

Section 1

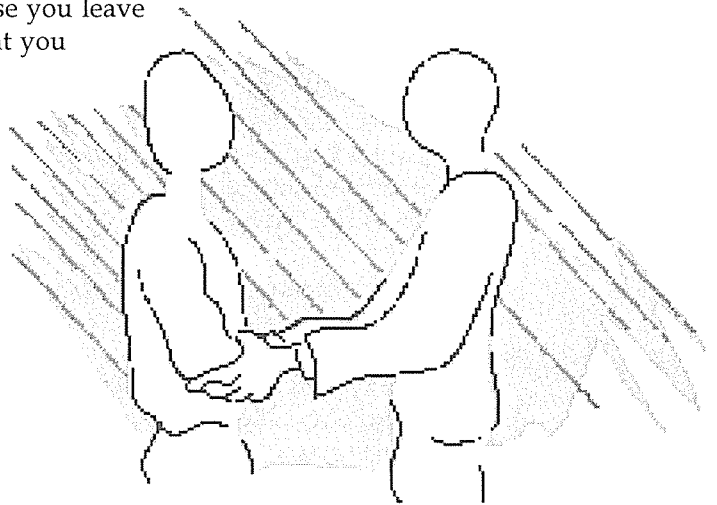
The Language of Introductions

If you are assigned to go to another country for a communicable disease emergency, aside from health officials and local medical personnel, expect to meet many new people who are probably there for the same reason you are. Since you will have to work with a mixed group of nationalities, you will need to use English to introduce yourself and establish important new contacts. This initial meeting can be the start of a long-lasting work or personal relationship.

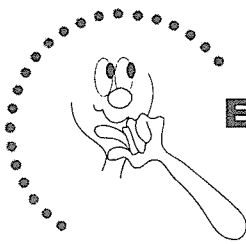
For this reason, you should try for a good first impression so that your future dealings will go smoothly. Apart from non-verbal signals like dress or body language, saying your name clearly and giving the other person adequate information about yourself is important to help him/her remember you.

Presenting a name card, a common practice in Japan, helps the introduction process along because you leave something behind to remind the person that you have met. However, you must give him a memory hook to help him connect you to your name card. Giving information about yourself that will benefit him, or establishing a common interest, can give you this edge.

In more informal settings when you may not have a name card with you, use the following to help the other person remember you.



- ✓ Spell your name, especially if it is foreign or unusual to your listener.
That's F-E-R-N-A-N-D-E-Z
- ✓ Say something positive or original.
I stayed up all night reading your interesting report on avian flu.
- ✓ Establish a personal and memorable connection.
Like you, I went to Nagasaki University.



Expressions

INTRODUCING YOURSELF

- I don't think we've met. May I introduce myself?
- Hello. My name is (*first name and last name*).
- I'm (*first name*).

* *You may want to present or exchange name cards at this point or after the handshakes are over.*

AFTER THE INTRODUCTIONS

Of course, it is just as important for you to remember people you have met or those who have been introduced to you, and to do so correctly:

- Read the name card carefully and check if you have pronounced his name correctly.
Is that FERnandez or FerNANdez?
- In case you did not receive a name card in return, ask for the spelling of the other person's name to show you are interested in getting his/her name right.
Could you spell your name for me, please?

In formal situations, it is common to say "How do you do?" only during the first meeting, and to repeat the expression in response. This functions much like the same way you would use "*Hajimemashite, doozo yoroshiku onegai itashimasu.*"

Another response to "How do you do?" usually by those who speak American English would be, "Pleased to meet you." In less formal situations, "Hello" and "Good to meet you," are more common.

