

BBA 2ND, SEMESTER

SUBMITTED BY	SANA GULL
ROLL NO	16148
SUBJECT	BUSINESS ENGLISH
SUBMITTED TO	MAM WAJHIHA USMAN

Q1: Important components of agenda;

Ans: Agenda;

An agenda is a list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon.

Components of agenda:

You're Choice of Topic

Identify the topic of the agenda that, what is the meeting going to be about?

Break down the agenda topic into key points

Creating a more detailed outline that breaks up the agenda topics into multiple items for consideration helps attendees see the key issues. This allows for a more focused discussion and can save time.

List who is responsible for presenting a topic

Meeting attendees should have clear roles and responsibilities to keep the process running smoothly.

Indicate whether agenda items require a decision

Some of the business covered during a meeting may include topic for discussion or issues that need to be resolved or vote on. Make sure this is clear in your agenda so that attendees know whether they will be part of the decision making process.

The Goals of the Meeting

What is the point of having a meeting about this topic? Is it to introduce a new product or project? Is it to do a progress check on a current project? Or is it a brainstorming session?

The Duration of the Meeting

How long should the meeting last? It should last long enough to make sure your goal is achieved, but not so long that people are made miserable by being cooped up in a room for hours on end. Thirty minutes to an hour should be enough time. If you think it

will be longer than that, either cut back on your goals or plan a comfortable longer meeting with food, drink and breaks.

The Objectives of the Meeting

Think of these as the actions to be taken at the meeting. Use active verbs like:

- * Plan
- * Prepare
- * Decide
- * Develop
- * Design

You may not accomplish the objectives fully in one meeting, but will need to follow up. Decide which the best format for follow up will be-

- *More meetings
- *Email with everyone
- *Shared files
- * A shared workspace

And so on.

The Non-objectives of the Meeting

There is nothing worse than a meeting that goes off task, or worse still, gets hijacked by someone who has their own agenda. Use your agenda as a checklist of what needs to be done to keep everyone on-topic.

The Stakeholders Who Should Attend

Only invite people who can make a hands-on contribution to the goals and objectives of the meeting you are planning.

The Information that needs to be shared

First, share the agenda. If there is any other information they will need prior to the meeting, include it in the invitation. These items will help all attendees prepare for the meeting beforehand and stay on task once they are there.

Q2: Factors for successful business meeting

Ans: Business meetings can be a real annoyance and are one of the biggest wastes of time throughout a business. They are both long, and mostly unnecessary. People become distracted, time limits are not met, and result in little to no action.

Important factors for successful business meeting

Great Preparation

The beginning of an effective meeting should, in most cases, be the end of it. Think about the need for the meeting, what is its goal? Is it really necessary to speak this over in person? Or are other alternatives a better solution, for instance email. When the purpose of a meeting is solely to inform others, not to discuss or make decisions, sending out an email with the same information can be many times more effective. Another alternative is a quick phone call. If you need to share or discuss some information with

only a few people, calling them shaves off decision time. When you yourself are invited to attend a meeting, consider your necessity at that meeting, and contemplate the alternative ways you can more easily contribute.

When you have decided to call a meeting, make sure that only the people who need to be there, are there. A small engaged group also allows for more effective decision making during the meeting. The select group that you have invited should have had the proper preparation. This means that you have sent the agenda in advance, and have attached all the relevant documents. This easily shaves off 30 minutes of every meeting concerned with getting everyone up to speed. Do also share your PowerPoint (if there is one), this will allow for people to get a general view of the presentation and will focus their attention on you, instead of the screen, when presenting.

Effective Meetings

Effective meetings start with the right facilities. Without a beamer, the presentation will not be possible. And without the presentation itself, you are dead in the water. Effective meetings take place in an appropriate setting where technological needs are met. As a presenter, you will have your presentation on USB and email. And other technical requirements, like cables and markers, are available. Good facilities allow for optimal support of effective meetings.

The goal of a meeting should be the guiding star during the meeting. Misunderstanding the goal of a meeting could result in a large clash between co-workers. When some think about discussing a point, others ready to make decisions, and still others only to inform, your meeting will not go smoothly. Making clear what the goal of a meeting is can prevent these troubles.

And when the meeting requires multiple steps, (e.g. informing and making a decision) then clearly indicate at which step you are. A clear goal during a meeting will result in streamlined cooperation, in which each goal can be pursued effectively.

In support of the goal of your meeting is the agenda. Without an agenda, there will be no direction to the meeting, and it will end without direction or goal. An agenda serves multiple goals. With an agenda, you will define the meeting, give it direction, structure and also help with preparations.

As the chairman of a meeting, you care responsibility over the time. Set a starting time (and start at that time), and set an end time. Make sure that everyone gets to say their word. Even encourage shy people to participate. But refrain from repetition. Of course, there is room for conclusions. These conclusions will mostly consist of calls to actions. An effective leader takes good care of the time, speed, and action list.

