

**「社内/社外での上下関係を意識した
ビジネスコミュニケーション」
ワークショップ**

**Masaki Yoshikawa
my2426@tc.columbia.edu
M.A. in Applied Linguistics
Teachers College, Columbia University**

1. Greetings

Situation 1: You are visiting one of your corporate clients for the first time. The client is a very important business partner and you must make a great first impression. You are about to meet the person you have been emailing about mutual business. Think about how to introduce yourself and begin the meeting. (5 minutes)

e.g.)

Hi, it's very nice to meet you in person.

I am so happy to finally meet you today.

Let us start talking about our business.

Key expressions: “very nice to meet you”, “it is my (our) pleasure to meet you”,
“shall we start our meeting?”

Situation 2: You are about to leave the meeting with the same corporate client. There have been very meaningful business talks, but you will need to ask for follow-up communication about the business within a week. Think about how to leave the meeting and remind the business partner of follow-up communication. (5 minutes)

e.g.)

It's been very nice talking with you. Can we follow up with this matter this week?

Key expressions: “it has been very nice meeting you (talking with you)”, “when is a good time to follow up with you?”

2. Suggestion/Request/Demand

Situation 1: You received an email from your supervisor about a client meeting with your supervisor in 2 days. But your supervisor has forgotten about the other meeting he has scheduled with another client. Think about how to suggest your supervisor that they should reschedule the second meeting in 3 days. (5 minutes)

e.g.)

Thank you for scheduling the meeting. I've come to realize that there may be another meeting scheduled on the same day. Could we move the second meeting in 3 days?

Key expressions: “I've come to realize...”, “Could we...?”, “I am wondering if we could...”

Situation 2: Your computer is frozen and you cannot access to your email. You have important tasks to get done before you leave work today. You are going to talk to someone at IT department but no one but the IT manager is available. The IT manager is in a much higher position than you. Think about how to request for assistance to fix your computer. (5 minutes)

e.g.)

Hi, I know you must be very busy right now, but is there any way you could come take a look at my computer? It's stopped working, but I have urgent matters to take care of.

Key expressions: "Is there any way I (we or you) could...?", "Urgent matter(s)"

Situation 3: Your client failed to send you a piece of information that you were supposed to receive. You need the information to complete the task you were asked by your supervisor. Think about how to write an email that demands for the forgotten information. The client is on the same level as you. (5 minutes)

e.g.)

Thank you for sending me the email, but it seems like the information I need is not there. Can you resend your email including the information?

Key expressions: "it seems (to me) that...", "it looks (appears) that...", "Can you...?"

3. Gratitude/Appreciation

Situation 1: One of your co-workers, whom you supervise, has made a very lucrative business deal with a client. You want to say that you appreciate that the hard work your co-worker has put in order to make the deal. Think about how to recognize the hard work and tell that you are appreciative for it. (5 minutes)

e.g.)

I see that you've made that business deal. We are grateful for your hard work. We appreciate your time and effort spent for this. Keep up with the good work.

Key expressions: "be grateful for...", "appreciate something", "be appreciative for...", "keep up with good work"

4. Apologies

Situation 1: You sent an email to one of your business partners, but the email was meant to be sent to someone else. There is confidential client information in the email and you need to contact the recipient right away to correct the mistake. Think about how to start the communication and request the email to be promptly deleted. (5 minutes)

e.g.)

Hi, I believe you just received an email from me, but it was supposed to be sent to another party. Could you please disregard the contents and delete it at your earliest convenience? I sincerely apologize for the inconveniences.

Key expressions: “it is supposed to...”, “it is meant to...”, “could you please...?”, “at your earliest convenience”, “I sincerely apologize for...”

5. Concerns/Disagreement/Complaint

Situation 1: Your boss has been working on a business proposal that will be presented during a client meeting in 2 days. You have been asked to go over the proposal with him, and you found some notes that may not be consistent with the rest of the materials. You are going to show your concerns about the inconsistency. Remember the hierarchy. (5 minutes)

e.g.)

I think the proposal is well organized and easy to understand, but I'm concerned that some of the notes may appear inconsistent with the rest of the material. Could we go over the details once again?

Key expressions: “I am concerned that (about)”, “Could we...”

Situation 2: You are in a business meeting with your client. There have been some disagreements on the deal you are trying to make. First, you are going to show your disagreement politely and then start negotiation for a better condition. (5 minutes)

e.g.)

I am afraid that we cannot agree with a few parts of the deal. Do you think we can renegotiate the part again?

Key expressions: “I am afraid that...”, “Do you think...?”

Situation 3: You received a product from your business partner; however, the product is not exactly the one you ordered. They have made the same mistake in the past. You are going to make a complaint about it and have a replacement sent to you immediately. Think about how to compose the email to show the seriousness of the situation. (5 minutes)

e.g.)

Thank you for sending me the product. However, it's not the one I ordered. Please send me a replacement right away. Thank you for your prompt assistance in advance.

Key expressions: "Please do...", "right away", "prompt assistance", "swift Service", "in advance"