

Teams & Meet *calls in English.*

The phrases and etiquette that make international video calls run smoothly, from joining to the follow-up email.

- 01 Before and joining
- 02 Running the call
- 03 When tech goes wrong
- 04 Etiquette do's and don'ts
- 05 Closing and following up



By Carla Barroso

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01 · THE FIRST TWO MINUTES

Join with *confidence.*

The first two minutes set the tone. Have your opening lines ready.

JOINING

Hi everyone, can you hear me OK?

Morning all. Sorry, just a second while I get set up.

Hi, it's Ana from the finance team.

SMALL TALK

How's your week going?

Where are you dialling in from today?

Is it as rainy there as it is in Lisbon?

WAITING FOR OTHERS

Shall we give it two more minutes?

Let's start. Others can catch up.

I'll share the recording with anyone who missed it.

INTRODUCING YOURSELF

I'm Ana. I lead the finance team in Lisbon.

I'll be taking notes today.

I'm only joining for the budget part.

☐ Camera, mic and screen share tested

☐ Agenda shared before the call

☐ Notifications off, tabs closed

☐ Name shows correctly (not "iPhone 12")

02 · RUNNING THE CALL

Keep it *moving*.

On video, nobody can read the room. Say out loud what you'd normally signal with your body.

OPENING

Thanks for joining. The goal today is...

We've got 30 minutes, so let's cover three things.

Can I suggest we start with...?

HANDING OVER

Ana, would you like to add anything?

Tom, can I bring you in here?

Let's hear from someone who hasn't spoken yet.

INTERRUPTING

Sorry to jump in...

Can I just add something here?

Before we move on...

KEEPING ON TRACK

That's a great point. Can we park it for now?

Let's take that offline.

Coming back to the agenda...

03 · WHEN TECH FAILS

Stay calm, *say it simply.*

Everyone has tech problems. What matters is handling them clearly and quickly.

AUDIO

I think you're on mute.

Sorry, you broke up there. Could you repeat that?

There's a bit of an echo. Could you mute when you're not speaking?

CONNECTION

I think we lost you for a moment.

My connection is unstable. I'll turn my camera off.

I'll drop off and rejoin. Back in a second.

SCREEN SHARING

Can everyone see my screen?

Let me know if it's too small.

I'll stop sharing so we can see each other.

CHECKING

Just to check I understood...

Could you put that in the chat?

Could you spell that for me?

Do's *and don'ts.*

International teams have different habits. These are the safe defaults.

DO

- ✓ Camera on in small meetings
- ✓ Mute when you're not speaking
- ✓ Use the chat for links and spellings
- ✓ Use "raise hand" in big calls
- ✓ Check the time zone in the invite
- ✓ Finish on time, or early

DON'T

- ✗ Type loudly or eat on camera
- ✗ Say "Hello? Hello?" over others
- ✗ Share your whole desktop
- ✗ Reply in the chat to someone who's presenting
- ✗ Run over without asking
- ✗ Join from a noisy café

COACH'S TIP

Running late? "Sorry, can we take five more minutes, or shall we schedule a follow-up?"

05 · CLOSING

End with *clear actions*.

The last two minutes decide whether anything happens after the call.

WRAPPING UP

We're almost out of time, so let's recap.

So, to sum up, we agreed...

Who's taking this one?

ENDING

Thanks, everyone. That was really useful.

I'll send a summary this afternoon.

Have a good rest of your day.

Subject **Follow-up: supplier review call, 12 Nov**

THANKS

Hi all, thanks for your time today.

DECISIONS

We agreed to extend the contract with Supplier A until March.

ACTIONS

Ana: updated budget by Fri · Tom: send terms to legal by Wed

NEXT

Next call: Tue 19 Nov, 10:00 Lisbon / 11:00 CET.

PRACTISE IT LIVE

Reading helps. *Rehearsing works.*

A playbook gives you the words. Confidence comes from saying them out loud, in your real situations, with feedback.



Carla Barroso

Founder of Spoken. Carla spent 20 years leading and training teams at global energy, engineering and infrastructure companies in London, including KBR, Statoil and JGC, and has taught business English full-time since 2021. She works with teams and executives in Lisbon and online, and she speaks Portuguese.

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PLAYBOOK 03

Teams & Meet

Phrases and etiquette for international video calls, from joining to the follow-up email.