

Vocab + speaking

- "Let's not try to boil the ocean here what's the one thing we fix first?"
- "That's honestly just low-hanging fruit, we should grab it now."
- "Can we park that and circle back after lunch?"
- "I don't want to move the goalposts, but the client's changed their ask."

Vocabulary building

- **Interrupting politely:** "Can I jump in here?" / "Sorry to cut across you, but..."
- **Steering back on topic:** "Let's not go down a rabbit hole" / "Bringing it back to the main point..."
- **Disagreeing without conflict:** "I'll play devil's advocate for a second" / "Not to be the voice of doom, but..."
- **Building consensus:** "Are we all reading from the same page on this?" / "Let's land on something concrete before we wrap up."
- **Closing/deciding:** "Let's call it there" / "I think we've got alignment."

Speaking — Assigned-Idiom Meeting Simulation

Scenario: "Internal meeting to decide which underperforming account gets extra analyst support this month." Nobody's pitching a client you're negotiating internal priorities.

- **Account A - Meridian Corp:** Long-standing client, revenue flat for 3 quarters, but renewal is in 2 months. Low risk of churn, but no growth either.
- **Account B - Northfield Retail:** New client (4 months in), usage dropping fast, no clear cause yet. High churn risk, but small account value.
- **Account C - Delacroix Group:** Biggest account by revenue, stable, but the client's main contact just left the company — relationship risk, not performance risk.
- **Account D - Vantage Logistics:** Steady grower, no urgent issue, but sales rep is pushing hard for extra analysis to try to upsell them this quarter.

Hot-seat steering drill (15 min)

Run a mini-meeting agenda. The rest off-topic, interrupt, or push a tangent on purpose. Runner must use steering/interrupting phrases to regain control.

Vocab + speaking

Examples: **Meeting: Pricing Exception Request**

1. Client asking for a one-off 10% discount — do we support it?
2. What's our standard justification if finance pushes back?
3. Decide who owns the follow-up.

Meeting: New Analyst Onboarding Plan

1. Confirm which accounts the new hire shadows first.
2. Agree on a 2-week check-in cadence.
3. Any tooling/access blockers to flag now.

