

Unit 1	Language Functions	Themes / Situations
Key Point 1	Discussing meeting objectives and formats. Levels of formality. Informational meetings. Problem-solving meetings. Instructional meetings. Planning meetings.	Objectives and formats
Key Point 2	Strategies for leading meetings effectively. Distinguishing leadership roles. Managing questions and answers.	The role of the leader
Key Point 3	Bylaws and procedures for formal meetings. Submitting a motion for consideration. Debating the motion. Objecting. Voting on a formal motion. Adjourning the meeting.	Rules and bylaws

Unit 2	Language Functions	Themes / Situations
Key Point 4	Greeting people. Asking names. Making introductions. Describing job positions and functions.	Breaking the ice
Key Point 5	Asking about and discussing recent events. Reporting personal news. Preparing for a meeting. Discussing follow-up action.	Small talk
Key Point 6	Identifying inappropriate topics of discussion in the workplace. Distinguishing between safe and dangerous small talk. Strategies for avoiding sensitive subjects.	Avoiding sensitive subjects

Unit 3	Language Functions	Themes / Situations
Key Point 7	Establishing the meeting's goals. Prioritizing the issues. Consulting with others. Confirming details.	Setting the agenda
Key Point 8	Taking control of the discussion. Losing and regaining control. Asking for input. Thanking others for their input.	Steering the meeting
Key Point 9	Keeping track of time. Moving to the next item. Providing feedback. Speeding up the discussion. Tabling an issue. Determining irrelevant subjects.	Staying on track

Unit 4	Language Functions	Themes / Situations
Key Point 10	Presenting information. Reporting results. Describing data. Discussing statistics.	Reporting facts
Key Point 11	Verifying information. Requesting additional details. Expressing confusion and uncertainty. Repeating and rephrasing. Clarifying points.	Verifying and clarifying
Key Point 12	Reviewing and summarizing facts. Identifying key points and main ideas. Formulating conclusions.	Drawing conclusions

Unit 5	Language Functions	Themes / Situations
Key Point 13	Making a proposal. Presenting and explaining an action plan. Explaining details and fine points.	Discussing an action plan
Key Point 14	Disagreeing. Handling disagreement. Criticizing a proposal. Justifying criticism. Accepting criticism. Defending a position.	Expressing disagreement
Key Point 15	Reviewing the details of a plan. Voting on a plan. Persuading others. Building consensus. Reaching a compromise.	Breaking a deadlock

Unit 6	Language Functions	Themes / Situations
Key Point 16	Interrupting. Dealing with interruptions. Restoring order. Getting back into the discussion. Asserting authority.	Handling interruptions
Key Point 17	Talking about emergencies and other unexpected events. Reacting to emergencies and surprises. Postponing meetings.	Emergencies
Key Point 18	Preventing rude, offensive or inappropriate conduct. Avoiding social mistakes. Respecting etiquette. Understanding the importance of non-verbal communication.	Inappropriate conduct