b>21</b>
<b>8.Directing.....</b>	<b>21</b>
<b>9. Keeping order.....</b>	<b>22</b>
<b>10. Moving to a new point.....</b>	<b>22</b>
<b>11. Postponing Discussion.....</b>	<b>22</b>
<b>12. Proposing.....</b>	<b>22</b>
<b>13. Moving to a vote.....</b>	<b>22</b>
<b>14. Voting.....</b>	<b>22</b>
<b>15. Consensus .....</b>	<b>23</b>
<b>16. Any other business.....</b>	<b>23</b>
<b>17. Closing .....</b>	<b>23</b>
<b>II. SPECIFIC LANGUAGE AREAS USED IN FORMAL MEETING .....</b>	<b>23</b>
<b>1. Language used when presenting an argument.....</b>	<b>23</b>
<b>2. Language showing opinions .....</b>	<b>24</b>
<b>3. Language showing agreeing or disagreeing .....</b>	<b>25</b>
<b>4. Language of interrupting .....</b>	<b>26</b>
<b>5/ Language for questioning.....</b>	<b>27</b>
<b>6 .Language showing proposals.....</b>	<b>27</b>
<b>7. Language of persuading .....</b>	<b>28</b>
<b>8. Language of compromising.....</b>	<b>29</b>
<b>III. SOME RULES GOVERNING THE USE OF LANGUAGE IN FORMAL MEETING.....</b>	<b>30</b>

<b>1. Common way to express a formal message (features of a formal message)</b> .....	30
<b>2. Strategy to help users communicate successfully in a formal meeting</b> .....	34
<b>CHAPTER 3:</b> .....	35
<b>IMPLICATION OF THE STUDY</b> .....	35
<b>I. COMMON PROBLEMS ENCOUNTERED BY THE LEARNERS IN USING ENGLISH IN FORMAL MEETINGS</b> .....	35
<b>1.1 Problems in terms of structures</b> .....	36
<b>1.2 Problems in terms of meaning</b> .....	37
<b>1.3 Problem in terms of style</b> .....	39
<b>II. SOME SUGGESTED SOLUTION TO SUCH KINDS OF PROBLEM</b> .....	39
<b>III. HOW EFFECTIVELY ENGLISH IS USED IN CERTAIN CASES IN A FORMAL MEETING.</b> .....	40
<b>2.1 The use of “could and would” before the main verb to make statement more polite and somber</b> .....	41
<b>2.2 The use of some useful structures</b> .....	41
<b>2.3 The use of chronological phrases to make a coherent speech</b> .....	42
<b>2.4 The use of language to ask for confirmation and repetition</b> .....	43
<b>PART THREE:</b> .....	45
<b>CONCLUSION</b> .....	45
<b>1. Summary:</b> .....	45
<b>2. Suggestion for further study:</b> .....	46
<b>REFERENCES</b> .....	47
<b>APPENDIX</b> .....	49

## Part one

### INTRODUCTION

---

#### 1. Rationale

It is a common knowledge that English is a quite difficult but interesting subject for every learner who studies English as a second language which differentiate from their native ones in terms of grammar, spelling and pronunciation. As for me, a student of foreign language English department, I have to admit that what I can gain and get benefit from my teachers' lectures is still limited and tiny. There seems to be a lot of obstacles and difficulties for me when practicing all four skills of English including listening, speaking, reading and writing at the same time and each of them requires learners mixed ability of working and using their own knowledge of English to satisfy certain tasks. Among them, I have a consuming passion for speaking skill. However, it doesn't means that I was excellent at speaking, I could make a quick reply and reflect with fluency, good pronunciation and correction when being asked; but on the other hand, I have to admit that speaking is always a big problem I have to face with when being put into a conversation with other people, especially in a very formal situations such as formal meeting with the presence of experts, professors, diplomats...., and business representatives. Normally, in a close and sincere contact with family members, friends or our close staffs we, to some extent can freely to choose and use language to communicate with them, for instance, we may use slang, body language and other signals provided that it has the capacity of transferring the key message. Sometimes, these means of communication may have limited or devastating effects on our talk. This is both the strong point and the weakness of using slang and body language in informal conversation. Whereas in the case of taking part in meetings which are conducted in English where many professionals- diplomats, agency representatives and business people attend, communicating in such cases not only requires information

transference insurance but the language itself has to also follow certain rules for the purpose of communicating with our partner in the most polite, courteous and stylized way, so that the listeners may feel more satisfied and pleased for being respected. The reason for the required behavior can be concluded for the importance of formal meeting which is organized for decision making, giving information, establishing relationships, boosting foreign investment...or signing contract. Thus, the way of communicating, particularly the language used must be highly considerate and be regarded as the decisive factor directly leading to the success of that meeting.

When addressing this topic, I have accepted to face with great difficulties and big challenges but also have the chance to try, discover and experience with this interesting theme. Besides, it is a common knowledge that people are usually prefer to be engaged in discovering what seems to be not very familiar with them or the new aspects that they are not very knowledgeable about. From this point of view, I consider the topic of how to use English effectively in a formal meeting a challenge to face, a difficulty to overcome and an exciting topic for my graduation paper. I do hope that what I can do in this topic can once again help me to conclude and evaluate my experience and ability in using English for general purpose as well as for communicating one, and also fully expect that by the time much of my knowledge will be of use in the future, I can fulfill my weaknesses and am more confident in communicating in both informal and formal cases.

## **2. Aims of the study**

With respect to the importance of the way using language in a formal meeting, my study is mainly aimed at:

- + Finding out common expressions frequently used in formal meeting
- + identifying factors governing the use of formal language in formal meetings.
- + providing suggestions for effective use of formal language in meeting.

## **3. Scope of the study.**

Each situation requires specific way of language expressions, and they all can

attract researchers' interest. Effective communication takes an important part in every aspects of life including its crucial role in meetings. However due to tight time and limited ability, my study is restricted to researching how to use English effectively in a formal meeting.

#### **4. Methods of the study**

In order to get data for the study and analysis in my papers, three ways are deployed and used for data collection. First, data are collected from specific language areas presented in the materials and text books used for teaching and learning particularly, English for special purposes in Vietnamese universities and colleges (including those used in HPU). Second, they are obtained from discussions with my supervisor, from internet and other sources. Third, through my own observation and discussions with my friends, necessary information is added. Then the data will be arranged for discussion and analysis according to the set aims.

#### **5. Design of the study**

My graduation paper consists of three main parts:

- + Part one is an introduction which includes rationale, aims, scopes, methods and the design of the study.
- + Part two is the development and also the most important part. Development houses three main chapters:
  - Chapter one is the theoretical background of meeting, formal meeting, formal language and formal communication.
  - Chapter two is the study on the way using English in certain situation in a formal meeting and some rules governing the use of language in such case.
  - Chapter three is the last chapter discussing the main findings of the study.
- + Part three is the conclusion of the whole study which presents the summary as well as suggestions for further studies

## Part two

# DEVELOPMENT

---

### CHAPTER 1. THEORETICAL BACKGROUND

#### I. Meeting

##### **Definition of meeting:**

There are many ways to define the concept and understand the meaning of the word “meeting”. In general, we can apprehend the meeting is an occasion when people come together intentionally or unintentionally for a particular purpose: to present or exchange information, plan joint activities, make decisions or carry out actions already agreed upon. Almost every group activity or projects requires a meeting, or meetings of some sort.

E.g.: We are having a meeting on Thursday to look at the proposal again.

Or in more details, meeting is a concept dominating three factors:

- + When a group of individuals come together to accomplish shared objectives
- + Effective meeting focus on the outcome of the objective, satisfaction of the participants, effective time management, and participant being motivated to act.
- + Meetings are held to give or receive information or to make decision

Besides, we can also reference some other definitions result from the internet such as:

In : Wordnet. Princeton. Edu/ perl/ webwn, Meeting could be:

- A formally arranged gathering.

E.g.: The meeting elected a chair person.

- A small informal social gathering

E.g.: There was an informal meeting in Paris.

- A social act of assembling for some common purposes.
- “Merging” the act of joining together as one.
- “Confluence” a place where things merge or flow together.



Or in: en. Wikipedia. Org/ wiki/ meeting

It is said that, in a meeting two or more people come together for the purpose of discussing a (usually) predetermined topic such as: business or community event.

