

UHL2432

ENGLISH FOR PROFESSIONAL COMMUNICATION

CHAPTER 3

GROUP COMMUNICATION SKILLS

Expected Outcomes

Differentiate the types of meeting, their aims and purposes.

Demonstrate the ability to lead and participate effectively in a meeting.

Use correct language expressions as a chairman and participants in a meeting.

Practise appropriate non-verbal communication in meetings.

Create meeting documents according to the correct format.

Dr. Fatimah Ali
Ms. Marziah Ramli

3.1.1 Definitions of a meeting

A gathering of two or more persons - to discuss a matter, share ideas or experiences and reaching agreement.

vary in term of type, purpose, scope, style sand size.

a means of making decisions, exchanging information, or solving problems.

to make suggestions, air opinions or express criticisms.

3.1.2 Forms Of Meetings



Face-to-face meeting

- Formal/informal



Virtual Communication

- Formal/informal

3.1.3 Purpose Of Meeting

The purpose of meeting can be grouped into two:

Informational meetings
(sharing information /
coordinating actions).

- a) To give information
- b) To obtain information

Decision-making meetings
(problem solving, analysis,
persuasion)

- a) Problem solving
- b) Analysis
- c) Persuasion

3.1.4 How To Conduct An Effective Meeting

Preparation.

Identify the location.

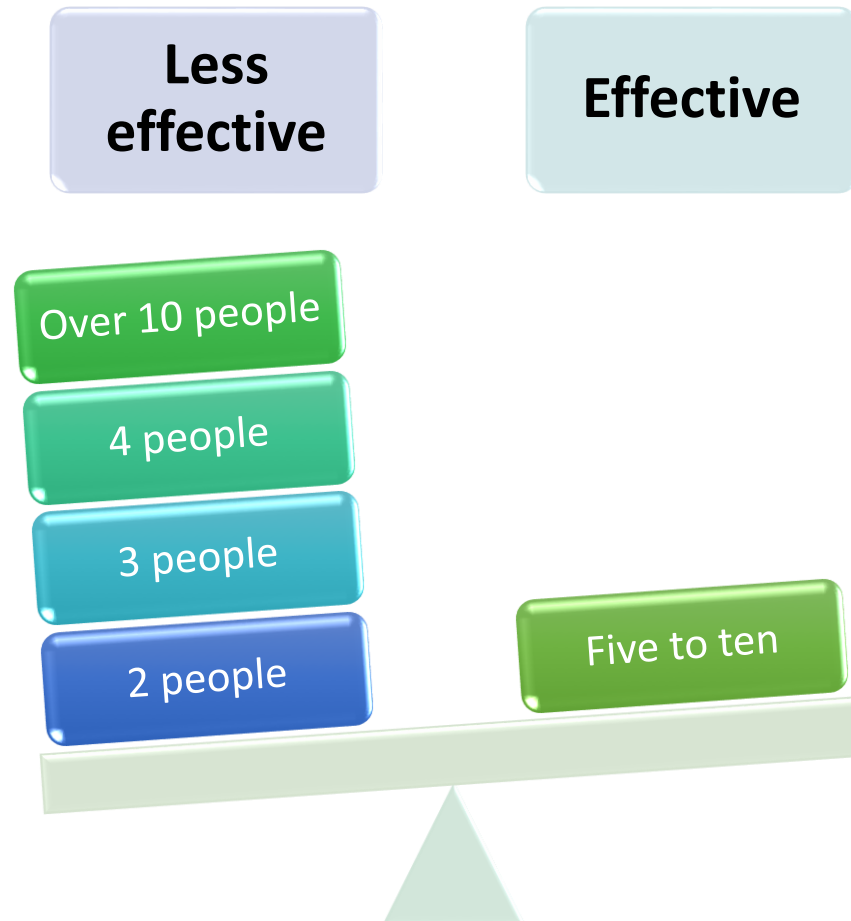
Assign a note taker (minute).

Keep the meeting in order and on track.