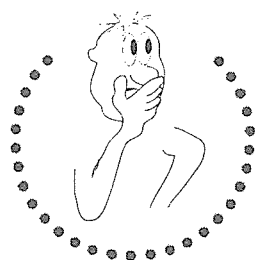
Section 1 The Language of Introductions

INTRODUCING YOURSELF TO A PROFESSOR

I'm a research assistant from Dr Sato's lab and ...	I'd like to talk with you about...	Is this a good time to talk?
I'm planning to write a paper on...	I'm really interested in...	Could we talk for a few minutes?
I saw your presentation on ...	I'm curious about...	Can I stop in later to talk with you for a few minutes?
I read about your work with...	I could use some help with...	Would you have time to meet with me to talk about that?

INTRODUCING OTHER PEOPLE

- I'd like you to meet Mr/Mrs/Miss/Ms/Dr (*last name*).
- I'd like to introduce (*first and last name*).
- (First name), this is (*first name*).



Exercises

PRACTICE 1 WRITE WHAT YOU WOULD SAY IN THE FOLLOWING SITUATIONS:

1. You want to introduce yourself to a guest presenter at the AIDS conference you are attending.

2. You want to introduce your colleague to your professor.

3. You are the head of the Japanese team composed of two other members, a virologist and an epidemiologist. When you arrive on-site, a press conference is called. Introduce yourself and your team to the local media.

PRACTICE 2 ROLE-PLAY THE FOLLOWING SITUATIONS:

1. At a post-conference reception, introduce your colleague, Dr Hiroki Sugiyama to Dr Morgan Habangaan, the dean of the College of Medicine, Botswana University Hospital.

2. Introduce yourself to Dr Susan Thomas, the keynote speaker and head of the United States delegation on the World Conference on Communicable Diseases.

3. At the first on-site meeting called to deal with a cholera outbreak, the chairperson requests that all participants do a self-introduction. Introduce yourself to the other participants in the meeting.

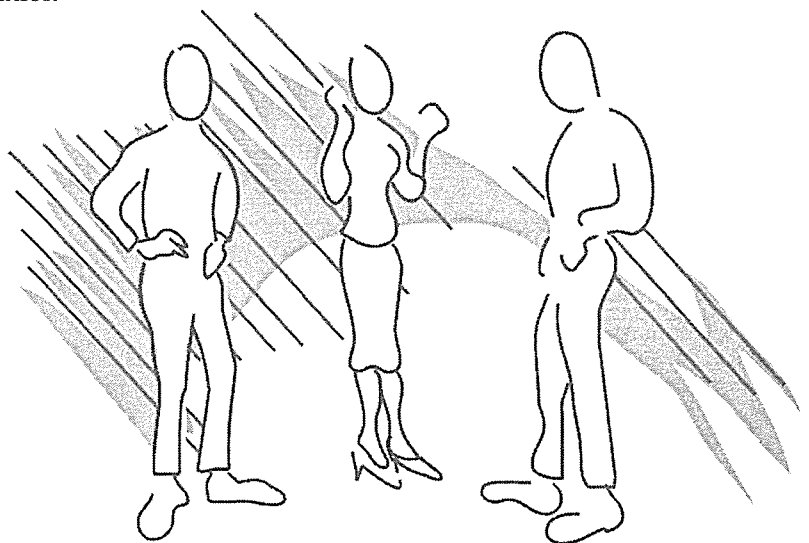
Section 2

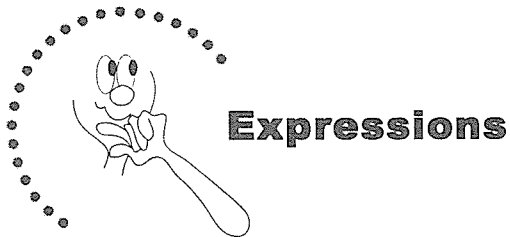
Coping with Informal Conversations

Part of the secret of establishing rapport with your listener or audience is the use of pleasantries or small talk. Spending time to ask the other person how he is, commenting on what is happening in the room, mentioning a common interest or friend can help jump-start interesting conversations that can make new friends and expand your professional network.