In: en. Wikitionary. Org/ wiki/ meeting

Meeting is a gathering of people, parties for a purpose; the people at such a gathering as a collective, an encounter between people even accidental.

And in: www. Parliamentary. Net.site/ print. Asp.

Meeting is an official gathering of an organization where business legally can take place.

### **1.2. Factors influencing the meeting.**

There are many factors which may affect meeting result, for example: The leader or the chair person, the participants, secretary, visual aids.

First, the leader plays a key role in the success of a meeting. He can be considered a conductor in an orchestra. Specifically, the leader will be responsible for the following tasks:

- Start and end the meeting on time
- Introduce objectives, agenda.
- Introduce speakers
- Define time limits for contributions
- Control discussion, hear all views
- Summarize discussion at key point
- Ensure that key decisions are written down by the secretary
- Ensure that conclusions and decisions are clear and understood
- Define action to be taken and individual responsibilities

Accordingly, the chair is expected to have a remarkable ability in presentation technique and has a distinctive and influential social role involved in taking the chair at a meeting.

Since meeting is a gathering of a group of people to accomplish certain objectives, so beside the leader there is also a present of many other members

who work, discuss together and contribute a lot to the success of the meeting.

They are the participants whose duties focus on

- Study subjects on agenda, work out preliminary options.
- If necessary, find out team or department views
- Prepare own contribution, ideas, visual supports, etc

At every meeting, especially a formal one we always notice a member, may be a man but normally a girl who works besides the chair and assists him to run the meeting successfully though she may not give the direct vote to the meeting that is the secretary. She accomplishes the following tasks

- Obtain agenda and list of participants
- Inform participants and check:

+ Room, equipment, paper, material

+ Refreshment, meals, accommodation, travel.

In order to run well a meeting, a part from devoted energy and hard work of human beings, we also need to take in to consideration the equipments which help to make your presentation more realistic, living and professional. We call them visual aids or visual supports. Here are some types of them available for your choice.

- Using power point with overhead projector (OHP) and white board
- Using many types of charts: pie chart, line graph, table graph...
- Using picture, film, video, tape recorder, script or note...

Finally there are still some more factors which you may not take much care but they may have a considerable effect on meeting result, such as

- Style:                   + Formal/ informal  
                              + Enthusiasm/ confidence
- Voice:                   + Variety/ Speed  
                              + Pauses
- Body language:       + Eye contact  
                              + Gesture/ movement  
                              + Posture

### **1.3 Types of meeting**

Meetings can be classified in various ways.

Basing on the formality, meeting is divided into:

- Formal meeting
- Informal meeting

Basing on the objectives targeted, meeting is divided in to:

- Decision making meeting.
- Information giving meeting
- Relationship establishing meeting

Basing on the frequency, meeting is divided in to:

- Spontaneous/ emergency meeting
- Routine meeting

Etc...

### **1.4 Phases of meeting:**

Meeting generally follows a more or less similar structure and can be divided into the following parts:

I Introduction:

- Opening the meeting
- Welcoming, introducing participants
- Stating the principal objectives of a meeting
- Giving apologies for someone who is absent

II Reviewing past business (The minutes)

- Reading the Minutes ( notes) of the last meeting
- Dealing with recent developments

III Beginning the meeting:

- Introducing the Agenda
- Allocating Roles( secretary, participants)
- Agreeing on the Ground rules for the meeting ( contributions, timing, decision making, etc)

#### IV Discussing items:

- Introducing the first item on the Agenda
- Closing an item
- Next item
- Giving control to the next participant

#### V Finishing the meeting

- Summarizing
- Finishing up
- Suggesting and agreeing on time, date, and place for the next meeting
- Thanking participants for attending
- Closing the meeting.

For all the information mentioned above, we may realize the importance of meeting in every aspect of life, especially in business and foreign affair activities. Knowing how to hold efficient and effective meeting can help make projects successful and a good meeting is always the target, the destination, the expectation of the leader as well as the whole participants. In a good meeting participants' ideas are heard, decisions are made through discussion and with reasonable speed, and activities are focus on desired results. Good meeting help generate enthusiasm for a project, build skills for future projects, and provide participants with techniques that may benefit them in their future careers.

Good meetings require good leaders and good participants. A good leader understands the purpose of the meeting, makes sure that all the participants understand this purpose, helps keep the discussion on track, works with participants to carry out the business of the meeting in the time allotted and tries to ensure that everyone involves appropriately in discussions. These responsibilities often require a good leader to distribute an agenda and other written materials prior to a meeting.

Good participants come to a meeting prepared for the business at hand – with reports ready, concerns over key issues thought out, and question about key issues organized. They also bring to the table their best listening skills and group

manners. These participants, for example, take turns talking, stay on the point of discussion, and help to move decisions forward.

## **II Formal meeting**

As there are many types of meeting, and in terms of formality and of stylish we have two kinds: formal and informal meeting. These sections will focus on the concept of formal meeting.

### **Definition of formal meeting:**

Formal meeting is a preplanned meeting. It has a predetermined set of topics that one wishes to discuss along with a set of objectives that one wishes to achieve at the end of the meeting. At a formal meeting generally it is a senior executive who presides over the affair. The members of the meeting are often given a considerable period of notice before the meeting, preferably through formal means such as memos. As the title suggests, the atmosphere in such meeting is generally somber, formal.

Also, a formal meeting can be defined as the one where there is a recognized and established set of guidelines that govern the meeting. Such guidelines are often written, and may include organizational requirements, a club or incorporated society constitutions, etc. such guidelines usually cover such matter as:

- Frequency of meeting, notice of meeting and agenda avenue etc
- Conduct of the meeting, including discussion and decision-making process, quorum, etc
- Reporting requirements after the meeting
- Such guidelines set the customary procedure for meetings.

Such definitions have provided us the basic knowledge of formal meeting. From this theoretical background we obtain the important characteristic of formal meeting is that it is a very stylized, polite and somber meeting where participants are restricted to follow certain rules and guidelines. Moreover, to gain the consensus discussion in a formal meeting, you should also care for steps of running a formal meeting, which is displayed in the next part.

## **How to run a formal meeting**

As your small business grows so will the size of your company meetings, Informal get-together can be effective, but when time is tight and projects are complex, more order is necessary. Working with corporate clients may also require you to lead a formal meeting.

The following steps can be very useful for us to consider:

### ***Step one: Set objectives***

A clear objective will encourage people to attend the meeting because they will understand its intent. It also will set the foundation for a focused meeting.

Meeting usually has one of the two objectives – to inform or to decide. “Discussion” is not a meeting objective. For example, “to determine the market positioning for Series 2000 trade advertising” is an effective objective. It is focused and clearly announces the aim of the meeting. “To discuss Series 2000 marketing” sounds aimless and could invite rambling instead of action.

### ***Step two: Assemble attendees***

Create a list of who needs to attend this meeting. Think carefully about whether or not some one needs to be in the room for the duration of the meeting (perhaps they can join you via conference call or for one specific topic). Remember, if you waste someone’s time, he or she will be less likely to attend and participate in the next meeting you run.

Be definitive when you invite people to a meeting. You must be courteous of people’s schedules, but you will have an easier time scheduling a meeting if you say “Please plan to attend and if you cannot make it let me know. “ Always let people know the objectives of the meeting, the time it will begin and the time it will end. Also, stress that it will begin on time

### ***Step three: Create an agenda***

An agenda is a list of the key items to review in order to meet your objective. It can be something you use for yourself or hand out at the meeting. The upside of handing out an agenda is that it provides a script for people to follow. The downside is that it may distract your attendees; it could tempt them jump to

issues you are not ready to cover. For example, if the fifth bullet down is engineering, the engineers in the room may want to keep the agenda to that. If you need to resolve other issues first, you may want to keep the agenda to yourself. If you are running a status meeting you can use your project timeline as your agenda.

If you decide to hand out an agenda, be sure to state the objective and date at the top of the page. All points should be bulleted. Everyone in the meeting should receive one, so be sure to make more than enough copies.

#### *Step four: Maintain control*

Once the meeting has begun, it is your responsibility to keep it moving and keep it focused. Here are some tips for accomplishing this:

- Start on time even if people are late. If you wait until the last person arrives, you train people to be late

- Briefly state what the meeting is about.