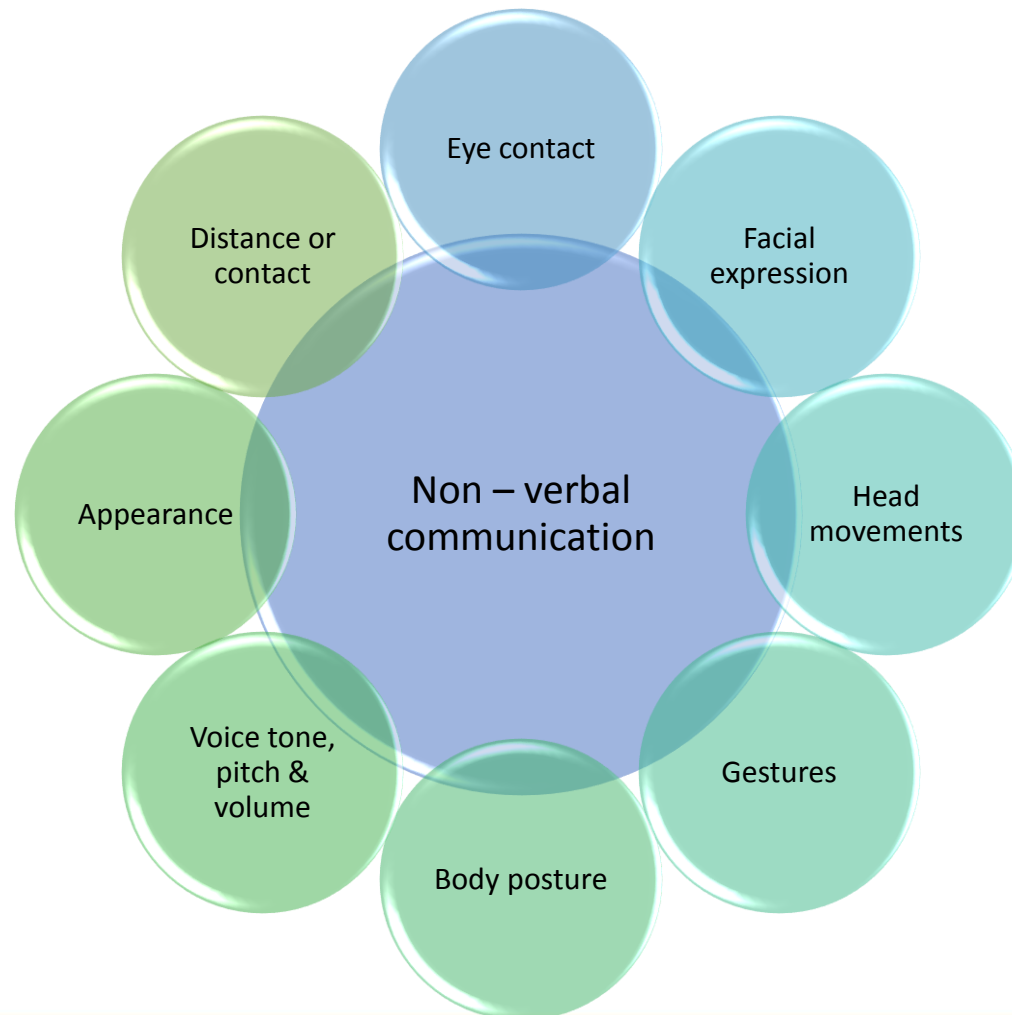
Closing.

