

Lesson 01

Meeting New People

OVERVIEW

- Warm Up Activities
- Useful Expressions
- Dialogue
- Language Practice
- Business Basics
- Role Plays
- Discussion
- One Point Lesson
- Business Skills
- Business Manner & Etiquette

Learning Objectives

After completing this lesson, you will be able to...

- introduce yourself or someone else.
- ask and answer questions when meeting a person for the first time.



1. Warm Up Activities

A Discuss the following questions with a partner.

1. When you meet new people at work, do you usually bow or shake hands?
2. When you give your business card, do you give it with two hands or with one hand?
3. What kind of questions do you ask to get to know someone at work?

B Today's situation

Look at the situation and role play with your classmates.

"What if you have to introduce someone?"

There are three people listed below.
Mr. Miller needs to introduce Ms. Jones to Mr. Smith.

- a Mr. Miller
- b Ms. Jones (a new Managing Director of Sales)
- c Mr. Smith (a Chief Technology Officer)



Useful Expressions

A When you introducing yourself/someone else

- a Nice to meet you. I'm Jerry.
- b I'm Susan. It's nice to meet you, too!
- a I don't think we've met. My name is Jerry.
- b Hi, Jerry! I'm George.
- a Janette, this is Mike. Mike, this is Janette.
- b I'm happy to finally meet you.
- a Tom, I'd like you to meet my co-worker, James.
- b So glad to meet you James. You can call me Tommy.
- a I'll introduce you around the office.
- b Thank you for your kindness.

B When you cannot remember someone's name

- * Excuse me. I didn't catch your name. Would you please repeat your name?
- * May I have your name again?
- * Could you spell your first name? That will help me pronounce it better.



2. Dialogue

Read the dialogue and answer the questions with a partner.

Introductions

Mr. Miller Hello, Mr. Smith. I would like to introduce you to our new Managing Director of Sales. This is, Ms. Jones. Ms. Jones, I would like to introduce you to our CTO, Mr. Smith.

Ms. Jones Hello, Mr. Smith. It's a pleasure to meet you.

Mr. Smith Hello, Ms. Jones. The pleasure's all mine.

Mr. Miller Ms. Jones has extensive experience in IT Sales. She has worked with many successful start-ups.

Mr. Smith Impressive. Looking forward to collaborating with you to help our bottom line.

Ms. Jones Absolutely. I would like to hit the ground running by understanding the target demographics.

Mr. Smith Great. I will see you at our next strategy meeting.

Comprehension Questions

- Q1. Who is the CTO?
- Q2. Who is the new MD of Sales?
- Q3. Who is making the introductions?
- Q4. When will Ms. Jones and Mr. Smith meet next?



3. Language Practice

A Chunks & Chew

Complete the sentences with the appropriate words and expressions from the dialogue.

- extensive experience
- bottom line
- targeted demographics
- collaborating with
- hit the ground running

- ① He has in teaching American Literature.
- ② We are missing our due to a lack of proper advertising.
- ③ Our has tripled from strong sales this year.
- ④ I enjoy our team to come up with new product designs.
- ⑤ The sales team by understanding the targeted market.

B Key Patterns

Here are some key patterns that you can use when introducing someone.

① It is to meet you.

- an honor
- a pleasure
- nice
- great

② Looking forward to

- learning a lot from you
- working with you
- collaborating with you
- getting to know you better

③ I would like

- to introduce myself
- to introduce you to our team members
- to work for your company
- you to meet my co-worker, Jane



Business Basics

A. Understanding Corporate Hierarchy

The highest level officers in a company or corporation are C-level.

- **CEO**, Chief Executive Officer
- **CEM**, Chief Executive Manager for US LLC (limited liability corporation)
- **COO**, Chief Operations Officer, or **CPO**, Chief Program Officer (government)
- **CFO**, Chief Financial Officer
- **CTO**, Chief Technology Officer

B. Who is the most important person there?

When you have to introduce two people to each other, you should consider who the more important person is. Suppose that Peter Smith is a client of your company, and Kelly Clark is a co-worker.

e.g.