- If you have passed out an agenda, be sure everyone follows it so that you accomplish your objectives

- If discussion drag on a topic and a decision is not being made, it is your job to interject and say something like, “ For the sake of timeline project, we need to make a decision”

- If it is apparent that something cannot be resolved, determine what will be necessary to resolve it in the future and add it to the project timeline

- Crowd control: You have to be firm if the group get off track and suggest that the matter be discussed at another time.

- Schedule the next meeting at the end of the current one.

- If you called the meeting, you are responsible for taking notes or appointing someone to take notes

#### *Step five: Follow-up*

Once the meeting has ended, you still have work to do.

Put together and distribute an internal memo summarizing what was covered, what was resolved, and what actions need to be taken for issues requiring further

clarification. This should come straight from the meeting notes. Don't make this memo long; a handful of bullet points should do the trick.

Make sure to thank people for attending and participating. They will be happy to know their time was appreciated.

Update your timeline to cover progress reported at the meeting. In your update make sure to include the date of the next meeting, along with what needs to be accomplished by then.

Moreover in order to ensure the success of a formal meeting, besides a good preparation on both facilities and content for discussion, participants also need to take into consideration the language they use and the way they communicate with others. Therefore, I would like to introduce two more concepts which is closely related to the main topic so that you may have clearer and better understanding on this part. They include formal language and formal communication.

### **III. Formal language:**

#### **Introduction:**

When writing or speaking, we choose the words which seems most suitable to the purpose and the audience. In academic writing, we use formal language avoiding the use of slang and colloquial language. Especially, formal language is also required when speaker involving in a formal social situation, such as a meeting or a senior conference with the presence of many professionals. In another terms, formal language is seriously important when people trying to impress the other, to attract him with the most respect to reach their purposes.

#### **Definition of formal language:**

Commonly, formal language is language use characterized by:

- + Speech before a passive audience
- + The assumption of a role by the speaker
- + The use of artificial means of communication such as writing, or electronics...
- + The use of a "high" dialect or language in preference to a "low" one.

Formal language may appear in case of:

- A sermon



- A political speech
- A lecture
- A letter
- A poetry

([http:// www.sil.org/ linguistic terms/ what is formal language. Htm.](http://www.sil.org/linguistic/terms/what_is_formal_language.htm))

A formal language is an organized set of symbols the essential feature of which is that it can be precisely defined in terms of just the shapes and locations of those symbols. Such a language can be defined, then, without any reference to any meanings of any of its expression, it can exist before any interpretation is assigned to it, that is before it has any meaning.

([http:// en. Wikipedia.org/ wiki/ formal language](http://en.wikipedia.org/wiki/formal_language))

Here are some examples of using formal language instead of an informal alternative:

- a/ System analysis's can ( help out/ assist) managers in many difference way.
- b/ This program was ( set up/ established) to improve access to medical care.
- c/ Medical research expenditure has( gone up/ increased) to nearly \$ 350 million.
- d/ Researchers have ( found out/ discovered) that this drug has serious side effects.
- e/ Exercise alone will not ( get rid of/ eliminate) medical problems related to blood pressure.

In short, formal language is the standard, proper and stylized language which is grammatically correct and used in fully written form not in short form or abbreviation and preference utilized in formal social situation, including formal meeting to highlight the importance of formality of the event as well as the respect and willingness of the chair or the speaker.

#### **IV. Formal communication**

##### **1. Definition:**

Formal communication is that which is connected with the formal organizational arrangement and the official status or the place of the communicator or the

receiver. It moves through the formal channels authoritatively accepted positions in the organization chart. Formal communication is mostly in black and white. Formal communication can be defined as “a presentation or written piece that strictly adheres to rules, convention, and ceremony, and is free of colloquial expressions.

It connotes the flow of the data by the lines of the authority formally acknowledged in the enterprise and its member is likely to communicate with one another strictly as per channels constituted in the structure. Thus, it is a purposeful effort to influence the flow of communication so as to guarantee that information flows effortlessly, precisely and timely.

It emphasizes the essence of formal channel of communication. The different form of formal communication include: department meetings, conferences, telephone calls, company new bulletins, special interview and special purpose publications

The main advantage of formal communication is that the official channels facilitate the habitual and identical information to communicate without claiming much of managerial attention. Essentially, executives and managers may devote much of their precious time on matter of utmost significance.

But at the same time, the weakness of formal communication should not go unaccounted. Communication through channel of command greatly obstructs free and interrupted flow of communication. It is generally, time consuming, cumbersome and leads to a good deal of distortion.

#### **4.2 Comparison between formal and informal communication:**

a/ Informal communication: usually characterized by the following features:

- Usually used with friends and family
- Contains shortened versions of words
- Contains slang words

b/ Formal communication usually characterized by the following features:

- Used in a professional setting.
- No slang

- Pronounce word correctly

With social behavior

- Varies from location
- Proper etiquette (meals and more)
- Proper conversation

E.g.: please, Thank you, May I, I'm sorry, excuse Me...

With first impression:

- Firm handshake
- Proper introduction
- Proper appearance.

#### **4.3 Significance of using formal language in formal meeting**

In case of attending a formal meeting, however deep knowledge one may own, how well he prepares for the meeting or how high position he may rank, even his English is good, not all of the language of formal meeting is obvious. He can not ensure the rules and conventions defined as well as perform successfully his duty entrusted or even break down the good image and the relationship with the other partners, so how seriously impacts on his company, his organization when failing to realize objectives and how important role of using language in such formal cases. Accordingly, in order to help resolve this problem, my study promises to provide essential key of using English phrases for certain conditions which may arise during such a formal meeting.

## CHAPTER 2:

### HOW TO USE ENGLISH EFFECTIVELY IN A FORMAL MEETING

As in the last chapter I have already mentioned the importance of using English in a formal meeting. However, by what way or how to use English effectively in such cases is still a question that this chapter is responsible for addressing. Therefore, this chapter mostly concentrates on some specific language areas used in formal meeting. But first of all, we should have general knowledge about the common process when attending a formal meeting, next is the study on specific language areas in case of different situations occurred, from the simpler to the more complicated discussion and negotiation. And the last part will suggest you some rules governing the use of language in a formal meeting including the way to express formal message and strategy to communicate successfully in a formal meeting.

#### **I. PROCEDURE FOR A FORMAL MEETING:**

A formal meeting generally follows this structure:

##### **1. Opening**

At this first stage, the chair may have many ways to announce the beginning, the most common and formal one is:

*Ladies and Gentlemen, I would like to declare the meeting open.*

##### **2. The Minutes**

The minutes are the summary of what was said and done at the previous meeting. If the minutes have not been circulated before the meeting, they are read out to check that they are an accurate summary of the previous meeting. To mention this task, the chair may raise with some state like:

*Would someone move that the minutes of the last meeting be accepted?*

*Could we take the minutes as read?*

##### **3. The Agenda**

This is the list of matters to be discussed at the meeting. The chairman would check other members for information on the agenda by:

*Has everyone received a copy of the agenda?*

*I would like to deal with the first item on the agenda.*

*I would like to add an item to the agenda.*

#### **4. The Subject**

The subject a specific thing to be discussed in the meeting, it is the aim, the objective of that meeting. Normally, it is stated by:

*The purpose of today's meeting is...*

*Perhaps we should first look at...*

#### **5. Giving the Floor**

In a meeting, if the chairman wants to give the permission to speak to someone else, he might say:

*I would like to give the floor to Miss..*

*Mrs.. would you like to say something about this?*

*Mrs.., what are your views on this ?*

#### **6. Taking the Floor**

Also, in a meeting, if anyone wants to raise and mention the point which is being discussed by the other people, he could express:

*Could I just make something here, please?*

*With the Chair's permission, I would like to take up the point about..*

*Excuse me Mr Chairman , may I say something, please?*

#### **7. Finishing a point**

When the chair wants to finish discussing one point, he declares:

*Has anyone anything further you may wish to add before we move on to the next item on the agenda?*

#### **8. Directing**

These phrases are used when the discussion start to wander and become irrelevant to talk.

*This is not really relevant to our discussion. What we are trying to do is...*

*We seem to be losing sight of the main point. The question is...*

## **9. Keeping order**

When there are so many discusses at once, even without the chair permission, one may interfere with:

*We can't speak at once. Mr .. would you like to speak first?*

*Mrs.. would you mind addressing your remarks to the Chair, please?*

## **10. Moving to a new point**

These phrases are useful for the presenter to shift to the next item of the agenda.