To invite the other person into the conversation, you can use tag questions or ask direct questions. Listen to the answers of the other person/s and use these to keep the conversation going. Avoid talking too much; cooperate by responding with a few pleasantries of your own.

Be yourself and be confident when engaging in small talk. Although the topic may not be as serious as dealing with an epidemic or the outbreak of a new disease, small talk will ease your way in getting to know others as well as help them get to know you.





IF THE OTHER PERSON SAYS...	SAY...	OR TRY...
Hi. How are you?	Fine, thanks, and you?	Actually, I'm a little lost, do you have a second?
What's happening?	Not much, how about you?	Well, I'm trying to figure out...
What's up?	Same as always, and you?	Actually, right now I'm trying to...

OPENERS

- Well...,
- Now,
- Listen...,
- Of course...,
- You know,
- Now really
- Look...,

CHANGING THE TOPIC

- Speaking of ...
- That reminds me...
- By the way...
- Speaking about...
- Before I forget...
- I just thought of something...

BREAKING AWAY FROM A CONVERSATION

- Sorry, I've got to go...
- I have to run...
- Sorry to rush off...
- It's been nice talking to you
- Would you excuse me please ...
- Excuse me, I have to refill my glass.

Section 2 Coping with Informal Conversations



Exercises

PRACTICE 1 WRITE YOUR RESPONSE TO THESE PLEASANTRIES:

1. It's a nice day, isn't it?

2. Did you see last night's game? Ichiro outdid himself.

3. That is a beautiful costume. Where did you get it?

4. This looks like it will be an interesting conference, won't it?

5. The weather is so humid. How do you manage to look so cool?

PRACTICE 2 ROLE-PLAY:

You are at a cocktail reception after a well-attended conference on malaria. Go around the room and make small talk with at least three people, either old friends or those you have just met. Use the expressions you learned to start or change a topic, and then move on to a new person.

Section 3

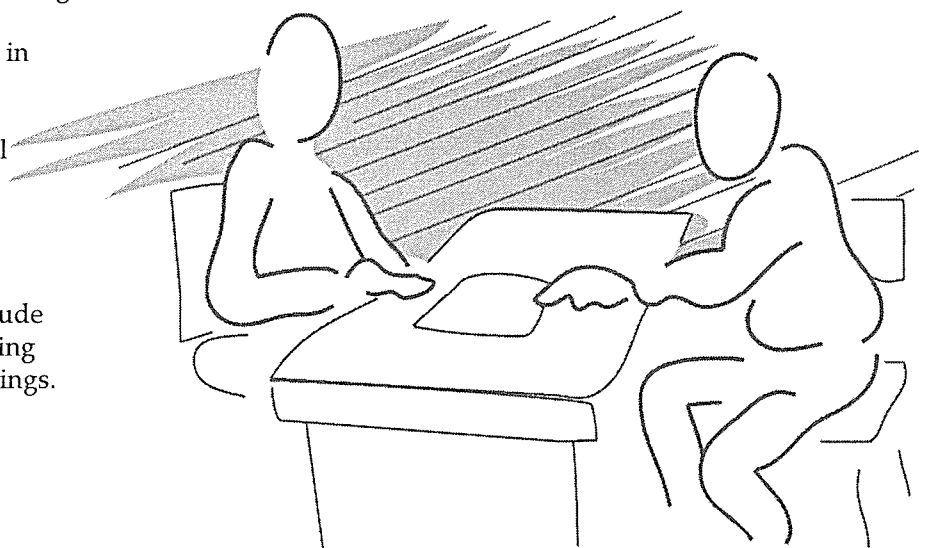
The Language of Meetings

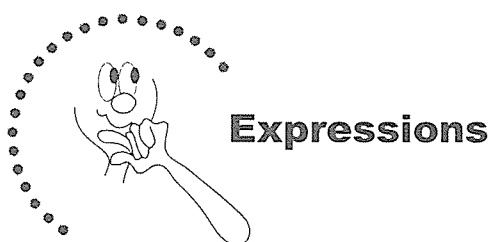
Professionals in practically all fields will most likely encounter situations that require meetings. The range of topics and purposes for meetings is wide and diverse. As professionals involved in health crises situations, you need to be able to take part in meetings among peers in international communities.

