



INTERNATIONAL TRAINING CONSULTANTS

Develop Externally~Grow Internally



Business Skill Seminars Meeting



GLOBALINX CORP

International Training Consultants Since 1968

Developing High Potential People for Global Business



Training Objectives

The overall objective of this seminar is to ensure that all participants can effectively facilitate and participate in business meetings conducted in English.

Process, Techniques, and Benefits

The seminar introduces effective communication skills and techniques for both participation and facilitation of business meeting conducted in English.

Communication	• Active Listening	Participants learn to express their understanding using appropriate listening techniques that promote better communication and understanding.
	• Asking Questions	Understanding the power of questions to promote better understanding and acquire information helps participants to ask the right questions at the right time.
	• Communicating Assertively	Participants are empowered to communicate their opinions in an appropriate and assertive manner that encourages others to do the same.
Participation	• Preparing	Meetings are more productive and run more efficiently when participants are well prepared.
	• Participating	Active participation promotes higher levels of understanding and recognition of individual needs and opinions. This results in better decisions and more efficient task completion.
	• Taking / Publishing Minutes	Minuted meetings clearly communicate and document decisions and actions for participants and managers to act upon.
Facilitation	• Planning and Preparing	Good planning and preparing results in successful meetings that efficiently achieve business objectives.
	• Conducting	A well facilitated meeting encourages participation and efficiently achieve tasks through a clear process and appropriate guidance.



Training Theory

This seminar introduces business communication skills and techniques that enable participants to fully participate in and lead business meetings in English. Participants practice and develop their business meeting and communication skills through role-play practice and critical analysis of their meeting and communication style.

Lecture One: Communication Techniques

- **ACTIVE LISTENING:** Non-native speakers must understand both the actual English spoken and the content or intent of the message. Participants learn active listening techniques and useful phrases that are comfortable for native speakers and help avoid misunderstandings.
- **ASKING QUESTIONS:** The ability to ask appropriate questions in business meetings is very important. Participants learn to ask appropriate questions that help them to effectively participate in meetings, follow and understand meetings, clarify other member's opinions, direct and lead discussion, and appreciate points being made.
- **COMMUNICATING ASSERTIVELY.** Participants learn how to use assertive communication techniques to communicate their rights, needs, and opinions in a clear and direct manner, whilst respecting the rights, needs and opinions of others. This is a necessary communication skill for businesspeople working in multicultural environments.

Lecture Two: Participating

- **PREPARATION:** Participants learn several techniques and key points to prepare that will help them to actively participate in business meetings. These include; preparing handouts, preparing questions, opinions, and ideas.
- **PARTICIPATING:** Participants learn how to make a positive contribution to business meetings by expressing their ideas, asking questions, taking notes, and using handouts to communicate important information and proposals.
- **TAKING MINUTES:** Participants learn several techniques and the correct format for taking and publishing concise and informative minutes of meetings.

Lecture Three: Planning and Preparing

- **PLANNING:** The success of any meeting is often a result of good planning and preparation. Participants learn how to plan a business meeting and the necessary special considerations for international business meetings.
- **PREPARING:** Participants learn what assignments to prepare for each member, and how to prepare the agenda and attachments to help the members prepare for the meeting.

Lecture Four: Facilitating and Leading

- **BEGINNING:** A good opening statement brings the group together and focus the groups mind on achieving the meeting goals. Participants learn how to write a good opening statement and assign role to key members.
- **CONDUCTING:** Facilitators help groups achieve goals and complete tasks by providing a clear process, instructions, guidance and by listening carefully to the groups discussion. Participants learn key process techniques and communication skills that help them to effectively facilitate and lead group meetings in English.
- **CLOSING:** Participants learn how to summarize the group's discussion and delegate actions to decisions made to ensure that tasks are implemented and the goals of the meeting achieved.

Lecture Five: Teleconference Meetings

- **PARTICIPATING:** For non-native speakers teleconference meetings are more challenging. Participants experience the challenges and learn how to apply communication techniques to participate more effectively
- **FACILITATING:** Participants experience the difficulties and frustrations of conducting teleconference meetings and learn how to manage and conduct these meetings effectively through appropriate planning and effective communication.