*Would we move on to item 5 on the agenda?*

*Now, I would like to turn to..?*

## **11. Postponing Discussion**

If the speaker are not ready for replying answers, which may be due to the lack of information or even he doesn't know how to deal with the matter, he preferably use:

*Well, Ladies and Gentlemen, with your approval, I propose to defer this matter until we have more information at our disposal.*

*Perhaps, we could leave it for the time being. We can come back to it later.*

## **12. Proposing**

When people discuss and put forward a vote, they may say:

*With the Chair permission, I move that...*

*I would like to propose the motion that..*

*Would anyone like to second the motion?*

## **13. Moving to a vote**

These phrases are used when the chair wants the participants show their support or opposition.

*Perhaps we should take a formal vote on this.*

*Could we take a vote on this?*

## **14. Voting**

During the voting, the chair gives his controlling by:

*In the event of a tie, I would like to remind you that I have the casting*

*vote.*

*Those for the motion, please?*

*Any abstentions?*

*The motion has been rejected by 6 votes to 5.*

## **15. Consensus**

When it seems that everyone show their general agreement to the decision or so.

*Could I take it everyone's in favor?*

*Well, it looks as if we are broadly in agreement on this.*

## **16. Any other business**

These phrases can be used to check other people whether they want to raise any matter or not.

*Is there anything else to discuss?*

*Is there any other business?*

## **17. Closing**

To conclude the meeting formally, the chair announce that:

*That concludes our business today. Thank you for your attention.*

*I declare the meeting closed. Thank you Ladies and Gentlemen.*

## **II. SPECIFIC LANGUAGE AREAS USED IN FORMAL MEETING**

### **1. Language used when presenting an argument**

a/ Beginning:

- I would like to begin by..
- I would like to make a few remarks concerning...
- I would like to comment on the problem of ...
- There are three points I would like to make
- The most important point seem to me to be..

b/ Ordering: These phrases seem to be simple but important as they help the listeners to understand your view.

- First of all, we should bear in mind..
- At the outset..
- Firstly,...secondly,...finally.

**c/** Introducing a new point:

- I would like to turn briefly to the problem of....
- The next issue I would like to focus on is...

**d/** Balancing:

- Despite the fact that..., I...
- On the one hand... , on the other hand....
- Whereas...., we still have to remember

**e/** Stating preference:

- I would rather...than...
- I tend to favor...as opposed to...
- The main advantage of ....is that....

**f/** Concluding:

- I would like to conclude by stating that...
- Allow me to conclude by highlighting the fact that..
- In conclusion, I would like to reiterate that...
- I would like to conclude my comment by reassuring you that we are fully aware of the fact that.

**2. Language showing opinions**

**a/** Asking for an opinion:

- I would like to hear your views on..
- Mr..., What is your opinion of?
- Mr..., What is your position on?

**b/** Asking for reaction:

- I was wondering where you stood on this question?
- I wonder if you would like to comment, Mrs ..?
- Could I ask for your reaction to..?

**c/** Giving tentative opinions:

- It is seem to me that..
- As far as I am able to judge..
- I think it would be fair to say that..



**d/** Bringing in to answer a question:

- If I may, I would like to ask my colleague Mrs.. to reply to that
- I think Ms .. is more qualified than I am to dealt with this question
- I would like to ask my colleague Ms.....to give her views on that

**e/** Bringing in to present a point:

- I would like to call on Mrs..... present her views on...
- Allow me to give the floor to Ms...
- Mr., would you like to come in here?

**f/** Summarizing:

- Well, at this stage I feel I should summarize the matter as it stands..
- If I may just go over the main points raised so far?
- Well, if I could sum up the discussion..
- To summarize, I think we are in agreement on.

### **3. Language showing agreeing or disagreeing**

**a/** showing strong agreement:

- I am of exactly the same opinion
- I am accorded to/ accord with your opinion

**b/** showing neutral or partial agreement:

- I think we are in agreement on that
- I think we can accept your position on that.
- I would tend to agree with you on that
- I agree with you on the whole, but it could be said that
- By and large I would accept your views, but
- Although I agree with most of what you have said, I find it difficult to

agree with your point about..

**c/** Softening strong/ neutral disagreement:

- With all due respect, Ms...
- I respect your opinion, of course, however...
- I am afraid ...

d/ Tactful disagreement:

The main difference between this section and Partial agreement is that these phrases are on the negative sides. They suggest below 50% agreement, whereas the phrases in Partial agreement suggest agreement above 50%.

- I agree up to a point, but..
- To a certain extent I agree with you, but..
- I take your point, Mr., but have you considered..?
- I can see your point of view, but surely..
- I have sympathy with your position, but...

#### **4. Language of interrupting**

a/ Interrupting: This is acceptable when the interruption is made at the right moment, i.e. during a pause in what the speaker is saying. This may be the speakers hesitates or when he or she is changing from one object to another. To interrupt somebody in mid sentence is normally impolite.

- May I interrupt you for a moment?
- If I may just interrupt you for a moment, I would like to..
- Sorry to interrupt, but..

b/ Taking the floor:

- If I might just come in here?
- If no one objects, I would like to say a few words about..
- If I might say a word about..
- Might I come in at this point?

c/ Commenting: A comment is normally short and relevant to what the speaker has just said

- I wonder if I might comment on that point?
- I would like to add something here, if I might/
- May I just draw your attention just to the fact that...
- Excuse me, but I would just like to point out that..

d/ Preventing an interruption:

- With respect, I should like to finish the point I was making..

- With your permission, I would rather finish what I was saying.
- Perhaps I might return to that point later on

## **5/ Language for questioning**

### a/ Asking a general question:

- Would you mind ....?
- I was wondering if you..?
- I wonder if you could ...?
- Would you mind if I ask...?

### b/ Asking for further information:

- Could you be a little more precise?
- I am sorry, but could you explain in a little more detail?
- Could you give us some details about..?
- Would you care to elaborate on that..?
- Could you expand on that?

### c/ Playing for time:

- That is a very interesting question.
- That is a rather difficult question to answer.
- I am glad you asked that question.
- You have raised an important point there.
- I am sure you would appreciate how complicated this matter is
- I am not quite sure what you mean by that
- I don't think it is quite as simple as that...
- I am afraid I don't quite follow...

### d/ Saying nothing:

- Well, it is rather difficult to say at present
- I am afraid I don't have enough information at my disposal to answer that
- I am afraid I am not in a position to comment on that just yet.
- I think we can leave the problem of..... aside for a moment, the real issue is ....
- I don't think we have enough time at our disposal to consider all the

implications of this particular aspect of the problem.

## **6 .Language showing proposals**

a/ Proposals, recommendations, and suggestion:

- I would propose that..
- If I may make a suggestion, we could...
- I would like to put forward a proposal that..
- I wonder if I might suggest..
- Wouldn't it be a good idea to ..?
- Wouldn't it be better to..?

b/ Expressing support:

- I am fully in favor of..
- I can thoroughly recommend that..
- I would certainly endorse such a proposal.
- I should like to express my total support for this..

c/ Expressing partial support:

- My initial reaction is favorable, but..
- With certain reservation, I would support your proposal.
- I shouldn't like you to think that I am necessarily against this in any way,

but I can't help wondering...

d/ Expressing opposition:

- On the face of it, this seems quite a good suggestion, but..
- I am not sure the proposal is feasible.
- I am not convinced that this proposal is really worthwhile.
- I can see many problems in adopting this.

## **7. Language of persuading**

a/ Persuading by asking question:

- I was wondering if you would thought of..
- Wouldn't it be a good idea to..?
- Have you taken into account..?
- Has it occurred to you that..?

b/ By adding information:

- There are, if I may so, certain points you should bear in mind..

- I wonder if you have considered...
- If we look at it in another light...

c/ By challenging:

- I wonder if that view is justified in the light of ..
- I would be inclined to....., if I was you
- It would be in your own interest to...

d/ Expressing reservation:

- I think we should give ourselves time to reflect on ...
- I am afraid such a decision might lead to..
- Under no circumstances should we come to a hasty decision on this

e/ By reassuring:

- There is no cause for concern as far as....is concerned.
- We understand your concern about ...and we assure you that we will do everything in our power to ...
- We share your concern about this, and you may rest assured that..

