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Bank Meetings

Speaking
Lesson

let's start

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- How often do you have meetings at work?
- What kind of meetings do you usually lead?
- What is the most difficult part of speaking in meetings?
- Do you prefer formal or informal meetings? Why?
- Can you give an example?
- Why do you think that happens?
- What would you improve?



Key Phrases for Bank Meetings

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Opening a meeting

- “Let’s get started.”
- “The purpose of today’s meeting is to discuss...”
- “I’d like to begin with...”

Managing discussion

- “What are your thoughts on this?”
- “Let’s hear from the team.”
- “Can you clarify that?”

Giving opinions

- “From my perspective...”
- “I believe we should...”
- “In my experience...”



Key Phrases for Bank Meetings

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Agreeing / Disagreeing

- “I agree with that because...”
- “I see your point, but...”
- “I’m not sure I agree...”

Closing

- “To summarize...”
- “Let’s agree on the next steps.”
- “Thank you everyone for your input.”



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Scenario: you are leading a weekly meeting with bank agents.



- How would you start the meeting?
 - What agenda would you set?
 - How do you check team performance?
 - What KPIs do you usually discuss? (sales, accounts, loans, etc.)
 - How do you motivate your team?
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- What do you say if performance is low?
 - How do you give constructive feedback?

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Scenario: The branch performance is below target.

- **How would you explain the situation to your team?**
 - **What could be the reasons for low performance?**
 - **How would you ask your team for solutions?**
 - **What actions would you propose?**
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- **How do you prioritize actions?**
 - **How do you track improvement?**

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Scenario: Customers are complaining about long waiting times.

- How would you introduce the problem in a meeting?
 - What questions would you ask your team?
 - What solutions can you suggest?
 - How would you decide the best solution?
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- What if the team disagrees?
 - What if the solution doesn't work?

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Leadership & Strategy

- How do you ensure your team meets targets?
- What makes a successful bank agent?
- How do you handle underperformance?

Decision-making

- How do you make decisions in meetings?
- Do you prefer fast decisions or careful analysis?

Communication

- How do you make sure everyone participates?
- How do you handle difficult questions?

Real-life reflection

- Tell me about a difficult meeting you had.
 - What went well? What didn't?
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Speak for 2 minutes without stopping

Topics:

- “Our branch performance this month”
 - “How to improve customer satisfaction”
 - “My leadership style”
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