Some of you will be involved in operations where medical and health issues directly related to emergency situations, like an epidemic outbreak or a natural disaster, have to be disseminated, clarified and discussed.

Such situations call for meetings that may be between you and counterpart professionals in the country where the outbreak occurred, or between you and national or local officials of the country.

It is important that your English communication skills include those needed for conducting and participating in meetings.





The following expressions are useful if you are called on to conduct a meeting.

OPENING A MEETING

- Good morning/afternoon, everyone.
- I would like to call the meeting to order.
- Since we are all here, let us start the meeting.
- I should like to start the meeting now.
- If we are all here, let's get started.

WELCOMING AND INTRODUCING

- We're pleased to welcome (*name of participant*)
- I'd like to extend a warm welcome to (*name of participant*)
- It's a pleasure to welcome (*name of participant*)
- Please join me in welcoming (*name of participant*)
- I'd like to introduce (*name of participant*)

STATING THE OBJECTIVE OF THE MEETING

- The main objective of this meeting is...
- This meeting has been called to/in order to....
- Our main aim in today's meeting is to ...
- We're here today to ...
- In today's meeting, I'd like to make sure that we ...

APOLOGIZING FOR THE ABSENCE OF SOMEONE

- I have received apologies for absence from (*name of participant*), who is in (place).
- (*Name of participant*)... has sent his/her apologies for not making it here today.
- Unfortunately, (*name of participant*) ... will not be with us today because he/she...
- I'm afraid, (*name of participant*) can't be with us today as he/she is in...

Section 3 The Language of Meetings

BEGINNING THE MEETING WITH THE MINUTES

- Let us begin with the minutes of the last meeting.
- To begin, let us quickly go through the minutes of our last meeting.
- First, let's go over the report from the last meeting held on *(date)*....
- Here are the minutes from our last meeting on *(date)*....

GETTING ON TO BUSINESS

- There having no more to discuss, let's move to the agenda of the day.
- So, if there is nothing else we need to discuss, let's move on to today's agenda.
- I'd like to move on to today's topic.

INTRODUCING THE AGENDA

- Today's agenda include
- There are (three, four, etc) items on the agenda. First, ... second, ... third, ... and lastly....
- I should like to take the items on the agenda in order.
- Let's go directly to item 3 on the agenda and just move back to items 1 and 4. I suggest we take item 2 last.

DEFINING ROLES OF SECRETARY AND PARTICIPANTS

- *(name of participant)* has agreed to take the minutes.
- *(name of participant)*, would you mind taking the minutes?
- *(name of participant)* has kindly agreed to give us a report on ...

SETTING DOWN RULES FOR THE MEETING

- Let us hear the reports first, followed by a discussion of each.
- There will be ____ minutes for each report.
- I suggest we go round the table.
- Let us make sure we finish by....

INTRODUCING THE FIRST ITEM ON THE AGENDA

- May we start with the first item on the agenda.
- The first item on the agenda is....
- I suggest we start with....
- So, let's start with....
- Why don't we start with...?
- Okay, shall we start with...?

CLOSING AN ITEM

- I think that takes care of item 1.
- We can now leave that item and move on to....
- Shall we then leave that item?
- If there's nothing more to be added, let's leave that item.

MOVING TO NEXT ITEM

- The next item on today's agenda is....
- Let's move onto the next item.
- We get to the next item now.

GIVING THE FLOOR TO A PARTICIPANT

- May I ask (*name of participant*) to lead the next item.
- I'd like to introduce (*name of participant*) who is going to...
- Next, (*name of participant*) is going to take us through....

