



“The single biggest problem in (Covid Era) communication is the illusion that it has taken place” – GB Shaw, Irish writer.



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Useful Phrases for Covid Pandemic Communication

<p>1. Welcoming</p>	<p>Good Morning/Afternoon, etc (Waiting time for response needed!)</p> <p>Nice/Pleased to meet you. (name & position)</p> <p>Welcome to...</p> <p>I'd like to start by welcoming...</p> <p>(Host) Would you like to introduce yourselves or should we start?</p> <p>Let me just briefly introduce myself.</p> <p>I don't think you've met...</p> <p>Sorry, I didn't catch your name ...</p> <p>How do you do?</p> <p>Me and my colleague = My colleague and I</p> <p>Miss is out of date – use Ms (pronounced Mzzzz)</p> <p>ONLINE:</p> <p>If you can bear with me (hold on) for a moment while I set up the share screen...</p> <p>Please mute your microphones please when you're not talking!</p> <p>As the internet quality is not great let's turn off the video function.</p> <p>Please write your questions or comments in the chat!</p>
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	<p>We will record the session and share it if that's OK? (GDPR)</p> <p>Before we start you may wish to get/grab a cup of tea/coffee or a glass of water.</p> <p>So let's start then – say, in ... minutes.</p>
<p>2. Small Talk (<u>2 way communication!</u>)</p>	<p>How are things? How has your day/week been so far? What's the weather like today in...? How was your journey? Is it your first time here? How is the climate/life at the moment treating you? What would you recommend we do / see in.., Any weekend, summer/winter/ holiday plans?</p> <p><u>Topics:</u></p> <p>Weather Surroundings Local food Culture Major sports event/result Previous visit/experience in the host country (for international) or local business trip</p>
<p>3. Starting (after small talk)</p>	<p>This is really enjoyable but maybe it's time we made a start!</p> <p>So, let's get down to business!</p> <p>Before we start, are there any questions you would like to ask?</p> <p>OK, shall we make a start?</p>
<p>4. Objective & setting the agenda</p>	<p><u>Objective & agenda often sent out beforehand</u> so – Shall we begin by reconfirming our objective & agenda?</p> <p>The reason we are meeting here today is ... I suggest we look at things in that order: ...</p> <p>Have you all seen a copy of the agenda? (Hope you all received the agenda/my mail, do you have any questions?)</p> <p>Let's run through the agenda before we start. As you'll see from the agenda... There are three items on the agenda...</p> <p>Could we start with a short introduction /presentation about our organization? Before we start, do you have any more questions?</p> <p>We look forward to a mutually beneficial outcome</p>

5. Timing	<p>This should take about two hours. (the first break could be in 30 minutes)</p> <p>The meeting is due to finish at ...</p> <p>What meeting timeframe/duration are we looking at?</p> <p>How long will the meeting take/go on for?</p> <p>I would like to aim for a three o'clock finish.</p> <p>We're running short of time, so can I ask you to be brief?</p> <p>(Time out/recess) If you need a break, just let us know. There's a ...</p> <p>TURNTAKING:</p> <p>For the sake of variety I'm going to let (someone else) join in</p>
6. Defining roles	<p>..., could you take the minutes/protocol?</p> <p>...has kindly agreed to give us a report on...</p> <p>...is going to take us through... (my colleague will now brief you on..)</p> <p>..., I wondered if you'd like to tell us something about....</p> <p>... is responsible for...</p> <p>Over to you Lan.</p> <p>Jane, can you do/cover this please?</p>
7. Stating your position	<p>Our main priority is to... come to an agreement on the matter</p> <p>We propose... We see the status quo as follows:</p> <p>Our aim is to...</p> <p>One point for discussion is ...</p> <p>We consider that...</p> <p>Our goal for today is...</p> <p>What we would like to achieve today is...</p>
8. Making a proposal	<p>We suggest + -ing...</p> <p>I (strongly) recommend/ suggest that ... We would like to propose</p> <p>I'd like to put forward the idea that...</p> <p>We would like to reach (some) common ground with you today.</p> <p>What's on the table? What are you offering!</p> <p>What are the specifics? What's the deal?</p>
9. Inviting approval/ Asking for a reaction	<p>Are you happy with that? Would you like to add something?</p> <p>How does that sound? Do we agree on..?</p> <p>Is that all right with you?</p> <p>Are there any more questions you would like to ask about...?</p> <p>Please interrupt me if you have any point you would like to raise. Can we find common ground on..?</p> <p>Would you agree?</p>