## **8. Language of compromising**

a/ Offering a compromise:

- We would be ready to.... On the understanding that...
- We would be willing to .....with the proviso that....
- We would be more than ready to .....as long as....
- We would be prepared to .... On condition that...
- I think we could.... Provided that...

b/ Adding a condition positively:

- We would see no objection whatsoever, provided that...
- If we agree it would be conditional on....
- Our agreement would be conditional on.....
- If we agreed, we hope you would reciprocate by...
- If you could be prepared to ....., then we could....

c/ Adding a condition negatively:

- We would be rather reluctant to....., unless
- We wouldn't be prepared to ....., unless...

- We have certain reservations about....,and unless..

d/ Accepting a compromise:

- That seems to be a reasonable compromise
- In a spirit of compromise, we would be willing to accept your offer
- I think that would be perfectly acceptable
- To meet you halfway on this, I think we could agree to your condition

e/ Rejecting a compromise:

- We would be not entirely convinced that this is a viable solution to the problem
- Although we would like to avoid a deadlock as much as you did, we find your offer unacceptable
- In that case, we should very reluctantly have to ....
- In which case, we would be virtually obliged to.....

### **III. SOME RULES GOVERNING THE USE OF LANGUAGE IN FORMAL MEETING**

The previous part has provided you some useful, essential list of standard phrase used for meeting. However, the more important task I would like to introduce in this part is to provide reader some rules governing the use of language in the formal meeting, which is restricted in discovering common features of formal language and the strategy to use language effectively in such cases.

#### **1. Common way to express a formal message (features of a formal message)**

Effective communication in meeting is partly a manner of knowing certain specific expressions which were mentioned on the previous part. So, how many ways can we change the basic of such a formal message or many features have you noticed on such expressions. The list above can help to answer the question.

##### **a/ Using “would, could or might” to make what you say more tentative**

“Would , could or might” are often added to make any statement more tentative.

It takes the away the dogmatic tone of many statements.

E.g.:

Instead of saying: “That is unacceptable”

We say: “That would be unacceptable”

## **b/ Presenting your view as a question not a statement**

If you present your view in a form of a question, it will help to reduce the seriousness of the matter or can function as a sensitive way of giving information, suggestion or even a blame without directly referring to the listeners.

E.g.:

Instead of saying: “That is too late”

“It would be a good idea to involve the French”

We say: “Is that too late?”

“Would it be a good idea to involve the French?”

## **c/ Adding not to suggestions**

The examples above all sound more tentative and negotiable if they are grammatically negative:

E.g.:

“Isn’t that too late?”

“Wouldn’t Friday be convenient?”

## **d/ Introductory phrases**

Often if we introduce our reaction with a word or phrase which tells the listener what kind of comment we are going to make. In particular some phrases warn the listener that disagreement follows. Here are the most common introductory phrases.

E.g.:

Actually,

With respect,

In those circumstances,

Well,

To be honest

In fact,

Frankly

As a matter of fact

To put it bluntly

## **e/ I’m Afraid**

The most common phrase in spoken English to show that the speaker recognizes that his/ her reaction is in some way unhelpful or unwelcome is “I’m afraid”. It may warn of disagreement, but its general meaning is wider and indicates the speaker sees his/ her reaction as unavoidably unhelpful.

E.g.: Could I speak to Jack please?

I'm afraid he is out of the country at this moment.

Would next Tuesday be convenient?

I'm afraid I'm tied up all day.

### **f/ Qualifiers**

Successful meetings often depend on avoiding direct disagreement. The more general the statement, the more likely it is to produce disagreement. Not surprisingly, therefore, good negotiators often restrict general statements by using qualifiers. Here are some of the most common qualifiers in English:

A slight misunderstanding      A short delay

A little bit too early              A bit of a problem

Some reservations                  A little more time

Eg:

That would leave me with a problem → That would leave me with a slight problem.

I have doubt about that → I have some doubt about that.

We have had a disagreement with our German colleagues → We have had a slight disagreement with our German colleagues.

### **g/ Not + very + Positive adjective**

Often English avoids negative adjectives, especially in a formal case; therefore, the “not + positive equivalent” is preferred to make statement less serious more tentative, and acceptable.

E.g.:

That is inconvenient → That is not very convenient.

The suggestion is impractical → The suggestion is not very practical.

That is a useless line of argument. → That is not a very useful line of argument.

### **h/ Comparatives**

In offering an alternative suggestion, the comparative is often used:

E.g.:

Wouldn't the 31<sup>st</sup> be more convenient? It might be cheaper to go by air.

The implication is that the other person's suggestion is acceptable, but yours is



more acceptable. For this reason the use of comparative is more tactful. We can also add “would, might...” when offering these proposals.

E.g.:

It is appropriate to wait a few minutes→ It would be more appropriate to wait a few minutes.

An earlier delivery date is helpful→ An earlier delivery date would be more helpful.

Sometimes comparative phrases, not including adjectives, are used; such as in these examples:

The Belgian plant has capacity in the short term.

Research is needed before we make a decision.

### **i/ Continuous forms**

In English, the simple past is used if the speaker sees the event as a single whole, while the past continuous is used if the speaker sees the event “stretched out” in time. For this reason, the continuous form of the verb is more flexible, because the event can be “interrupted”, while the simple past is more often used to express facts or events seen as finished and completed.

E.g.:

I was trying to ring you yesterday→ I was trying to ring you yesterday.

We intended to make new arrangements for next year→ We were intended to make new arrangements for the next year.

I hoped you would accept 8%→ I were hoping you would accept 8%.

Notice, in every case, the simple past gives the impression that the speaker means “This is what I/ we did before we started our present discussion”; it gives the impression that the person he/ she is speaking to is **excluded**.

In contrast, the continuous form, used with the verb like: “hope, discuss...” gives the impression of including the other partner in the discussion. For this reason continuous form seen more friendly and open, and are often appropriate if you are trying to engage the other person in an open negotiation.

### **J/ Stressed words**

Grammar and vocabulary are, of course important in getting your meaning

across. Less obviously, but equally importantly, the words which you give special stress to can change the meaning of what you say.

Let analyses this example:

It is rather a **large** house.

It is **rather** a large house.

The most important use of this kind is the word “quite”. If “quite” is stressed, it is a qualification (quite interested but not very), but if the following adjective is stressed, “quite” means “very”.

## **2. Strategy to help users communicate successfully in a formal meeting**

It is not easy to use language effectively in formal cases including formal meeting. Accordingly, one should try to devote more energy, consideration and patience to practice this part, try to collect and inquire the experienced one to fulfill his weakness. From my own study, I would like to provide you some suggestions in terms of using language before delivering a formal speech:

- Firstly, you should care for the formal rituals of the meeting which are the rules and conventions we have to follow. You always have to bear in mind that any of your behaviors should be in the most polite, courteous and appropriate way.

- Secondly, plan and prepare yourself carefully about knowledge of every aspect that the meeting discusses so that you can make a clear speech and obtain specific purposes.

- Thirdly, try to equip yourself a considerable amount of background English of pronunciation, grammar, vocabulary and so on, so that you may not make mistakes when communicating.

- Finally, it is really necessary for you to train a quick mind and reflect to prepare yourself to adapt better at any situation which may arise during a meeting.

## **CHAPTER 3:**

### **IMPLICATION OF THE STUDY**

As we can see that, communicating among people is a part of our life thanks to its primary role in sharing or giving information, releasing many important decisions, setting many targets for the purpose of our country development.

In our daily life, such as in family, people communicate with each other to share information, emotion and consideration with each other. At school, student and teacher communicate to exchange knowledge and experience to show and prove student understanding on a certain subjects. These cases of communication seem to be easier, closer and more relaxed for people to get involved. However, in some special situations, particularly in a formal meeting of many professionals, diplomats, and business representatives, which are conducted in English and organized to talk and discuss about launching new projects, new company, boosting foreign investment or solving many political affairs, people engaged in such types of meeting not only have to prepare well about the knowledge and content to discuss but also have to care for the way of using language to participate effectively in such meetings. In more details, besides ensuring the purpose of information transference and objectives gaining, every attendee also needs to take into consideration the features of formality of such communication. Because, only by performing well these criteria can one participate successfully at a meeting.

When writing this graduation paper, I have drawn some of very useful intimation which, to some extent, assists much your communication in a formal meeting. They are the study on some common problems that the users may encounter, suggested solutions to such problems and the study on how effectively English is used in some cases in a formal meeting.