“Mr. Peter Smith, I’d like to introduce you to Kelly Clark, our West-coast manager. (Looking at Kelly Clark) Mr. Smith is our new client and it’s his first time in San Diego.”

4. Role Plays

Read each situation and role play with your partner.

01 Situation

You are the leader of the marketing department and have a new staff member. Now introduce him/her to the other leaders of the company.



02 Situation

You have a meeting with your client. You visit the office with a new colleague who joined a few months ago. You need to introduce your colleague to the client and vice versa.



03 Situation

At a conference, you meet Jeff Hancock who is a client of your company and Jack Wood, one of your co-workers. You want to introduce them to each other.



5. Discussion

Discuss the following questions in detail.

1. What is considered appropriate to ask when meeting a new colleague for the very first time? What is regarded as inappropriate?
2. When meeting a colleague for the first time, what do you consider?
3. How do you treat superiors versus subordinates in your office when greeting them?
4. Does age play a factor when greeting colleagues?

One Point Lesson

Collaboration vs. Cooperation

Collaboration comes from the verb “collaborate,” which means “to work in partnership with someone on the same task.” When collaborating, people work together on a single shared goal, like an orchestra, which follows a script everyone has agreed upon, while each musician plays his or her part not for its own sake but to help make something bigger. Meanwhile, cooperation comes from the verb “cooperate,” which means “to be willing to help someone to achieve something; be helpful.”



X “The police were grateful to the public for their collaboration.”

O “The police were grateful to the public for their cooperation.”

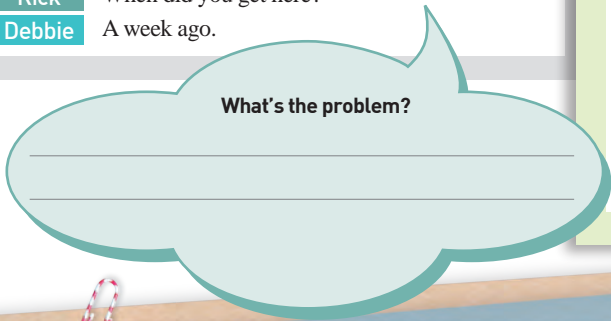
6. Business Skills - Showing Interest

Learn how to show your interest in the conversation and continue it effectively.

A. Read the dialogue and discuss the problem.

Situation: Rick takes part in an international conference as a representative of his company. He sees Debbie and decides he would like to get to know her.

Rick Hello. Where are you from?
Debbie I'm from New York.
Rick What made you come to the conference?
Debbie To work.
Rick Oh, which company do you work for?
Debbie IT company.
Rick How long do you plan to stay here?
Debbie Just two weeks.
Rick When did you get here?
Debbie A week ago.



B. Change the conversation by adding questions or comments to their short answers.

Rick Hello. Where are you from?
Debbie I'm from New York.
Rick
 What made you come to the conference?
Debbie To work.
Rick
 Oh, which company do you work for?
Debbie IT company.
Rick
 How long do you plan to stay here?
Debbie Just two weeks.
Rick
 When did you get here?
Debbie A week ago.

Business Manner & Etiquette

The Proper Handshake

Handshakes are the universally accepted business greeting. You could be judged by the quality of your handshake. The following are guidelines to having a good handshake.

- Maintain eye contact
- Keep the handshake firm but painless
- Hold the handshake about three seconds
- Give only two or three pumps
- Start and stop crisply
- Do not shake hands through the entire introduction
- Keep your fingers together and your thumb up
- Slide the web of your hand all the way to the web of the other person's hand. Otherwise, he or she ends up shaking hands with your fingers.

Wrapping Up!

► 3 new words from this lesson

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► 3 new expressions from this lesson

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► 3 things to remember

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