

THIS UNIT LOOKS AT:

- ❑ **stating facts and giving reasons** / jak uvést fakta a důvody
- ❑ **building an argument** / jak sestavit argument
- ❑ **inviting responses** / jak si vyžádat reakce



Context

1 Sometimes the information you have to present in a meeting is not going to please the other participants. What do you think is the best way of presenting unwelcome news? / Někdy informace, které musíte během obchodní schůzky sdělit, ostatní účastníky nepotěší. Jaký je podle vás nejlepší způsob, jak sdělit nepříjemné zprávy?

- Be direct and start with the bad news
- Begin with something positive and introduce the bad news later
- Only introduce the bad news if you have a possible solution to offer
- Warn the participants by introducing the bad news indirectly by e-mail or letter before the meeting
- Another approach (specify what!)

2 Have you ever participated in a meeting by phone or videolink? / Účastnili jste se někdy obchodní schůzky prostřednictvím telefonu nebo videa?

What difficulties could you experience in English when the meeting is not face to face?



Presentation

Matt Wolfe works for an e-learning company in Brighton, England, which produces online training packages for a major client with offices in the USA and Australia. Matt is ringing Scott Myers in Chicago and Michael Oldman in Sydney to give them an account of the progress on a project.

Stating facts and giving reasons

- 1** 🎧 **2.1 Listen to the first part of the call. Choose the correct answers.** / Poslechněte si první část telefonátu. Vyberte správné odpovědi.
- 1 Matt says the project *is / isn't* on schedule.
 - 2 There is a problem with the *picture / project*.
 - 3 Mat *thinks / doesn't think* the specifications will need to be modified.
 - 4 The client's original brief *asked / didn't ask* for a video component.
 - 5 There *is / isn't* enough money to keep to the original specifications.
 - 6 The expected production costs were *correct / incorrect*.

Tip: When you have to present a problem, it's a good idea first to reassure the participants that the project is not in danger. / *Když musíte předložit problém, je dobré nejprve ujistit účastníky, že tím projekt není ohrožen.*



Tip

- 2** 🎧 **2.1 Listen to the start of the call again and complete the sentences.** / Poslechněte si znovu začátek telefonátu a doplňte tyto věty.
- 1 This call is _____ up to date on how things stand with the project so far.
 - 2 Generally, things are going well, and we're on schedule, but I need to put you _____ on a problem we're facing
 - 3 It _____ we're going to have to make a few modifications.
 - 4 ... but _____ that the budget won't stretch to it.
 - 5 ... and shoot, _____ we're unlikely to meet the tight schedule ...
 - 6 Yes, I know, but we're _____ we probably all underestimated ...
 - 7 Looking at the situation realistically, _____ we go over budget and behind schedule or we look for a way round it.



Tip

Tip: In a phone or video-based meeting without face-to-face contact, prepare and write down what you want to say before the call. / *Na schůzky bez osobního kontaktu, tedy prostřednictvím telefonu nebo videa, se předtím připravte a napište si, co chcete říci.*

Building an argument

3  **2.2 Listen to the second part of the conversation and answer the questions.** / Poslechněte si druhou část jednání a odpovězte na otázky.

- 1 Does Matt suggest an alternative solution?
- 2 How many reasons does Matt give to support his suggestion?
- 3 How does Scott react to Matt's suggestion?
- 4 What does Michael suggest?



Tip

Tip: It's a good idea to have an alternative solution ready! / *Je dobré mít nachystané alternativní řešení!*

4 a **There is one mistake in each of these extracts from the second part of the conversation. Correct the mistakes.** / *V každém úryvku z druhé části rozhovoru je chyba. Chyby opravte.*

- 1 Look, let me online an alternative which means we can stay in budget.
- 2 What could we do is instead of having videos for every unit, replace some with an audio sequence and photo stills.
- 3 I think I will be good to have the variety of approach ...
- 4 ... and however, research suggests that photo stills with audio support can be more effective than video when presenting information.
- 5 Sure, Michael, no problem. I think you'll be pleasantly surprising.


b  **2.2 Listen again and check.** / Poslechněte si znovu nahrávku a zkontrolujte své odpovědi.

Inviting responses, pronunciation

5 a **Which of these ways of inviting responses are used in the conversation?** / *Které ze způsobů, jak si vyžádat reakci, jsou v rozhovoru použity?*

- 1 What do you think?
- 2 Have you got any suggestions?
- 3 How about you?
- 4 How will this impact on ...?
- 5 What are your feelings on this?
- 6 Any thoughts on this?

- 7 Get back to me with your reactions.
- 8 What's your opinion?

b  **2.2 Listen again and check. Which words do the speakers stress?** / Poslechněte si znovu nahrávku a zkontrolujte své odpovědi. Na která slova kladou mluvčí důraz?