#### **I. Common problems encountered by the learners in using English in formal meetings.**

Using language effectively is always the desire and burning wish of every users,

however sometimes what concluded from their talk, especially, from a formal one is not very obvious. There are many causes leading to this phenomenon that speakers might not pay attention to or even can not avoid.

### **1.1 Problems in terms of structures**

Though we are in case of communicating in a formal meeting, not in written language, we should pay close attention to the basic structure of a sentence including a subject and a predicate. A sentence conveys a complete meaning or idea serving a define purpose of communication. Users should care for some types of sentence, and more importantly, consider some sentence problems such as the phenomenon of inversion, forms of verb, parallelism...etc. For example, when you want to ask a favor, you might say

*Would you mind doing me a favor?*

*Or Mrs. Jane, I am wonder if you would mind giving me a detail explanation of this matter?*

*(Language of meeting, 1987:30)*

But you can not sate it as

*Mrs. Jane, I am wonder if you would mind give me a detail explanation of this matter?*

In this case the user has chosen the wrong form of verb because after the modal verb “mind” we must use the – ING form of verb not the BASE one.

Similarly, the problem of structure also occurs in this example

“I look forward *to see* you again, Mr. Smith.

Or the problem of structure may occur with the phenomenon of inversion, such as in these cases.

Along the beach many expensive hotels lie. ( Along the beach lie many ....)

Under no certain circumstances you can leave here. (Under no certain circumstances can you leave here.)

Sometimes, user may also not care for the parallelism of sentence structures and makes mistake in communicating, for example

Studying little each day is better than to cram. (to cram→ cramming).

I am interested in learning English, watching TV and listen to the radio. ( listen to the radio→ listening to the radio).

Therefore, if the speaker makes mistake on using sentence structure, he will fail to express message and produces a poor even ridiculous statement.

## **1.2 Problems in terms of meaning**

Besides the structure of sentence to form statement in a formal meeting, learners also need to take into consideration the meaning of word they use when communicating in such cases to ensure the purpose of effective communication. Normally, the problem of meaning takes place when the speaker doesn't know how to represent and express his ideas or he has stated it but it doesn't successfully transfer the hidden information as well, and certainly, the language can not ensure the rule of clear and precise communication. Certainly, his performance is no longer receive high evaluation from listener for not satisfy their demand. For example, in order to inform people that they can not smoke in the conference room

Instead of saying "*Attendees are not allowed to smoking in our conference room*"

One may say "*Attendees are limited to smoking in our conference room*"

*(English in Economics and Business, 2003: 138)*

So, the word *limited* here is not the suitable alternative of the phrase *not allow* because, when we say something is not allowed that means it is banned and it is illegal when doing it. However, the word *limited* here implies that the action of smoking may still exist and it can not be virtually forbidden. Thus, using word with the proper meaning suitable for certain context is extremely difficult but important task for everyone who desires to make a beautiful conversation with other partner. In some occasions when one can not choose the right words with their contributive meaning, the result of his behavior is obviously unsatisfactory. Such as In case of a meeting for calling on investment of the foreign company to build a cement company at Ha Long city, the presenter show a lot of conveniences and advantages for launching project like available resources, not

expensive laborers and reasonable local policy.

The partner may react: *“as far as I am concerned, Quang Ninh is a tourist province; therefore, the matter of environment is highly considerate and took care of, any of harmful behavior to your environment is unexpected and fully protested by the local inhabitant. What is your view on this problem?”*

*(English in Economics And Business, 2003:160)*

However, the speaker doesn't know how to give the persuasive answer to the partner but let the meeting reach stale mate and of course the meeting will not have a good result. Therefore, in order to use the word with the proper meaning in certain context, one should care more for the part of synonyms which may be similar or identical in meaning and can be very useful in transferring the information. It is observed that every language has variety of words which are kindred in meaning but distinct in phonemic shape and usage, ensuring the expression of most delicate shades of thought, feeling and imagination. The more developed the language, the richer the diversity and therefore the greater the possibilities of lexical choice enhancing the effectiveness and precision of speech.

For example, the verb *experience* and the verb *suffer* both render the notion of experiencing something. However, the verb and the noun *experience* indicate actual living through something and coming to know its first-hand rather than from hearsay. For instance, one may say *“I have four- year experience in working at A Dong Company”**(English Basic Lexicology, 1993:196)* to inform other people that he has worked for A Dong Company. Whereas the verb *suffer* implies that some one has bore or is subjected to something characterized by connotations implying bad, wrong or injury, such as one may say *“she has been suffering from cancer for two years”**(Cambridge Advanced Learner's Dictionary, 2005: 1299)* to show other that the woman has been ill with cancer for two years . Thus, synonyms are interchangeable under certain conditions and our duty is to wisely identify and sensibly use them to satisfy specific purpose of communication.

### **1.3 Problem in terms of style**

For some reasons, sometimes one may forget that he is attending a formal meeting and accidentally use colloquial language or even slang. This kind of behavior is considered disregard and contempt for other members. At this time, it is clear that no one would find it interesting to follow your presentation. In some cases it may break the relationship with the other partner.

For example: During the conversation, the presenter uses slang terms such as “*Whatcha gunna do after work*” or “*quit playin around*” or “*can you dig it*”...which are really informal, and receive no attention, no reflect and respect for his speech. However, later another man announces his report, the vocabulary he deals with the customer very proper and formal such as “*Sir.*”, “*I would like to...*”, “*I am wondering .....*”...in addition, he talks in a slow calm and clear voice. He surely receives the high expectation from the listeners and may create a good image and perform successfully his duty.

Theses faults on using language mentioned above may not fully enough for reader to enable them using proper language, but to some extent can help them realize some causes of their deficiency in using language. Therefore, they will try to avoid these mistakes and care more for the purpose of effective communication to accomplish duties eminently.

## **II. SOME SUGGESTED SOLUTION TO SUCH KINDS OF PROBLEM**

The previous part has mentioned some common problems in using language at a formal meeting and we surely realize that it is hardly difficult for users to communicate successfully in a formal meeting without making any error. To assist users in handling this situation, my study has provided some feasible solutions which may be very useful for attendee’S communication.

Firstly, communicator should make sure that they are knowledgeable enough about certain sentence structures; for example, definite phrases, when being at the beginning of the sentence requires the phenomenon of inversion between subjects and verb, which include place expressions( here, there, nowhere, along the beach, beyond the mountains.....), conditionals( when the conditional

connector “if” is omitted), comparisons...or some verbs like “hate, mind, consider, delay, deny, finish..” and verb phrases like “believe in, depend on, give up, consist of, hesitate about...” require the gerund, the –ING forms follow, whereas, some verbs like “advise, ask, command, force, prefer, enable, intend...” require the “To- infinitive” form... and many other types of sentence structures you should also care for when making speech. By your own ways, you can study and master them and make correct sentences and beautiful speech. Secondly, learners also need to care for the words they use in terms of its shades of meaning in specific cases because a word may have several meanings when standing alone or in combination with other words. You can reference its meaning in the English-English Dictionary, try to identify which meaning is suitable for certain situation and which can not cover the hidden meaning of the source one and can not be used as the reasonable alternative. To master this part you should spend time with the part of synonyms and antonyms.

Additionally, because we study the way to use language in a formal meeting so we have to bear in mind the distinctive features of the language used in this case is the formality. Remember that using any of colloquial language or slang word is certainly unacceptable and you have to avoid producing them at any times for any reasons. Finally, these suggestions can fully promote their advantages when learners practice them at the same time and in combination with their own whole-heartedly devotion and high responsibility when learning English for communicating in a formal meeting.

### **III. How effectively English is used in certain cases in a formal meeting.**

As presented and discussed in the previous part, effective communicating is the primary condition to the success of a formal meeting, and the language used to deal with certain situation of meeting may have a remarkable effect on people discussion and negotiation, assist them to reach meeting objectives. Let us consider how important impact of formal language in some of the following examples.



## **2.1 The use of “could and would” before the main verb to make statement more polite and somber**

From the example 1, we can easily recognize common structure of formal statement with the presence of “would, could”.

