



BUSINESS ENGLISH · VOCABULARY GUIDE

Workplace English Vocabulary Guide

40 essential English words and phrases for the
modern workplace, organized by category.



The words that make you sound confident at work

Great workplace English isn't about knowing thousands of words — it's about having the **right forty** ready at exactly the right moment. This guide collects the vocabulary that comes up in almost every working day, from meetings and emails to calls and problem-solving.

Each entry gives you the English term, its Italian equivalent, a short definition, and a real example sentence you can adapt and use immediately.

HOW TO USE THIS GUIDE

Keep it on your desk during your first few weeks in an English-speaking role, or use it to train new team members. Reviewing one category before a busy day is often enough to make the vocabulary stick.

01 Meetings & Collaboration

02 Email & Written Communication

03 Deadlines & Task Management

04 Phone & Video Calls

05 Feedback & Problem-Solving



01 Meetings & Collaboration

Agenda *ordine del giorno*

The list of topics planned for a meeting.
"Let's go through today's agenda before we start."

Minutes *verbale*

The written record of what was discussed and decided.
"I'll send the minutes to everyone after the call."

Brainstorm *fare un brainstorming*

To generate ideas freely as a group.
"Let's brainstorm a few solutions before deciding."

Follow up *ricontattare / fare un follow-up*

To check on progress after an initial contact.
"I'll follow up with you again next week."

Stakeholder *parte interessata*

A person with an interest in the outcome of a project.
"We need buy-in from all the key stakeholders."

Touch base *fare il punto*

To make brief contact to check on progress.
"Let's touch base on Friday to see where we are."

On the same page *essere allineati*

To share the same understanding of a situation.
"I just want to make sure we're on the same page."

Action item *compito assegnato*

A specific task assigned during a meeting.
"Here are our three action items from today's call."



02 Email & Written Communication

Cc / Bcc *in copia / copia nascosta*

Copying others on an email, visibly or invisibly.

"I'll cc you on the reply to the client."

Attachment *allegato*

A file added to an email.

"Please find the report as an attachment."

Draft *bozza*

An unfinished or unsent version of a document or email.

"I've saved a draft — can you take a look before I send it?"

Reply all *rispondi a tutti*

To respond to everyone included in an email thread.

"Please don't reply all on this one, just to me is fine."

Kindly *gentilmente*

A formal, polite way of making a request in writing.

"Kindly confirm your availability by Thursday."

As per *come da*

A formal way of referring back to a previous agreement or message.

"As per our conversation, I've updated the proposal."

Circle back *ritornare su un argomento*

To return to a topic or task at a later time.

"Let's circle back to this once we have the figures."

Out of office *fuori sede / assente*

An automatic reply sent when someone is away from work.

"I'll set up my out of office before the holiday."



03 Deadlines & Task Management

Deadline *scadenza*

The date or time by which something must be finished.

"The deadline for this report is next Friday."

Prioritize *dare priorità*

To decide which tasks are most important or urgent.

"We need to prioritize the client requests first."

Milestone *traguardo / tappa*

A significant point marking progress in a project.

"Reaching the testing phase is our next milestone."

Workload *carico di lavoro*

The amount of work assigned to a person.

"My workload is quite heavy this week."

Delegate *delegare*

To assign a task to someone else.

"I'll delegate this part of the project to Marco."

Overdue *in ritardo / scaduto*

Past the deadline and not yet completed.

"This invoice is now two weeks overdue."

Turnaround time *tempo di consegna*

The time needed to complete and return a task.

"Our usual turnaround time is 48 hours."

Bandwidth *disponibilità*

Informal term for a person's capacity to take on more work.

"I don't have the bandwidth for that this week."



04 Phone & Video Calls

Dial in *collegarsi telefonicamente*

To join a call using a phone number and code.

"You can dial in using the number in the invite."

On mute *in muto*

With the microphone turned off during a call.

"Sorry, you were on mute — could you repeat that?"

Screen share *condividere lo schermo*

To show your computer screen to other call participants.

"Let me screen share the presentation now."

Reschedule *riprogrammare*

To change a call or meeting to a different time.

"Could we reschedule our call to tomorrow afternoon?"

Hold the line *restare in linea*

To wait on the phone without hanging up.

"Could you hold the line for just a moment?"

Conference call *chiamata in conferenza*

A call involving three or more participants.

"We'll set up a conference call with the whole team."

Technical difficulties *problemi tecnici*

Problems with audio, video or connection during a call.

"Sorry for the technical difficulties earlier."

Wrap up *concludere*

To bring a call or meeting to a close.

"Let's wrap up, we're almost out of time."



05 Feedback & Problem-Solving

Constructive feedback *feedback costruttivo*

Helpful, specific comments meant to improve something.

"I'd like to give you some constructive feedback on the draft."

Root cause *causa principale*

The underlying reason a problem occurred.

"Let's find the root cause before we fix it."

Workaround *soluzione alternativa*

A temporary solution that avoids a problem.

"We found a workaround while we wait for a permanent fix."

Escalate *fare escalation*

To pass an issue to someone with more authority.

"If it's not resolved today, I'll escalate it to my manager."

Bottleneck *collo di bottiglia*

A point that slows down an entire process.

"Approval is the main bottleneck in this workflow."

Trade-off *compromesso*

A balance between two competing options.

"There's always a trade-off between speed and quality."

Get on board *aderire / allinearsi*

To agree with and support a plan or idea.

"Once the team was on board, things moved quickly."

Take ownership *assumersi la responsabilità*

To accept full responsibility for a task or outcome.

"I'll take ownership of this from here."



Give your team the vocabulary to work confidently in English

Fluent Advance builds workplace-specific English training so every meeting, email and call sounds as professional as the work behind it.

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