SUMMARIZING

- Before we close today's meeting, let me just summarize the main points.
- To sum up,
- Let me briefly go over today's main points.
- Briefly, the following points have been taken....
- Shall I go over the main points?
- OK, why don't we quickly summarize what we've done today?

CONCLUDING

- If there are no other comments, I would like to bring this meeting to a close.
- Let's bring this to a close for today.
- I'd like to wrap this meeting up.
- It looks like we've covered the main items.

SETTING UP TIME, DATE AND PLACE FOR THE NEXT MEETING

- The next meeting will be on ... (*date*) at ...(*time*).
- Can we set the date for the next meeting, please?
Let's meet again on ... (*date*) at ...(*time*)
- How about meeting again on ...(*date*) at ...(*time*)

APPRECIATING ATTENDANCE

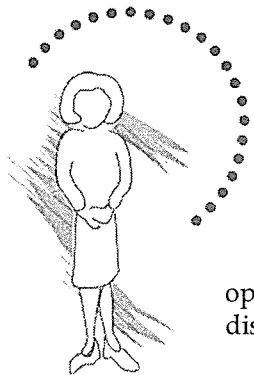
- Thank you very much for your attendance.
- Thank you all for attending this meeting.

Section 3 The Language of Meetings

- Thank you for your participation.
- I'd like to thank everyone for taking part in this meeting.
- Thanks for being part of this meeting.
- Thanks for joining us today.

CLOSING THE MEETING

- The meeting is adjourned.
- I declare the meeting closed.
- That brings the meeting to a close.



Other Expressions for Meeting Participants

As a participant in a meeting, you may want to express your opinions, contribute your own ideas, ask for additional information or disagree with a point that has been raised.

There are expressions that may be useful when you take part in a meeting either to express ideas or to give meaningful input. These expressions help focus participants to the point you want to call attention to, while helping you establish some degree of courtesy.

GETTING THE CHAIRPERSON'S ATTENTION

(usually a participant raises his hand to be noticed and uses any of the following expressions)

- (Mr/Madam) Chair, may I have a word.
- (Mr/Madam) Chair, if I may, I think....
- May I interrupt at this point....

EXPRESSING OPINION

- In my opinion...
- I (really) feel that..
- The way I see things...
- If you ask me,... I think that...

ASKING FOR OPINIONS

- Are you positive that..
- Do you (really) think that...
- *(name of participant)*, can we get your input?
- *(name of participant)*, what do you think?
- How do you feel about...?

COMMENTING

- That's interesting .
- I never thought about it that way before.
- Good point!
- I get your point.
- I see what you mean.

AGREEING

- I totally agree with you.
- That's (exactly) the way I feel.
- I have to agree with *(name of participant)*.

DISAGREEING

- Unfortunately, I see it differently.
- Up to a point I agree with you, but...
- (I'm afraid) I can't agree

AIM FOR MORE EFFECTIVE MEETINGS

GUIDELINES

- Participants need to be informed in advance, preferably in writing, of when (time), where (place) and how long the meeting will be.
- A written agenda will be useful especially when there are several topics to be taken up. These should be listed in the order they will be discussed.
- If an agenda is not provided, the purpose or goal of the meeting should be made known so that the members of the group will be guided in sharing the responsibility of achieving it.
- Participants in a meeting should not leave the room once the meeting starts unless it is for an emergency. Attending to routine matters when in a meeting shows a lack of consideration for the others.
- The meeting should be a venue for an open and honest exchange of ideas with everyone actively participating.
- The meeting should start and end on time.

Section 3 The Language of Meetings



Exercises

PRACTICE 1 WRITE THE APPROPRIATE EXPRESSIONS TO COMPLETE THE FOLLOWING DIALOGUE SITUATIONS.