*BERNARD: Ladies and Gentlemen, I would like to begin the meeting. It is already ten o'clock. Well, we are here today to look at some of the reasons for the decline in profits which has affected this subsidiary. You have all seen the agenda. I would like to ask if anyone has any comments on it before we start.*

*VOICE: It is fine, thanks you.*

*BERNARD: Well, firstly, I would like to invite Mr Sam Canning, our Sales Director to open up with his remarks.*

*(Communicating in Business, 2001:176)*

So, Bernard has used the modal verb “would” to initiate the meeting and attract other member’s attention in a very tentative way. With the same manner his directing to Sam is very courteous, too and Sam may not find any pressure, any seriousness to give his speech. Also, he has raised the objectives of the meeting very clearly so that the other listener can easily adapt the information.

## **2.2 The use of some useful structures**

Sometimes, to keep the meeting flow on time, the chair has to find the way to interfere the other speech but without making them shocked and awkward. This example below shows you how sensibly Bernard interferes with Sam’s presentation. It is clear that the use of the phrase “I am afraid” before giving the reason indicates that Bernard’s disagreement for denying Sam is unavoidably unhelpful. Additionally, in stead of saying “we don’t have time for your all speech”, Bernard says “we don’t have much time” as the sensible substitution for the negative statement, and is more reasonable for Sam to accept.

*SAM: Thank you Mr. Bernard. Well, I think we have to face up to several realities and what I would like to say is in three parts and will take about twenty minutes.*

*BERNARD: Actually, Mr. Sam .... I am afraid we don't have much time, so it is*

*really your main points we are most interested in.*

*(Communicating in Business, 2001: 176)*

Besides, the controlling of the chair is also necessary when the speaker say something irrelevant to topic discussed.

An effective meeting should be a largely exchange of opinions, because if there is an insufficient degree of understanding on one another's requirement, no perceptions, then an acceptable conclusion is unlikely to be reached. Sometimes, an interruption to the other's talk at an appropriate time is required, such as in case of Rosa giving her interrupt to Matt.

*PAOLO: So Mr. Matt, the next item on the agenda is the 4 PLUS advertising campaign. Would you mind giving us your ideas for this?*

*MATT: It is fine; the central idea is that the Amass 4 PLUS is a new direction, a truck with no limits. The point is...*

*ROSA: Um, excuse me, Mr. Matt, if I may just interrupt you for a moment, that seems to be a big claim....*

*(Communicating in Business, 2001: 178)*

It is clear that what Rosa wants is to remind Matt making a realistic more detail and persuasive comment on the Amass 4 PLUS campaign. Therefore, she has signaled to interrupt Matt by a very common phrase "um, excuse me, if I may just interrupt you for a moment". These phrases help her to suggest that she is not going to talk for a long time, and this makes her interruption more acceptable.

### **2.3 The use of chronological phrases to make a coherent speech**

When delivering a speech, especially, a formal one, your points and ideas should be clear enough for the audience's attention. Therefore, it is essential to add some introductory phrases which clarify chronological order to guide the listener to follow such as "firstly, secondly....finally" and many other for different purposes. This strategy is illustrated in the case below. We can see that Sam has signal that his speech is concluded in three sentence and three main points so that people can easily get information from his deliver by some phrases such as

*“made in three sentences, first, secondly, thirdly”*. If you can make your communication as clear as Sam does, to some extent, you are successful.

*SAM: Well, the three points I want to make can be made in three sentences. First, sales are down, but only 5 % more than for the group as a whole. Secondly, our budget for sales has been kept static – it hasn’t increased – not even with inflation – so we are trying to do better than last year on less money. Thirdly, the products are getting old – we need a new generation.*

*(Communicating in Business, 2001: 176)*

#### **2.4 The use of language to ask for confirmation and repetition**

Due to the formality of meeting, any ideas, comments or views raised should be made more explanatory and negotiable and of course polite. Let us take the case of example and identify.

*VICTORIA: ... and the main industries, the main activities in the region were historically steel especially around the port of Bilbao and also, er paper processing.*

*FRED: Well, excuse me Ms Victoria, I am sorry, I am not quite sure about the status of those industries now – could you tell us something about that?*

*(Communicating in Business, 2001: 179)*

Actually, when attending a meeting, you are not always apprehend what the speaker is talking about, at that time you really want to ask him for repetition but sometimes finding out the way to express it is not easy. Fred has guided us a useful way. One way of avoiding misunderstanding is by checking what someone has said. It is very difficult to react in an appropriate way if you are not clear about what has been said. It is also important in that, by rephrasing their position, you show that you have not only listened to them but also that you attach importance to what they have said. It can be seen that language used in formal meeting is available various, at certain cases, certain positions we have many choices of using language. However, most of them share the common features is that they must be a formal statement, must show the respect and politeness to the partner. Therefore, the art of communication is one of the key

elements to ensure the meeting success; it will bring a great benefit for everyone who uses it wisely and appropriately to achieve their target.

From my research, I have helped the other understand more about the importance of using language in a formal meeting. Moreover, my study also promises to provide learners a certain amount of standard vocabulary, phrases and some rules governing the use of language which are essential to enable you to make a polite, stylized and effective communication with your partners to adapt your own behavior better in an easier to a more complicated situation.

In addition, when people have ability to make a good oral communication, they will be more confident in using English and speaking in front of a crowd, they also feel more interested in studying English. Especially, this is a key to the success in career of many business representatives for their capacity of using formal English to discuss and negotiate with most of foreign partners to win contract for their company, to call on foreign investment and boosting cooperation.

## **PART THREE:**

### **CONCLUSION**

---

#### **1. Summary:**

Some English learners share a common point of view: studying English is a rather difficult task which includes four main skills: listening, speaking, writing and reading. Most people have accepted that in a limited time, they can write about an English topic much better than speaking about it. This fact reveals us that, there are barriers to oral communication. Oral communication usually presents more problems than written communication. If you have ever studied another language, you know it is easier to write in that language than to conduct a conversation. Even if the other speaks your language, you may have hard time understanding the pronunciation if the speaker is not proficient. For example, many non- native English speakers can not distinguish between the English sounds “v, and w”, so they say “wery” for “very”. Another difficulty exists in voice, which may be used in different way can lead listeners to misunderstand.... There are also many other problems occur when participating in a communication. However, my graduation paper wouldn't like to go further to discuss about this situation because there are so many factors that may affect speaker when communicating, including appearance, personal proficiency in speaking, cultural factors...

Therefore, communicating in English is really big problem for every learner, and especially it becomes more difficult in a formal case. Beside professional knowledge and working ability, effective communication skill is an essential element leading to success in work and life of a man, especially who appears in business or other aspects that may have relation and usual contact to foreign agency representatives. With a hope to deal with this problem, my study is expected to help reduce the difficulty, pressure and to put aside barrier to communication, so that the problem no longer a threat but many of them can be solved and get the answer though without much satisfaction.

The first chapter, the theoretical background, serves as an aid for providing some related concepts about meeting, formal meeting, formal language and formal communication.

The second chapter develops the topic by analyzing procedure of formal meeting, providing useful specific language areas to deal with situation that may arise during the meeting, and also gives some rules governing the use of language in a formal meeting.

The third chapter is responsible for discussing the topic in terms of its benefits to every English learner, which raise some problems encountered by learners when using language as well as give some persuasive examples of effectiveness in using language in a formal meeting to conclude what gained from my study. Due to the knowledge and experience limitation, grammatical spelling and typing mistakes are unavoidable in my graduation paper. I therefore, genuinely hope to receive feed backs from all readers.

## **2. Suggestion for further study:**

Due to limited time, this graduation study has not yet covered the other aspects of formal meeting. Beside the language used in formal meeting, there involves a lot of other factors that may have their own impact to formal communication, therefore, we can not underestimate the importance of other aspects, such as cultural factors, closing, make up, non-verbal language ..etc in a formal meeting. These issues are suggested for further study when communicating in a formal meeting.

## REFERENCES

1. Malcom Goodale – with illustrations by Mike Gordon (1993), the language of meetings.
2. Nguyễn Văn Ph-ớc (2000), Communicating in business, Ban Biên Dịch First New, Nhà xuất bản trẻ.
3. Bill MasCull (2002), Business vocabulary in use, Young publisher.
4. Randolph Quirk – Sidney Greenbcum (2002), A university Grammar of English, Transportation Publisher.
5. Bùi Quang Huy(2009), An English Dictionary of Synonyms and Antonyms, Nhà xuất bản Đồng Nai.
6. Hoàng Tất Tr-ờng (1993), Basic English Lexicology, Tr-ờng Đại học S-Phạm Ngoại Ngữ- Hà Nội.
7. Sarah Bales, Do Thi Nu, Ha Kim Anh (2003), English in Economics and Business, Ha Noi national University.

