

Meeting English — B1

Lesson 5: Problem Solving in Meetings

Name: _____ Date: _____ Score: _____

Vocabulary

Word	Type	Definition	Example
identify	<i>verb</i>	to find or name a problem or issue clearly	We need to identify the root of the problem.
issue	<i>noun</i>	a topic or problem that needs to be discussed or solved	There is a major issue with the supply chain.
root cause	<i>noun phrase</i>	the main or original reason a problem exists	The root cause of the delay was a software failure.
solution	<i>noun</i>	a way to solve a problem	Has anyone got a solution for the budget shortfall?
evaluate	<i>verb</i>	to carefully consider the quality or value of options	We should evaluate all options before deciding.
implement	<i>verb</i>	to put a plan or solution into action	The team will implement the changes next week.
risk	<i>noun</i>	the possibility that something bad might happen	There is a risk that costs will rise.
impact	<i>noun</i>	the effect that something has on another thing	What is the impact on our delivery schedule?
recommend	<i>verb</i>	to suggest that something is the best option	I recommend the second approach.
feasibility	<i>noun</i>	how possible or practical something is to do	We need to assess the feasibility of this plan.

Exercise 1: True or False

Read each statement. Write True or False on the line.

1. The root cause is the main reason a problem exists. _____
2. Feasibility refers to how expensive something is. _____
3. To implement means to put a plan into action. _____
4. An issue is a topic or problem that needs discussion. _____
5. To evaluate means to choose quickly without thinking. _____
6. Risk refers to the possibility of something bad happening. _____
7. Impact is the effect something has on something else. _____

8. To recommend means to suggest the best option. _____

Exercise 2: Multiple Choice

Circle the correct answer.

1. We need to _____ the root cause before we suggest solutions.
a) implement b) identify c) recommend d) impact
2. The _____ of the delay was a failure in the system software.
a) solution b) risk c) feasibility d) root cause
3. Has anyone got a _____ for the staffing problem?
a) risk b) solution c) impact d) feasibility
4. What is the _____ on our Q3 targets?
a) root cause b) identify c) evaluate d) impact
5. We should _____ all options carefully before we decide.
a) implement b) recommend c) evaluate d) identify
6. I _____ the second option. It carries the lowest risk.
a) evaluate b) implement c) identify d) recommend
7. The team will _____ the new process from Monday.
a) recommend b) evaluate c) implement d) identify
8. We need to check the _____ before committing to this plan.
a) impact b) risk c) feasibility d) solution

Exercise 3: Matching

Match each word or phrase (1–8) with its definition (a–h).

- | | |
|----------------|---|
| 1. identify | a. the possibility of something bad happening |
| 2. issue | b. a problem or topic needing discussion |
| 3. root cause | c. how practical or possible something is |
| 4. solution | d. to put a plan into action |
| 5. evaluate | e. to find or name a problem clearly |
| 6. implement | f. a way to solve a problem |
| 7. risk | g. to carefully consider options |
| 8. feasibility | h. the main reason a problem exists |

Exercise 4: Gap Fill

Word bank: root cause | recommend | implement | evaluate | risk | solution | identify | issue

1. First, we need to _____ the problem clearly.
2. The _____ is that we do not have enough staff.
3. The _____ of the delay was a software failure.
4. Has anyone got a _____ for the budget shortfall?

5. We should _____ all possible options carefully.
6. The team will _____ the plan from next Monday.
7. There is a _____ that the costs will increase.
8. I _____ the third option for its low cost and speed.

Exercise 5: Word Order

Put the words in the correct order to make a sentence.

1. We / root / first. / the / identify / to / cause / need
2. major / a / is / the / There / chain. / with / supply / issue
3. for / Has / a / problem? / anyone / got / solution / this
4. evaluate / deciding. / before / We / all / options / should
5. changes / The / team / week. / implement / the / will / next
6. impact / on / the / schedule? / our / What / is / delivery
7. speed. / the / approach / recommend / for / I / second / its
8. feasibility / to / the / of / check / plan. / need / the / We

Exercise 6: Word Sort

Sort the words into the correct category.

Words: root cause | solution | risk | issue | evaluate | impact | recommend | feasibility | implement | identify

Nouns					
_____	_____	_____	_____	_____	_____

Verbs			
_____	_____	_____	_____

Exercise 7: Complete the Conversation

Fill in the missing word in each line.

- Tom:** We have a serious _____ with the delivery schedule.
- Kay:** Let's _____ exactly what went wrong.
- Tom:** The _____ was a software error in the system.
- Kay:** What is the _____ on our client commitments?
- Tom:** It's significant. We need a _____ quickly.
- Kay:** I _____ we add extra staff this week.
- Tom:** What is the _____ if we delay further?
- Kay:** Very high. Let's _____ the plan immediately.

■ ANSWER KEY — Do Not Distribute to Students

Exercise 1: True or False — Answers

1. True
2. False
3. True
4. True
5. False
6. True
7. True
8. True

Exercise 2: Multiple Choice — Answers

1. b) identify
2. d) root cause
3. b) solution
4. d) impact
5. c) evaluate
6. d) recommend
7. c) implement
8. c) feasibility

Exercise 3: Matching — Answers

1. identify → e) to find or name a problem clearly
2. issue → b) a problem or topic needing discussion
3. root cause → h) the main reason a problem exists
4. solution → f) a way to solve a problem
5. evaluate → g) to carefully consider options
6. implement → d) to put a plan into action
7. risk → a) the possibility of something bad happening
8. feasibility → c) how practical or possible something is

Exercise 4: Gap Fill — Answers

1. identify
2. issue
3. root cause
4. solution
5. evaluate
6. implement
7. risk
8. recommend

Exercise 5: Word Order — Answers

1. We need to identify the root cause first.

2. There is a major issue with the supply chain.
3. Has anyone got a solution for this problem?
4. We should evaluate all options before deciding.
5. The team will implement the changes next week.
6. What is the impact on our delivery schedule?
7. I recommend the second approach for its speed.
8. We need to check the feasibility of the plan.

Exercise 6: Word Sort — Answers

Nouns: issue, root cause, solution, risk, impact, feasibility

Verbs: identify, evaluate, implement, recommend

Exercise 7: Complete the Conversation — Answers

1. Tom: We have a serious issue with the delivery schedule.
2. Kay: Let's identify exactly what went wrong.
3. Tom: The root cause was a software error in the system.
4. Kay: What is the impact on our client commitments?
5. Tom: It's significant. We need a solution quickly.
6. Kay: I recommend we add extra staff this week.
7. Tom: What is the risk if we delay further?
8. Kay: Very high. Let's implement the plan immediately.