

Unit 4: Teleconferences/Telephoning

This document provides common vocabulary found in various stages of a teleconference call. As this is spoken English, it is usually considered to be less formal than forms of written communication, even those which are somewhat informal, such as e-mails. This document will provide the reader with relevant vocabulary for each stage of a teleconference call, but does not repeat the themes of formal or informal. This document is particularly relevant for project leaders that need to manage conference calls. .

Stage of Communication	Vocabulary
<i>managing people</i>	<p>Announce yourself: This is Christoph in Mannheim. Could I say something?</p> <p>Introduce participants that team is not familiar with: Hi Marty. This is Larry from Microsoft Germany. I'm calling in with Jim Manners, Isabel Roland and Lou Denver, all from our Seattle office. [Pause to allow them to greet]. We also have the software support manager, James Fitzpatrick, calling in from LA.</p> <p>Nominate a speaker: Adriana in Michigan, do you have anything you'd like to add?</p> <p>Block an interruption: Sorry Tatjana, could we first let John finish, please?</p> <p>We only have 30 minutes for this call so let's all please try to stick to the agenda.</p>
<i>managing technical problems</i>	<p>Technical problem on your end: I think there's a problem with the line. We're looking into it now. Please give us a moment.</p> <p>Technical problem on the other end: Unfortunately we can't hear you very well. Could you check the connection on your end?</p> <p>Need to adjust equipment: Just a second, I'll move our mic. If I just change this, hopefully...</p> <p>Someone is not loud enough: I'm afraid we can't hear you very well. Can you please speak up?</p> <p>Someone has been disconnected from call; I'm afraid we've lost Jane in Seattle, hopefully she will be back with us momentarily.</p> <p>Tell the other side they need to adjust their equipment: The camera seems to be pointing in the wrong direction. Can you try moving/adjusting...?</p>

Stage of Communication**Vocabulary*****dealing with various events***

Normally, the call is opened by giving a brief summary as to the purpose of the call, and what you hope to accomplish during the call: Okay. So we want to come up with a strategy for the new rollout of the software.. We need to iron out how we're going to handle pilot testing, staff training and costs. Our HR team needs to coordinate with our IT guys, and then I need to sign the paperwork. This is going to be a team effort for all of us on the call.

The next point on the agenda: Could we please move to the next point on the agenda, production costs? Mahindra in Bombay, could you please give us an overview of how the software is progressing?

A moment of silence: Sorry everyone, we're looking for the PowerPoint slides. Please give us a second.

Someone enters the room: One moment please, Johannes from HR has just joined us.

Speaker has to briefly leave the room: I should take this if you don't mind. Let me just get the documents and I'll be back in a second.

A document needs to be e-mailed: I'll send it to you now. Just a second, I'll find the document on my laptop and email it to you now.

Subject has to be confidentially spoken about in room: Can you give us a moment? We need to discuss this, if you don't mind. I'll just turn off our mic for a second.

speaking yourself

Bill here, can I add something quickly

Bill here I'd just like to add something

Bill here, can I just come in here?

This is Jane, if I can just follow up on Jurgen's point about ...

Could we discuss the situation with our buyer in India? (use of modal verbs will make it more formal)

Jane, I didn't catch your point about testing. What is the current problem? ("catch" means here, "get" means understand)

Stage of Communication

Vocabulary

Wrapping up

I think that takes care of things from our end, does anyone have anything to add?

At the end the leader should summarise: Alright, nice call everyone. We decided to rewrite the org plan, so Susan, please get the task descriptions to our team . We'll meet again when the tasks are re-assigned. Thanks, guys. Talk to you soon.