8. [http:// www. Useful](http://www.Useful) English phrase for running a business meeting – ESL Business Meeting Example – English for special purposes. Htm
9. [http:// www.](http://www.) Phrases for performing well in Business Meeting – Key Business Meeting phrases. Htm
10. [http:// www.](http://www.) Formal communication Easy Communication. Htm.
11. [http:// www.](http://www.) Formal versus informal communication. Htm.
12. [http:// www.](http://www.) What is a good meeting. Htm.
13. [http:// www.](http://www.) What is formal language. Htm.
14. [http:// www.](http://www.) What is informal language. Htm.
15. [http:// www.](http://www.) Define meeting – Tim voi google. Htm
16. [http:// www.](http://www.) En wiki pedia.org/ wiki/ formal language
17. [http:// www.](http://www.) What is a meeting. Htm.
18. [http:// www.](http://www.) What is the difference between a formal and informal meeting – Blurtit. Htm.
19. [http:// www.](http://www.) Business English Meetings in English Vocabulary. English club - Com. Htm
20. [http:// www.](http://www.) How to run a formal meeting. Htm.
21. [http:// www.](http://www.) Sil.org/ linguistic terms/ what is formal language. Htm.



## APPENDIX

### Some useful vocabulary for delivering formal message

<b>Word</b> <i>Part of speech</i>	<b>Meaning</b>	<b>Example Sentence</b>
<b>absent</b> <i>adj</i>	not present	The vice president is <b>absent</b> due to unforeseen circumstances.
<b>accomplish</b> <i>verb</i>	succeed in doing	We have a lot to <b>accomplish</b> today, so let's begin.
<b>address</b> <i>verb</i>	deal with; speak on	I hope we do not have to <b>address</b> this matter again in the future.
<b>adjourn</b> <i>verb</i>	close a meeting	If there are no further comments, we will <b>adjourn</b> the meeting here.
<b>agenda</b> <i>noun</i>	list of objectives to cover in a meeting	Please forward the <b>agenda</b> to anyone who is speaking at the meeting.
<b>AGM</b> <i>noun(abbr.)</i>	Annual (yearly) General Meeting	We always vote for a new chairperson at the <b>AGM</b> .
<b>allocate</b> <i>verb</i>	assign roles/tasks to certain people	I forgot to <b>allocate</b> someone to bring refreshments.
<b>AOB</b> <i>noun(abbr.)</i>	Any Other Business (unspecified item on agenda)	The last item on the agenda is <b>AOB</b> .
<b>apologies</b> <i>noun</i>	item on agenda announcing people who are absent; apologies for absence	Everyone is present today, so we can skip the <b>apologies</b> .
<b>ballot</b> <i>noun</i>	a type of vote, usually in writing and usually secret	Please fold your <b>ballot</b> in half before you place it in the box.

<b>board of directors</b> <i>noun</i>	group of elected members of an organization/company who meet to make decisions	The <b>board of directors</b> meets once a month to discuss the budget.
<b>boardroom</b> <i>noun</i>	a large meeting room, often has one long table and many chairs	The <b>boardroom</b> is reserved for a managers' meeting, so we'll have to meet in the lounge.
<b>brainstorm</b> <i>verb</i>	thinking to gather ideas	Let's take a few minutes and <b>brainstorm</b> some ways that we can cut costs.
<b>casting vote</b> <i>noun</i>	deciding vote (usually by the chairman) when the votes are otherwise equal	The role of treasurer was decided based on the chairman's <b>casting vote</b> .
<b>chairperson/ chair</b> <i>noun</i>	the person who leads or presides at a meeting	As <b>chair</b> , it is my pleasure to introduce to you, Mr. Allan Davis.
<b>clarification/verification</b> <i>noun</i>	explanation/proof that something is true/understood	Before we address this matter, I'll need some <b>clarification</b> as to who was involved.
<b>closing remarks</b> <i>noun</i>	last thoughts spoken in a meeting (i.e. reminders, thank yours)	I just have a few <b>closing remarks</b> and then you will all be free to go.
<b>collaborate</b> <i>verb</i>	work together as a pair/group	The board fell apart because the members had difficulty <b>collaborating</b> .
<b>commence</b> <i>verb</i>	begin	We will <b>commence</b> as soon as the last person signs the attendance sheet.

<b>comment</b> <i>verb or noun</i>	express one's opinions or thoughts	If you have a <b>comment</b> , please raise your hand rather than speak out.
<b>conference</b> <i>noun</i>	formal meeting for discussion, esp. a regular one held by an organization	Before the <b>conference</b> there will be a private meeting for board members only.
<b>conference call</b> <i>noun</i>	telephone meeting between three or more people in different locations	Please make sure I have no interruptions while I'm on the <b>conference call</b> .
<b>confidential</b> <i>adjective</i>	private; not to be shared	Any financial information shared during this meeting should be kept <b>confidential</b> .
<b>consensus</b> <i>noun</i>	general agreement	If we cannot come to a <b>consensus</b> by the end of the meeting we will put it to a vote.
<b>deadline</b> <i>noun</i>	due date for completion	The <b>deadline</b> for buying tickets to the conference is May 25th.
<b>designate</b> <i>verb</i>	assign	If no one volunteers to take the minutes I will be forced to <b>designate</b> someone.
<b>formality</b> <i>noun</i>	a procedure (often unnecessary) that has to be followed due to a rule	Everyone knows who is going to be the next vice president, so this vote is really just a <b>formality</b> .
<b>grievance</b> <i>noun</i>	complaint	The first item on the agenda relates to a <b>grievance</b> reported by the interns.
<b>guest speaker</b>	person who joins the group	I am delighted to welcome our

<i>noun</i>	in order to share information or deliver a speech	<b>guest speaker</b> Holly, who is going to be offering some sales pitch tips.
<b>implement</b> <i>verb</i>	make something happen; follow through	It's not a question of whether or not we're going to use this idea, it's whether or not we know how to <b>implement</b> it.
<b>mandatory</b> <i>adjective</i>	required	It is <b>mandatory</b> that all supervisors attend Friday's meeting.
<b>minutes</b> <i>noun</i>	a written record of everything said at a meeting	Before we begin with today's meeting, let's quickly review the <b>minutes</b> from last month.
<b>motion</b> <i>noun</i>	a suggestion put to a vote	The <b>motion</b> to extend store hours has been passed.
<b>objectives</b> <i>noun</i>	goals to accomplish	I'm pleased that we were able to cover all of the <b>objectives</b> today within the designated time.
<b>opening remarks</b> <i>noun</i>	chairperson or leader's first words at a meeting (i.e. welcome, introductions)	As I mentioned in my <b>opening remarks</b> , we have to clear this room before the end of the hour.
<b>overhead projector</b> <i>noun</i>	machine with a special light that projects a document onto a screen or wall so that all can see	I'm going to put a pie chart on the <b>overhead projector</b> so that everyone can visualize how our profits have declined.
<b>participant</b> <i>noun</i>	person who attends and joins in on an event	Can I have a show of hands of all of those who were <b>participants</b> in last year's conference?

<b>proxy vote</b> <i>noun</i>	a vote cast by one person for or in place of another	There must have been one <b>proxy vote</b> because I count twelve ballots but only eleven attendees.
<b>punctual</b> <i>adjective</i>	on time (not late)	Firstly, I want to thank you all for being <b>punctual</b> despite this early meeting.
<b>recommend</b> <i>verb</i>	suggest	I <b>recommend</b> that you sit closer to the front if you have trouble hearing.
<b>show of hands</b> <i>noun</i>	raised hands to express an opinion in a vote	From the <b>show of hands</b> it appears that everyone is in favor of taking a short break.
<b>strategy</b> <i>noun</i>	plan to make something work	We need to come up with a <b>strategy</b> that will allow us to have meetings less frequently.
<b>unanimous</b> <i>adj</i>	in complete agreement; united in opinion	The vote was <b>unanimous</b> to cut work hours on Fridays.
<b>vote</b> <i>verb or noun</i>	to express (the expression of) an opinion in a group by voice or hand etc	We need to <b>vote</b> for a new vice chairperson now that Jerry is retiring.
<b>wrap up</b> <i>verb</i>	finish	Let's <b>wrap up</b> here so that we can get back to our desks.