	<p>Do you see my point? Are you with me here?</p>
10. Reacting to a proposal	<p>My proposal is... This is (unfortunately not) a very well-thought out idea.. We might be able to agree to that. We appreciate your proposal, however That sounds reasonable. This is something we can build on That is an excellent idea, we will take into consideration. Thanks for your input. However, I'm afraid/sad to tell you ... No pain, no gain! (without taking risk no positive outcome) Could you say a little bit more about this/elaborate a little?</p>
11. Making a counter proposal	<p>So what is your vision/roadmap? Thank you for your input. What if we...? Our compromise package is I see what you mean but... Here is an alternative suggestion... From our point of view, it would be better to... We agree with..., but we would like to suggest...</p>
12. Interrupting talks	<p>Yes, but... May I interrupt you for a moment? If you don't mind me asking/saying... If I may come in here/Could I just come in here? Can you elaborate? I see your point but Excuse me, however, .. Could I just step in for a moment? If I may add...</p>
13. Giving an indirect answer	<p>It's difficult to say at this moment. I can't answer that at the moment. That depends on various factors... We may come back to it later I understand your concern. We would need to refer back to head office on that//We don't have the authority to .. I understand your concern. Let's come back to that later. Perhaps we can move on to the other points/items and return to that afterwards We have to give it another thought.</p>
14. Clarifying unclear points	<p>I'd like to clarify one thing. I suppose you are referring to ...? I see what you mean. In my view, ... Could you just explain/clarify...?</p>

	<p>Do you all see what I'm getting at? If I understand you correctly..? Let us get this right, ... Would you mind giving some more details on... Could we go over ... again? You can do the maths/calculation yourself! No hurry/Take your time!</p>
15. Making/asking for a concession/compromise	<p>We would be willing to... if you... We would we agree on.. but in return we would like to have / see some results .. We would accept this if you could If you agree to... then we will accept... If you give us .. then we will sign the contract We would like to meet you halfway and ... OK but this clause needs to be included in the contract</p>
16. Identifying the problem	<p>I think the main sticking point is... The main obstacle seems to be... Supposing we... I only want to raise one issue. Something that needs to be brought up is the issue of ... What can you do for me/us on the price front? We've been shopping around for a while now with other suppliers so we were wondering how flexible you would be on ... Can you do any better and go lower/to ...?</p>
17. Playing for time	<p>It's difficult to say at the moment. I can't answer that at this point. That depends on various factors. This will need to be referred to HQ. We would need to discuss this further Yes, we could come back to this point after the break I'd appreciate if someone would have a look at this and revert back to me ...</p>
18. Referring to a higher authority	<p>Unfortunately, I don't have the authority to agree to that. I'm afraid I'll have to get back to you on that At the moment I cannot guarantee... as I need to discuss it with our executive board members.</p>
19. Accepting an offer/ a compromise	<p>We can go with that/We can live with that Yes, that's acceptable Fine. Let's meet each other half way in this. Yes, sounds quite reasonable</p>
20. Agreeing strongly	<p>I agree completely. I see eye to eye with you I'm of exactly the same opinion. I totally agree with you We're on the same page here!/singing from the same hymn page!</p>
21. Agreeing partially	<p>I agree with you on the whole, but...</p>

	<p>I tend to agree. I agree in principle. I agree, but... I'm not against it, but... While I do understand your point, I would like to..</p>
22. Rejecting an offer/ a compromise; Disagreeing	<p>This gives us very little room to manoeuvre... I don't agree with your suggestion I'm afraid I'm not convinced. I'm not sure I can accept your proposal as it stands.</p>
23. Disagreeing strongly	<p>It's out of the question, I'm afraid. We would find this offer very difficult to accept. I'm afraid we can't accept that. I totally disagree. Unfortunately, we cannot accept this offer. We are in a precarious/difficult economic situation</p>
24. Bargaining/ haggling/ compromising	<p>That seems like a reasonable compromise. That seems to be satisfactory. If we order X extra, could you increase the discount? Although it sounds like a reasonable offer, what we could change is perhaps the...</p>
25. Positive Statements	<p>Thank you for/Really appreciate your input/interesting presentation, etc. We appreciate all the work you have done on that so far. We are making real progress here this morning/afternoon, etc So we are really on the same page! As we are progressing well how about a break? Good/Great point! It's good we are discussing this/these point(s) now rather than later. We're sure we'll work this out – it's just taking more time than we expected. Really delighted we are on the same page here! Really good that we have the chance to meet and discuss these points in a constructive way. We understand your position/concern. So, all agreed! Now that was a useful/successful/productive day! What are your plans for this evening/rest of the day?</p>
26. Summarizing	<p>Before we move on to discuss these matters, let me just summarize the main issues. So, let's just summarize what we have agreed. At this point, shall we go over what we have agreed so far? Right. What have we agreed? Alright, let's sum up what we have discussed / agreed so far We have covered a lot of ground, so should we</p>

	<p>summarise quickly? This clause needs to be included in the contract</p>
Action Plan	<p>So, next we should ... I'd appreciate if someone would have a look at this and revert back to me by... There are ... things we need to do by....</p>
Closing	<p>Bye for now. Nice talking to you. Talk soon! Take care. Stay safe Mind yourself</p>
Negotiating idioms (for comprehension purposes)	<p>To go round in circles = constantly mentioning the same points To get bogged down = to get stuck To reach a stalemate/ to reach deadlock = to be stuck To give some ground = to make some concessions, to concede To keep sth. up one's sleeve = to withhold some information To keep one's cards close to one's chest = to give little information To play it by ear = to decide spontaneously/from case to case To play hardball = to put up a strong fight/ negotiating toughly To stick to one's guns = to insist on one's position A sticking point = a controversial issue</p>

**NB: Contracts between university partners, treaties between countries
To assure (a person), to ensure (something)**