Follow up

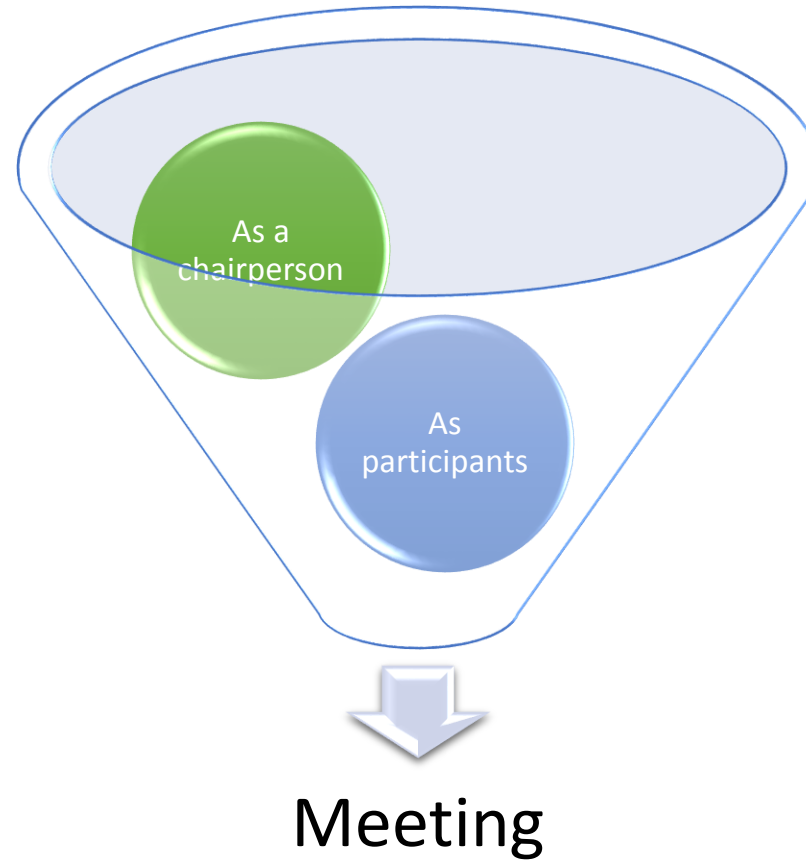
Effective Group Size for Meeting



Effective Meeting Using Nonverbal Communication



3.1.5 Roles in Meetings



3.1.5 Roles in Meetings

Appropriate Language Expressions for Chairing a Meeting

The Start of a Meeting

To greet and start a meeting

To thank and to appreciate

To state the principal objective(s)

To allocate roles (secretary/participants)

To give apologies for someone who is absence

To discuss and confirm minutes of the previous meeting

To ask for a seconder

3.1.5 Roles in Meetings

Appropriate Language Expressions for Chairing a Meeting
The Main Part of a Meeting

To discuss the items on the agenda

To mediate

To seek opinions

To interrupt

To direct the flow from one item on the agenda to the next

To call for a vote

To raise matters under any other business (A.O.B)