Training & Study Flow

Before	Prepare	<ul style="list-style-type: none">• Pre-study material is provided for each participant.• Each learner studies at a time, place, and pace suitable for them, using bilingual workbooks.
	Pre-Assignment	<ul style="list-style-type: none">• Learners e-mail their assignment directly to the instructor for preliminary assessment and immediate feedback.
Classroom	Interactive Lecture	<ul style="list-style-type: none">• Learners receive multimedia classroom instruction, delivered at a pace that is comfortable, yet challenging, for them.• Questions are answered immediately by qualified trainers.
	Exercises	<ul style="list-style-type: none">• Topics are broken down into manageable learning points which are made familiar through short practice exercises.
	Feedback	<ul style="list-style-type: none">• Learners get instant feedback from instructors and fellow students.
	Workshops	<ul style="list-style-type: none">• Learners assemble skill sets in preparation for role-playing various business meeting scenarios.
	Meetings	<ul style="list-style-type: none">• Learners practice their meeting skills through realistic meetings role-plays with their peers and instructor.• Role-play meetings are recorded on video.
	Observation	<ul style="list-style-type: none">• Learners observe and learn from each other.• Student Observers are given evaluation checklists to assess and guide their feedback for each presenter.
	Feedback	<ul style="list-style-type: none">• Student Observers provide immediate feedback.• Instructors facilitate a group de-briefing and feedback session.• Instructor feedback is recorded on video for action planning.
	Video Review & Self Evaluation	<ul style="list-style-type: none">• Learners watch their meeting role-plays and evaluate them against a checklist of targets.
	Repeat Process	<ul style="list-style-type: none">• The seminar contains 5 short interactive lectures, focussing on key learning areas.
	After	Action Plans
Follow-up		<ul style="list-style-type: none">• Follow-up study and review materials are provided.• An online graduates forum is available for peer consultation.• Performance improvements are measured using peer review, and instructors critique.• Recommendations are made for further study and practice.

 Schedule

Day 1	
9:00	Seminar Introduction and Overview Lecture 1 - Communication Techniques <ul style="list-style-type: none">• Active Listening• Asking Questions• Communicating Assertively Role-Play <ul style="list-style-type: none">• Practice Communication Skills
13:00	Lecture 2 - Participating <ul style="list-style-type: none">• Preparing• Participating Techniques Role-Play <ul style="list-style-type: none">• Communication and Participation• Video Recording
18:00	Workshop <ul style="list-style-type: none">• Self-Evaluation and Review
Day 2	
9:00	Lecture 3 - Planning and Preparing Lecture 4 - Facilitating Role-Play <ul style="list-style-type: none">• Group Meetings• Video Recording Workshop <ul style="list-style-type: none">• Group Review - lessons Learned
13:00	Lecture 5 - Teleconferencing Role-Play <ul style="list-style-type: none">• Teleconference Meetings• Video Recording Workshop <ul style="list-style-type: none">• Group Review - lessons Learned
18:00	Seminar Review: Lessons Learned



Target Participants

This seminar is designed to be beneficial for employees that need to conduct or participate in business meetings conducted in English.

Since the training is designed for people working in international business environments, the classroom training and role-plays will be conducted in English. As a result, a minimum TOEIC score of 550 is recommended.

The optimum class size is 6 - 10 people.

Classroom Materials

All of GLOBALINX training material is developed 100% in-house. We adapt the latest, most up-to-date technology, research, and theories to suit our clients specific business needs and training objectives. Participants are encouraged to use presentations that are directly related to their business or workplace.

GLOBALINX workbooks are written in both English and Japanese and use graphics wherever possible to illustrate techniques, methods, or procedures. Lectures are accompanied by Powerpoint presentations.

Trainers

GLOBALINX business communication skill seminars are designed and facilitated by experienced international business professionals.

Cost

Trainer: ¥ 300,000/Trainer/Day, plus travel and accommodations

Material: ¥12,500/Person

Contact

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Workbook Contents

Contents	Page
Seminar Schedule	2
Introduction - Seminar Objectives and Lecture Overview	3
Lecture I - Communication Techniques.....	4 - 15
Warm-Up Role-Play - Paul and Akira	15 - 17
Lecture II - Participating Techniques - Overview	18 - 25
Role-Play - Mini Role-Play - A Short Business Meeting	26 - 37
Lecture III - Plan and Prepare - Overview	38
Planning and Preparing Business Meetings	38 - 42
Lecture IV - Conducting Meetings - Overview	43
Techniques and Process	43 - 48
Group Role-Play 1: Kadota - Deciding the future direction	49 - 67
Lecture V - Teleconference - Participating and Facilitating	68 - 70
Time Zone Abbreviations, Map, Products	71 - 72
Workshop III - Prepare for Role-Play 2: Pre-Teleconference	73 - 89
Meeting Review Role-Play 2: Pre-Teleconference Meeting - Evaluation Forms.....	90 - 91
Workshop IV- Prepare for Role-Play 3: Teleconference.....	92 - 93
Meeting Review Role-Play 3: Teleconference Meeting - Evaluation Forms.....	94 - 95
Seminar Review - Key Points to Remember - Resources.....	96
Appendix	
- Pre-Assignment Model Answers	98
- Vocabulary List.....	99 - 101
- GLOBALINX ONLINE FORUM	102

GLOBALINX CORP has been providing corporate training services for global businesses and government agencies since 1968.

Training programs and seminars are designed to develop and improve communication and management skills for people working in international environments.

We aim to fully prepare employees to effectively work in global organizations anywhere in the world.

Our training services are continually developed and improved to ensure the highest possible standards of training and support materials.