Tip: When delivering bad news, it is important to give the participants an opportunity to express their reactions. / Když sdělujete špatné zprávy, je dobré dát ostatním účastníkům možnost vyjádřit reakce.



Practice

Stating facts and giving reasons

1 Put the words into the correct order to make sentences. / Dejte slova do správného pořadí a utvořte věty.

- 1 how things stand / is to let / at the moment. / you know / OK, so this call
- 2 as if / we will / more people. / have to recruit / It looks
- 3 enough time. / The problem / is that / there isn't / we're facing
- 4 want / What we're / that most people / better service. / finding is
- 5 we're unlikely / isn't ready, / The software / on schedule. / which means that / to complete the project
- 6 The delay / we go / cut quality. / behind schedule / or we / means either
- 7 another solution. / What we / is try / could do / to find

Building an argument

2 Complete the text with the words and phrases from the box. / Doplňte do vět slovíčka a fráze z rámečku.

because	besides	could	facing	is
looking at the situation	means	put you in the picture	so	
the budget won't stretch		the situation improves		

First, I need to ¹ _____ about the problems we're currently ² _____. What we're finding ³ _____ that higher interest rates mean that we have less money available than expected, ⁴ _____ it looks as if ⁵ _____ to completing our planned expansion programme. ⁶ _____ realistically, this ⁷ _____ that we'll have to postpone our plans for Eastern Europe. What we ⁸ _____ do is wait till the end of the year to see if ⁹ _____. ¹⁰ _____ the business climate is quite unpredictable, I think it will be good to sit on our hands for a while, and ¹¹ _____, it will give us time to consolidate our other developments.

3 Choose the correct propositions. / Vyberte správnou předložku.

- 1 I would like to have a Christmas party for all our customers, but I'm afraid the budget just won't stretch *to / by* it.
- 2 I need to put you *through / in* the picture regarding the current situation.
- 3 Production costs were greater than anticipated, so we're in danger of going *out / over* budget. However, we're still *in / on* schedule for delivery by July 1st.
- 4 We're facing a problem with the software, but we hope to find a way *round / to* it soon.
- 5 Don't forget to cost *in / at* all our expenses before presenting the final budget.
- 6 We've managed to keep costs down to stay *by / in* budget, but delays from our suppliers mean we'll probably be *behind / over* schedule by a couple of weeks.
- 7 First, I want to bring everyone *on / up* to date with developments.

Pronunciation, inviting responses

4 a Look at these sentences from the conversation in Presentation, Exercise 3. Underline which words are stressed. / Podívejte se na tyto věty ze cvičení 3 v části Presentation. Podtrhněte zdůrazněná slova.

- 1 Have you got any suggestions?
- 2 How will this impact on the effectiveness of the package?
- 3 What are your feelings on this?
- 4 You can get back to me with your reactions.

b  **2.3 Listen and check your answers. Repeat the sentences.** / Poslouchejte a zkontrolujte své odpovědi. Opakujte věty.

Consolidation

1 Is it always a good idea to state all the reasons behind a decision? Are there any situations when you think it might be better not to be completely open and honest? Cut out the cards on page 63 and place them face down on a table. Choose a card. How could you present this information to clients or colleagues? / Je vždy dobré uvést všechny důvody, které stály za nějakým rozhodnutím? Jsou nějaké situace, v kterých je podle vás lepší nebýt zcela otevřený a upřímný? Vystříhněte si kartičky ze strany 63 a rozložte je na stůl popsanou stranou dolů. Vyberte si kartu. Jak byste sdělili tuto informaci klientům nebo kolegům?

2 a Matt's strategy in presenting the information to his clients can be summarized in six stages. Complete them. / Mattův postup, jak sdělit informace svým klientům, by se dal shrnout do šesti kroků. Doplňte je.

- 1 Reassure them that *the project is going well* _____.
- 2 Introduce _____.
- 3 Give _____.

- 4 Offer _____.
- 5 Build _____.
- 6 Allow the clients to _____.

b Check the answers on page 75 and say whether you think this strategy is effective or not. / Zkontrolujte si odpovědi na straně 75 a řekněte, zda je podle vás tento postup efektivní či nikoli.

- 3 When you are next in the position of presenting information at a meeting, try out this strategy. Afterwards, think about how it went. Use the checklist on page 64 to help you. /** Až budete příště při obchodní schůzce předávat nějaké informace, zkuste tento postup. Poté popřemýšlejte o tom, jak schůzka proběhla. Použijte studijní materiály na straně 64.

▶▶▶ NYNÍ SI NALISTUJTE STUDIJNÍ DENÍK A UDĚLEJTE SI POZNÁMKY K TÉTO LEKCI.