1. To open the meeting:

Dr Kimura: Good morning friends and colleagues, _____

2. To go into the day's agenda:

Mr Saito: Thank you, Dr Ito, for reading the minutes. And now _____

3. To show the order of points to be discussed:

Chair: For this morning, we _____

That will be the order of our discussion.

4. Ask a participant to say something:

Chair: Oh, Dr Agudo, a colleague from Kyrgyzstan is with us here. May I _____

5. At the end of meeting, a summary of points:

Chair: This has been a fruitful discussion, _____

6. Expressing an idea at the meeting:

Chair: Yes, Mr Sasaki?

Mr Sasaki: _____

7. Calling attention to a point raised:

Chair: Dr Gomez, you wanted to say something?

Dr Gomez: _____

8. Disagreeing:

Dr Sato: I see your point, _____

9. Summarizing:

Chair: As we close this meeting, let me _____

10. Appreciating attendance to the meeting:

Chair: This brings the meeting to a close, _____

Section 3 The Language of Meetings

PRACTICE 2

Case 1

An Ebola outbreak in Zimbabwe has brought a team of Japanese doctors to the country to help. A meeting is now taking place between the doctors and their local counterparts involved in the situation. The Japanese team has asked for the meeting to get more information about the Ebola situation in the country. Conduct the meeting with the following participants:

- Dr Ichiro Hayashi - head of the Japanese medical team and meeting leader
- Dr Gwen Yamamoto - Japanese team member and public health officer
- Ms Mariko Tanaka - Japanese team member and volunteer nurse
- Dr Olpeo Angula - Zimbabwe health official
- Dr Saura Mutarwa - Zimbabwe health official
- Dr Hage Watambwa - Zimbabwe health official
- Ms Almaan Naruseb - Zimbabwe community leader

Assign each participant to say something during the meeting. The role play should include the beginning and closing of the meeting.

Case 2

Three medical professionals from Japan, the US and China are meeting with a group of national and local leaders in Sri Lanka to explain the health and medical situation in which an infectious disease is threatening to become widespread and result in an epidemic. The doctors need to explain what must be done to control the situation. Conduct the meeting with the following participants:

- Dr Katsuo Suzuki - Japanese doctor
- Dr Albert Stone - American doctor
- Dr Wu Gang - Chinese doctor
- Group officials of Sri Lanka:
 - Senator Kumerage
 - Minister of Health Genasekera
 - Governor Ratnayobe
 - Governor Kannangora
 - Mayor Badulla
 - Mayor Attapattu

Appoint one of the doctors to preside over the meeting and make sure each participant says something during the meeting.

Case 3

Drs Hiroshi Ito and Dr Goro Matsumoto, both with a visiting Japanese medical team to Vietnam, are holding a meeting with officers of a university student council to explain the dangers of HIV and the university students' role in helping fight the spread of this disease.

Attending the meeting with the 2 doctors are the following:

Ms Nguyen Thi	Student Council President
Mr Nguyen Giang	" Vice-president
Ms Thi Chau	" Officer
Ms Trinh Anh	" Officer
Mr Vanh Hung	" Year Representative
Mr Thong Minh	" "
Mr Lam Phue	Dean's Representative

One of the two doctors will preside over the meeting but everyone should have a speaking part.

Section 3 The Language of Meetings

RATING YOUR PERFORMANCE IN A MEETING

I. Performance

Factor	Excellent(3)	Satisfactory (2)	Weak(1)	Unsatisfactory (0)
A. Interaction: <i>Did you effectively interact with others? Initiate? Ask questions?</i>				
B. Use of expressions: <i>Did you effectively and appropriately use a variety of expressions?</i>				
C. Content: <i>Did you contribute logical, relevant information and ideas?</i>				
D. Accuracy: <i>Did you communicate ideas clearly with effective control of grammar, vocabulary and pronunciation?</i>				

II. Improvement

Areas of Strength:
Areas to Improve:
Action to Take:

Adapted from: Matthews & Marino, *Professional Interactions*, NJ: Prentice Hall, 1990.

