

C1

PHONE & VIDEO CALLS

DIALOG · 5 MIN.

Chairing a Call with a Client Who Avoids Every Question · Podcast

The client dodges every decision — how to chair a call in English and steer it firmly towards an outcome.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/chairing-a-call-with-a-client-who-avoids-every-question>

NAME

DATE

BRICK 1 · LEARN THE KEY PHRASES

● ○ ○

Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
to overrun	überziehen (Zeit)	<i>The steering committee overran by twenty minutes again.</i>
to walk someone through	jemanden durch etwas führen / erklären	<i>Could you walk me through the new pricing model?</i>
to park a topic	ein Thema vertagen	<i>Let's park that topic and come back to it next week.</i>
budget sign-off	Budgetfreigabe	<i>We are still waiting for budget sign-off from the board.</i>
to commit to	sich festlegen auf	<i>The client cannot commit to a date yet.</i>
talking past each other	aneinander vorbeireden	<i>We spent an hour talking past each other before someone clarified the terms.</i>
on board	mit im Boot / einverstanden	<i>We need the legal department on board before we sign.</i>
to wriggle off the hook	sich aus der Verantwortung winden	<i>He tried to wriggle off the hook, but the chair pinned him down to a date.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

eventually

possibly

actually

currently

wriggle

escape

slide

jump

01 When you say ' _____ ' — do you mean possibly, or definitely at some point?

02 Thank you for not letting me _____ off the hook today.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 Sabine agrees to sign the budget during this call.

T ☐ F ☐

02 Daniel will send a written summary within an hour.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ They fix a decision call for Thursday the nineteenth

02 ☐ Daniel parks the dashboard topic for later

03 ☐ Daniel clarifies what Sabine means by "eventually"

04 ☐ Daniel states the goal: the phase-two budget sign-off

05 ☐ Sabine says she cannot commit to anything today

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

.....

.....

.....

MINI-CHECK – CAN I DO THIS YET?

☐ I can announce a delay politely.

☐ I can propose an alternative.

☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.



Cut-out flashcards

✂ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/chairing-a-call-with-a-client-who-avoids-every-question>

to overrun

The steering committee overran by twenty minutes again.

überziehen (Zeit)

to walk someone through

Could you walk me through the new pricing model?

jemanden durch etwas führen / erklären

to park a topic

Let's park that topic and come back to it next week.

ein Thema vertagen

budget sign-off

We are still waiting for budget sign-off from the board.

Budgetfreigabe

to commit to

The client cannot commit to a date yet.

sich festlegen auf

talking past each other

We spent an hour talking past each other before someone clarified the terms.

aneinander vorbeireden

on board

We need the legal department on board before we sign.

mit im Boot / einverstanden

to wriggle off the hook

He tried to wriggle off the hook, but the chair pinned him down to a date.

sich aus der Verantwortung winden

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **eventually**

False friends: "eventually" means "in the end" — German "eventuell" is "possibly" in English.

02 **wriggle**

"To wriggle off the hook" is the fixed idiom for escaping a commitment.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — she says she cannot commit to anything today, but she agrees on a decision date.

02 **True**

True — he promises a one-line summary in writing within the hour.

BRICK 4 · ORDER

01 **1.** Daniel states the goal: the phase-two budget sign-off

02 **2.** Daniel parks the dashboard topic for later

03 **3.** Sabine says she cannot commit to anything today

04 **4.** Daniel clarifies what Sabine means by "eventually"

05 **5.** They fix a decision call for Thursday the nineteenth

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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