Reference *Useful phrases / Užitečné výrazy*

Stating facts and giving reasons

This call is to bring you up to date on ...
 how things stand
 We're on schedule / budget.
 We may go behind schedule / over budget.
 It looks as if ...
 I need to put you in the picture on ...
 a problem we're facing
 The problem is that ...
 What we're finding is that ...
 The budget will / won't stretch to ...
 ... which means that ...
 We're unlikely to ...
 We're in this situation because ...
 looking at the situation realistically
 this means either ... or ...

Jak uvést fakta a důvody

Volám, abych vás informoval o ...
 jak se věci mají
 Jedeme podle časového plánu / podle rozpočtu.
 Možná se zpozdíme oproti plánu / překročíme rozpočet.
 Vypadá to, jako by ...
 Potřebuji vám sdělit ...
 problém, s kterým se potýkáme
 Problém je, že ...
 Zjistili jsme, že ...
 Rozpočet se ne / zvětší na ...
 ... což znamená, že ...
 Není pravděpodobné ...
 Dostali jsme se do této situace, protože ...
 podíváme-li se na tuto situaci reálně ...
 to znamená buď ... nebo ...

Building an argument

Look, let me outline ...
 What we could do is ...
 I think it will be good to ...
 ... and besides, ...

Jak sestavit argument

Podívejte, nastíním to ...
 Co bychom mohli udělat, je ...
 Myslím, že bude dobré ...
 ... a kromě toho ...

Inviting responses

Have you got any suggestions?
 How will this impact on ...?
 What are your feelings on this?

Jak si vyžádat reakce

Máte nějaké návrhy?
 Jaký to bude mít dopad na ...?
 Co si o tom myslíte?

Vocabulary / Slovíčka

Talking about projects

to be set on
brief
component
to cost in
delays
delivery
developments
effectiveness
every other one
expenses
modifications
one in three
over-ambitious
progress
quality
requirements
schedule
second-rate
to set up
solution
specifications
tight
to underestimate
unlikely
variety

Media

component
media package
movie
photo
sample
scenarios
sequence
TV advertising
video stills

Jak mluvit o projektech

být stanoven na
souhrn
složka, komponent
stát v
odklad, zpoždění
doručení
vývojové trendy
úspěšnost, efektivita
každý druhý
výdaje
úpravy
každý třetí
velmi ambiciózní
pokrok
kvalita
požadavky
plán
druhořadý
stanovit
řešení
specifikace
těsný
podcenit
nepravděpodobně
pestrý výběr

Média

součástka
mediální soubor
film
fotografie
vzorek
scénář
sekvence, úryvek
televizní reklama
snímky z videa (zastavený obraz)

Studijní tip: Dobrým způsobem, jak si zapamatovat užitečné fráze, mohou být různá vizuální vyjádření, např.

over

on

budget

under

**in the
picture**

Review

Skills

Put these stages in order to outline a strategy for presenting unwelcome information at a meeting. / Seřadte tyto kroky tak, abyste sestavili strategii, podle které na obchodní schůzce oznámíte nepříjemnou zprávu.

- a Offer a solution
- b Build an argument
- c Allow the clients to comment
- d Introduce the problem
- e Reassure the clients
- f Give reasons

Useful phrases

Complete the sentences with one word in each gap. / Doplňte do každé mezery jedno slovo.

- 1 _____ is to let know the latest situation on product development.
- 2 You need to know _____ at present.
- 3 I hope to _____ you in the _____ regarding the delay in delivery.
- 4 Unfortunately, the _____ won't _____ to using TV advertising.
- 5 This _____ we have to find an alternative.
- 6 So, we _____ cut quality or we go over budget.
- 7 How will this _____ on the schedule?
- 8 Let me _____ my ideas for a few modifications.
- 9 _____ we _____ do is bring in a consultant.
- 10 Have you got any _____ how to solve this problem?

Vocabulary

Complete the crossword with words from this unit. /

Vyplňte křížovku slovíčky z této lekce.

Across

- 3 A lot of different things (7)
- 5 Not probable (8)
- 7 A schedule with little time to complete (5)
- 8 One part of, e.g. a product (9)
- 9 It takes a lot to _____ up a business (3)

Down

- 1 The details of 2 Down (14)
- 2 The outline of a project's requirements (5)
- 4 A photo which isn't a movie (5)
- 6 How will this _____ on you? (6)

🎧 2.1., 2.2 Listen to the two parts of the conference call again. Take each role and repeat what the person says.

Focus on which words are stressed in each sentence. /

Poslechněte si znovu obě části telefonické konference. Převzmete všechny role a opakujte, co která osoba říká. Soustředte se na slova, na kterých je důraz.