All participants of a meeting share responsibility for the direction of their attention. Distracted participants ensure an ineffective meeting. Making it a rule not to bring cell phones, only inviting the people who need to be there, letting go of unrelated thoughts, and eliminating distractions. In effect, this will lead to attentive participants who have a continuous focus on an effective meeting.

Thorough Follow-Up

No matter how effective a business meeting was, the real work has to happen outside of the meeting. An effective leader follows up on the tasks that result from the meeting. He is not afraid to confront employees about the progress of tasks. And at the same time employees are not afraid to ask for help, and are willing to help each other where needed. When the next meeting is due,

you should have a good overview of the progress beforehand. And during the meeting, make sure that everyone will be accounted for. Following up on tasks allows for a well-prepared leader, that facilitates the progress of the company.

Effective meetings are dependent on many factors. The above-mentioned ones are only a grasp in the large jar of possible techniques that you can explore to make your meetings more effective.

Reasons

1: preparation is mandatory because if there will be no preparation you will have no idea what to deliver to others and how to deal members. Full preparation makes you to well aware the people about your meeting and discuss your agendas confidently.

2: the reason behind effective meetings is that you come to know about the drawbacks of your team and further you try to sort it out that is how you conduct a successful meeting because you have previously done so many effective meetings.

3: following up is much necessary because a successful leader always follows up the tasks that results from meeting and simultaneously the employees feel comfortable while asking something.

Q3: Ten lines article

Ans: “How to motivate your team”

The only thing which is mandatory is listening to their problems and issues. In order to be more successful you have to keep in mind that what your team needs from you. Award and recognition are great, your team will perform much better when they know they have your respect because a true leader will step back and let his team do their jobs without standing over their shoulders.

Your habits and leadership will rub off on your team. Setting goals and crushing them with record breaking revenue numbers is always great. Your growth and success is dependent up on action so demonstrate deceives actions. One should not lead with fear because your team will not be inspired if you use fear as motivator. Great leaders coach teach their teams with confidence.

Q4: Etiquette for job interview

Ans: To land the job, we'll have to appear professional, confident, and capable. We will be judged not only on our ability to do the job itself but also on how well we will get along with the people with whom we will be working. The hiring manager watches our **communication skills** and our **manners** to predict whether we'll work well with others. Using poor manners can give the hiring manager the impression that:

We are unlikely to be able to perform well in certain work situations, especially those involving work teams or customers

We do not care about, value, or respect the people with whom we are interacting

We are prone to rudeness or ignorance

Business etiquette tips to use in an interview:

- **Be on time.** If you'll be late, show that you are respectful of the interviewer's time. Call to say when you'll be arriving.

- **Thank the interviewer** for taking the time to meet with you, both at the beginning of the interview and again at the end.

- **Dress appropriately.** If you arrive dressed too casually or too formally, the situation can be uncomfortable for both you and the person interviewing you.

- **Introduce yourself** to the receptionist and to everyone you meet in the interview.

- **Shake hands** with everyone, using a firm but not forceful grip, and make strong eye contact.

- **Sit when you are asked to sit**, not before.

- **Place your loose items on the floor next to your seat**, in your lap, or on the side table, coffee table, or in front of you at a conference table; do not put them on the interviewer's desk unless it is offered to you. Your briefcase or bag should be kept at your feet, not on a chair or table.
- **Do not ask for refreshments or permission to smoke.** If a refreshment is offered, you may accept. If you are asked to dine out as part of your interview, use good table manners.
- **Keep all of your mobile and other electronic devices turned completely off.** A phone set to vibrate will interrupt the meeting.
- **Keep a positive and friendly attitude.**
- **Tone of voice** says more than your words do. You can say you know how to perform the job duties, but if it doesn't sound like you do then you won't inspire much confidence in the hiring manager. Sound more confident during the job interview. Pause before answering to give yourself time to gather your thoughts. Stick with a factual but interested tone.

- **Body language** can communicate almost as much information as what you are actually saying. Your true thoughts and attitude can be reflected in your body language. The more positive you feel about the interview and your abilities, the more likely this will be reflected in your body language. While it is good to be aware of any body language concerns, the best way to portray good body language is to approach the interview with a positive attitude. When you feel positive, you will naturally relax and smile more, thus making you appear more confident and appealing.
- **Always answer questions with your audience in mind.** If you are interviewing for a job in a different industry than you have previously been in, the interviewer may not understand some of the technical terms you use. Explain where necessary.
- **Avoid topics that can get you into trouble.** These typically include things in your personal life, such as your marital status, age, religion, or political beliefs.
- **Use clear and concise language.** Speak slowly and carefully to make sure your words are being understood.
- **Seek feedback.** Ask the hiring manager if you have provided the level of detail needed to fully answer the question.

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