3.1.5 Roles in Meetings

Appropriate Language Expressions for Chairing a Meeting
The End of a Meeting

To summarise / close

*To inform the date, time and venue
of the next meeting (optional)*

3.1.5 Roles in Meetings

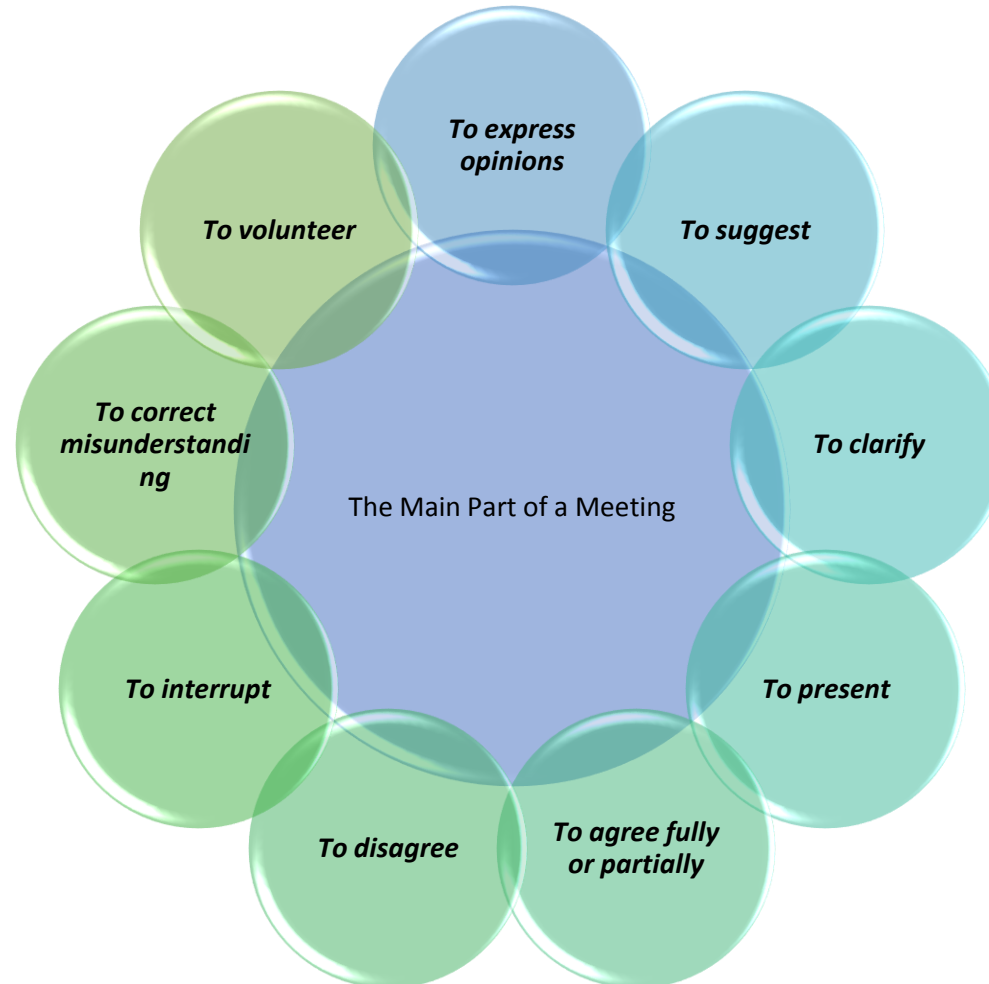
Appropriate Language Expressions for Participating in a Meeting
The Start of a Meeting

To accept the minutes

To second the acceptance of the minutes

3.1.5 Roles in Meetings

Appropriate Language Expressions for Participating in a Meeting



References

- Baker, H. (2010). Successful minute taking - Meeting the challenge. Lancashire, UK: Universe of Learning Ltd.
- Effective meeting.com (2004). Writing the script. Retrieved from: <http://www.effectivemeetings.com/meetingplanning/agenda/script.asp>
- Johnson, C., & Barrall, I. (2006). Intelligent business skills book: Upper intermediate business English. Essex, England: Pearson Education Limited.
- Kalpana Sinha, Noreha Taib, Bhajan Kaur, Sewa Singh, & Rajendra Sivanantham. (2006). A practical guide to business meetings. Selangor, Malaysia: McGraw-Hill (Malaysia) Sdn Bhd.
- Kane (2010) Welcome to “Effective Meeting Skills”. Retrieved from: kanemabears.wikispaces.com/file/view/Effective+meeting+skills.ppt
- Nikitina, A. (n.d.) What is Nonverbal Communication? Retrieved from: <http://www.arinanikitina.com/what-is-non-verbal-communication.html>

- Nolan, M.(n.d.).How to call a meeting to order with nonverbal communication. Retrieved from http://www.ehow.com/how_8171609_call-meeting-order-nonverbal-communication.html
- Pile, L. (2006). Intelligent business workbook: Upper intermediate business English. Essex, England: Pearson Education Limited.
- Ross, T. (2012).How to run an effective meeting using nonverbal communication. Retrieved from http://www.ehow.com/how_6849529_run-meeting-using-nonverbal-communication.html
- Taylor, S. (2012). Model business letters, emails and other business documents (7thed.). Harlow, U.K.: Pearson Education Ltd.
- Trappe, T., &Tullis, G. (2006). Intelligent business coursebook: Upper intermediate business English. Essex, England: Pearson Education Limited.
- Videoconferencing. (2012). Retrieved from: <http://en.wikipedia.org/wiki/Videoconferencing>