

Gengo Lingo Textbook Catalog - Business Advanced

Meetings - participating	Speaking	BA 01-01	Show active listening / Interrupt smoothly / Refer to what other people said or did
	Listening	BA 01-02	Confirm and question / Infer meaning / Take effective notes
	Reporting progress	BA 01-03	Give detailed progress reports / Explain setbacks and suggest solutions / Estimate when things will be completed
Meetings - facilitating	Meeting structure	BA 02-01	Start a meeting / Keep the meeting on track / End the meeting
	Troubleshooting	BA 02-02	Call on people to participate / Deal with conflicting opinions / Handle interruptions
	Facilitating skills	BA 02-03	Introduce techniques / Clarify and summarize points / Make group decisions
Explaining	Data and statistics	BA 03-01	Understand figures / Explain trends / Compare data
	Charts and graphs	BA 03-02	Explain line graphs / Explain bar charts / Explain pie charts / Explain scatter plots / Explain comparison charts
	Company news	BA 03-03	Explain past happenings / Explain current situations / Explain future possibilities
Describing	Services	BA 04-01	Explain services / Emphasize positive points / Downplay negative points
	Goods	BA 04-02	Describe physical products / Describe virtual products / Compare products

	Companies	BA 04-03	Describe small businesses / Describe medium-size businesses / Describe large companies and conglomerates
Instructing	Business culture and etiquette	BA 05-01	Instruct people softly / Instruct people strongly / Correct other people's' etiquette mistakes politely
	Business interactions	BA 05-02	Give instructions on company policy and procedure / Give instructions on strategy / Give instructions on workflow
	Life in Japan	BA 05-03	Help people get set up in Japan / Give tips and tricks for life in Japan
Managing	Performance	BA 06-01	Evaluate a person's performance / Ask for self-assessments / Give self-assessments
	Supporting	BA 06-02	Offer support / Motivate with praise and incentives / Give and receive compliments
	Reprimanding	BA 06-03	Approach people / Give critical feedback / Explain consequences
Negotiating	Preparing	BA 07-01	Set goals for negotiations / Discuss strategy with team members / Discuss expectations with counterparts
	Bargain	BA 07-02	Make and respond to offers / Make and respond to counter offers / Make concessions and compromises
	Close and commit	BA 07-03	Come to a consensus / Finalize details / Show appreciation and enthusiasm