

ASKING FOR CLARIFICATION	CONTRIBUTING / ASKING TO INTERRUPT	ASKING FOR CONTRIBUTIONS	SUMMARISING
DEALING WITH / RESUMING AFTER INTERRUPTIONS	KEEPING THE MEETING ON TRACK	CLARIFYING	OTHER

ASKING FOR CLARIFICATION	CONTRIBUTING / ASKING TO INTERRUPT	ASKING FOR CONTRIBUTIONS	SUMMARISING
<p>_WHAT DOES 'A NEGATIVE OUTCOME' MEAN EXACTLY? _SORRY, I DON'T QUITE FOLLOW WHAT YOU'RE SAYING. _IF I UNDERSTAND CORRECTLY...</p> <p>_WHAT DO YOU MEAN BY THAT?</p>	<p>_CAN I JUST SAY THAT... _I'D LIKE TO COME IN HERE...</p> <p>_WE WILL, IN MY OPINION, HAVE TO START SOME COST-SAVING MEASURES _HOW ABOUT I TALK YOU THROUGH OUR OFFERS AT THE MOMENT? I'VE PREPARED SOME HAND-OUTS... _I PERSONALLY FEEL THAT THIS IS VITAL INFORMATION. _CAN I MAKE ANOTHER SUGGESTION? I THINK WE NEED TO SEE THE WHOLE</p>	<p>_DOES ANYONE HAVE ANYTHING FURTHER TO ADD?</p> <p>_I'D LIKE TO START BY ASKING MAYA TO TALK US THROUGH THE FIGURES... _SO, MIA, OVER TO YOU... _CAN I BRING YOU IN HERE DAVID? ANY COMMENTS? _SO ANNA, CAN WE TURN TO YOU NOW? DO YOU HAVE ANY IDEAS WHY THIS DOWNTURN IS HAPPENING? _WHAT DO YOU TWO THINK OF THAT?</p>	<p>_SO, TO RECAP, WE ALL FEEL THAT THESE COSTS HAVE RISEN TOO HIGH.</p> <p>_NOW, YOU ALL KNOW WHY I'VE CALLED THIS MEETING...</p>

	PICTURE...	_DAVID, COULD YOU LOOK FOR A MARKET RESEARCH COMPANY WE COULD WORK WITH ON THIS?	
DEALING WITH / RESUMING AFTER INTERRUPTIONS	KEEPING THE MEETING ON TRACK	CLARIFYING	OTHER
<p>_CAN I JUST FINISH OFF WHAT I WAS SAYING?</p> <p><u>_ IF I CAN FINISH WHAT I WAS SAYING... I'D LIKE TO SUGGEST WE REVIEW OUR CUSTOMER ACCOUNT PROCEDURES...</u></p>	<p>_IT'S AN INTERESTING POINT BUT I'M NOT SURE HOW RELEVANT IT IS TO OUR DISCUSSION.</p> <p>_I 'D JUST LIKE TO SAY THAT WE HAVE VERY LITTLE TIME.</p> <p><u>_I'D LIKE TO START BY ASKING AND THEN WE CAN TAKE A LOOK AT...</u></p> <p><u>_YES, GO AHEAD IT WILL BE GOOD TO LOOK AT THE DETAILS.</u></p> <p><u>_WE CAN TALK ABOUT THAT IN A MINUTE. DO YOU AGREE IN PRINCIPLE THOUGH THAT WE NEED TO UNDERSTAND THE CAUSE OF THE PROBLEM?</u></p> <p>_ LET'S MOVE ON THEN, SHALL WE?</p>	<p>_WHAT I MEAN IS WE SHOULD WAIT AND SEE WHAT HAPPENS.</p> <p>_I'M SORRY, LET ME RUN THROUGH IT AGAIN.</p> <p>_THE POINT I'M TRYING TO MAKE IS...</p> <p>_IF I UNDERSTAND CORRECTLY...</p> <p><u>_ANNA: THAT WOULD BE A BIG PROJECT, IT WOULD NEED A PROJECT TEAM, WHICH MEANS TAKING STAFF FROM OTHER DEPARTMENTS.</u></p> <p><u>MAYA: ACTUALLY, I WAS THINKING ABOUT HIRING AN EXTERNAL RESEARCHER...</u></p>	<p>REFERRING TO DOCUMENTS:</p> <p><u>_I'VE PREPARED SOME HAND-OUTS TO SHOW YOU HOW THE FIGURES ARE LOOKING...</u></p> <p><u>_IF WE LOOK AT ...</u></p> <p>AGREEING / DISAGREEING:</p> <p><u>_I CAN'T AGREE WITH YOU THERE.</u></p> <p><u>_I LIKE THAT IDEA...</u></p>