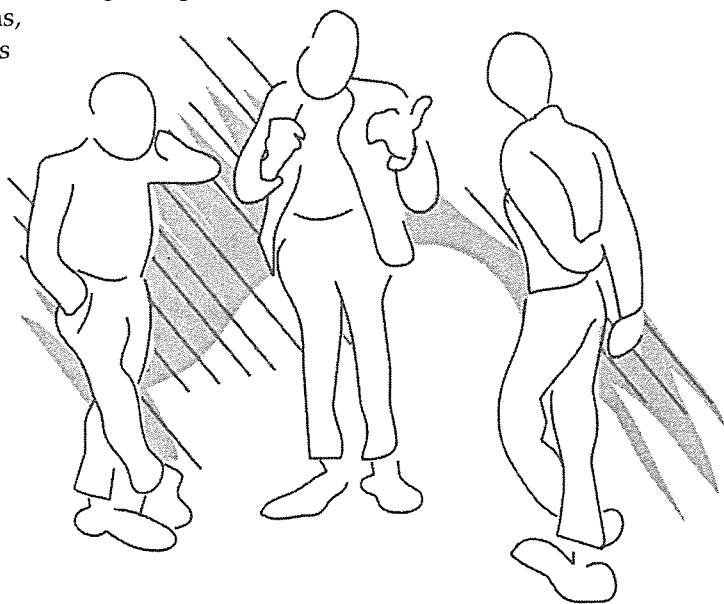
Section 4

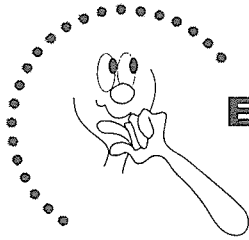
Group Discussions

Group discussions create a good opportunity for organized and constructive dialogue using structured time.

In responding to emergencies during an infectious disease outbreak, your team may become part of a bigger one composed of members from other countries. Thus, clarifying goals, defining a common starting point, setting up areas of responsibilities and, even settling some basic differences may best be addressed in meetings or in group discussions. It is always an advantage to know how to go about being part of these situations as professionals.

In group discussions, speakers use a variety of expressions such as giving opinions, making statements, agreeing or disagreeing, asking for clarifications, suggesting, etc. The expressions in this section range from formal to informal or from direct to indirect. Based on your situation, i.e. subject, purpose and audience, decide which expressions are appropriate to your need.





Expressions

A discussion leader holds the group together; he/she directs and moderates the exchange of ideas and opinions. The following are expressions for him/her.

GAINING ATTENTION

- May I now ask for everyone's attention?
- May I call on everyone's attention so we can begin?
- Is everyone ready to begin?
- We should now be starting.
- Why don't we get started?
- Excuse me. We shall have to start now.

GREETING

- I would like to greet and welcome everyone to this discussion.
- Welcome to this group discussion.
- Good morning/ afternoon/evening.

INTRODUCING THE SUBJECT AND PURPOSE

- We are here today to talk about _____ .
- Our discussion today is going to focus on _____ .
- The subject that we shall tackle is _____ .
- Today, we are exchanging ideas on _____ .
- The purpose/goal of this discussion is to agree/decide/solve _____ .
- The point of this discussion is to get a clearer idea of _____ .
- In this discussion, we are after an agreement on/a decision about/a solution to _____ .

INTRODUCING THE MEMBERS OF THE GROUP

- Let me introduce everyone. We have to my right, Dr _____, head of the _____; next to him is Ms _____, who is in charge of _____; *(continue until everyone is introduced. Always include a brief explanation about the participants in the group).*
- With us today are: *(give names and positions of the members of the group).*
- Our discussion group, as you can see, has six members.
- Let's get to know each other. Can we each introduce ourselves?
- Ok, could you introduce yourselves?
- Why don't you introduce yourselves?