



## 1 Meetings

- Leading Meetings
- Chairing meetings
- Stating/asking for opinion, Interrupting/ handling interruption)
- Meetings across culture
- Asking and giving clarification/ Delaying decisions
- Ending the meeting

Case Study: Delegation  
Case Study: Assertiveness  
Case Study: Coaching

## 2 Decision-making

- Decision making process and techniques
- Worst-case scenarios: how to tackle with
- Dealing with dilemmas
- Crisis management

Case Study: Influence

## 3 Problem-solving

- Problem solving meeting
- Problem solving tactics and strategies
- Problem solving techniques

Case Study: Collaboration  
Case Study: Stress

### Grammar

Reported Speech and reported verbs  
Gerunds and Infinitives  
Past Modals