

Acronym-Based Communication in Cross-Cultural Meetings: A Narrative Study of Human Resources Professionals in Jakarta

Octa Pratama Putra¹, Abdul Qayoum Safi², Fadilah³

University of Bina Sarana Informatika, Indonesia¹, Spinghar Institute of Higher Education, Afghanistan², University of Bina Sarana Informatika, Indonesia³
octa.opp@bsi.ac.id¹

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Abstract. This study explores the use of acronym-based communication strategies by HR (Human Resources) professionals during presentations to foreign clients. Delivering presentations in English within cross-cultural professional settings presents challenges for non-native speakers, including language proficiency, cultural nuances, and performance anxiety. Guided by Cross-Cultural Communication theory, this study examines how acronyms can bridge cultural gaps and enhance clarity. It also draws on the language and acronym theory, which views acronyms as cognitive-linguistic tools that simplify complex ideas, improve retention, and support fluent discourse. To investigate this phenomenon, a descriptive qualitative design employing narrative inquiry was used to explore the lived experience of an HR staff member at a multinational company in Jakarta. The participants shared reflective stories about preparing and delivering presentations using acronym-based methods. Findings reveal that acronyms help structure content, reduce stress, and engage international audiences more effectively. Furthermore, their use minimizes ambiguity and supports intercultural understanding. The study concludes that acronym-based strategies offer practical benefits for enhancing communication in global workplace settings, particularly for HR professionals who frequently engage in English-language and cross-cultural interactions.

Keywords: *Acronym-Based Strategy, Presentation Skills, Narrative Inquiry*

INTRODUCTION

Today, the importance and urgency of English proficiency, especially in the business sector, are evident (Roshid et al., 2021). As the global lingua franca, English is the primary medium of communication in international trade, negotiations, and corporate interactions (Yuksel et al., 2023). The previous explanation refers to employees who can communicate actively in English, thereby fostering partnerships, expanding market reach, and enhancing customer relations (Isadaud et al., 2022). Strong English skills provide individuals with better career opportunities and enable them to engage in cross-cultural communication.

In the workplace, one of the essential roles is that of Human Resources (HR) staff. HR professionals play a crucial role in conducting interviews, managing international teams, facilitating cross-cultural collaboration, handling negotiations, and ensuring clear and effective communication with overseas partners (Zhang & Giles, 2020). Their English proficiency is vital not only for daily correspondence but also for representing the organization in global interactions and fostering productive professional relationships (Nurzhanova & Issimova, 2022). HR departments frequently link with employees, stakeholders, and executives from diverse languages and backgrounds (Almashhadani & Almashhadani, 2023; Siemund et al., 2021) making English the facilitator as the language in it.

That aforementioned paragraph tells the urgency to use English toward the Human Resource staff as an extra self-qualification (Youngblood, 2021). Conversely, during conversations, meetings, or dialogues with foreign clients, misunderstandings may arise due to accents, unfamiliar terminology, or indirect communication styles. Several employees often struggle with confidence when using English, which leads to hesitation during negotiations or presentations with international business partners. This lack of confidence can hinder effective communication, reduce productivity, and negatively impact the company's global engagement. Therefore, improving language proficiency and cross-cultural communication skills is crucial for fostering better collaboration and achieving successful outcomes in international contexts.

The preceding argumentation of having a directed and well-arranged English presentation needs to be part of the working area, especially in the field of Human Resources (B et al., 2023). A particular company, particularly toward employees, should have language improvement training for smoother client interactions (Satienchayakorn & Sanpatchayapong, 2021). So that the meeting's purpose for the foreign client will run smoothly and effectively.

Besides the common emphasis on improving English skills—a goal that is widely recognized across various research fields—there is another crucial aspect in managing business meetings with foreign clients (Surveyandini, 2022). The other relevant thing being mentioned formerly talks about the use of a strategy to perform meetings neatly arranged (Bolotina & Vlavatskaya, 2022; Putra et al., 2024). Thus, one such strategy involves the use of acronyms, which play a central role in organizing meetings efficiently and effectively. This approach not only streamlines communication but also helps participants stay focused on key objectives. Thus, the acronym strategy can be defined as an essential tool for enhancing the overall quality and productivity of business meetings.

The acronym strategy, which focuses on functioning as a memory aid, helps participants organize discussions, streamline key points, and maintain a clear and prepared conversation flow (Al-zu'bi & Kayed, 2024; Shirotriya, 2022). So that the meeting agenda of a certain topic to be discussed would be served, presented, and delivered systematically. This approach ensures that discussions remain goal-oriented, facilitating smoother negotiations, faster decision-making, and overall improved meeting performance.

Regarding the acronym strategy, especially in professional office settings such as in business, emails, and corporate conversations, the use of familiar acronyms is highly prevalent. One widely recognized example is the acronym *A.S.A.P.*, which stands for '*As Soon As Possible*.' This term is often preferred to longer expressions of urgency because it conveys the need for immediate action concisely and in a universally understood way. By using *A.S.A.P.*, professionals emphasize the importance of promptness and efficiency without overexplaining the urgency (Navy et al., 2020) & (Faisal et al., 2023).

The acronym '*S.M.A.R.T.*' is widely used in career development and goal-setting frameworks. It provides a clear and structured method for defining objectives that are both realistic and attainable. Specifically, *S.M.A.R.T.* stands for *Specific, Measurable, Achievable, Relevant, and Time-bound*. By applying this strategy, individuals can create focused goals that are easier to track and evaluate, ultimately increasing the likelihood of success. This approach also enhances motivation and accountability throughout the goal-achievement process (Desjardins & Christoph, 2021; Shafie et al., 2019). This acronym is intended to enhance productivity, focus, and efficiency in career planning and business strategies.

Another widely used acronym in career and business strategy is *S.W.O.T.*, which stands for *Strengths, Weaknesses, Opportunities, and Threats*. This framework helps individuals and organizations assess internal and external factors that influence success (Mater et al., 2022). By identifying these elements, *SWOT* analysis supports better decision-making, strategic planning, and personal growth, especially when navigating career paths or building effective business strategies.

The core issue concerns organizing effective meetings with foreign clients, especially in professional settings where English proficiency is crucial. This was observed by the researcher in the HR department of *ReIndo Syariah*, a Jakarta-based reinsurance company operating under *Sharia* principles.

In the initial phase of the study on English-speaking proficiency, four HR staff members involved in client communication were identified as research participants. They will participate in interviews and assessments, with data analyzed to inform them about their experiences and competencies. Using a narrative inquiry approach, the study aims to gain deeper insights into the communicative challenges these professionals face and the strategies they employ in international business settings.

RESEARCH METHOD

In this research, the writer employs a descriptive qualitative design with a narrative inquiry approach (Njie & Asimiran, 2021) which explores participants' experiences through a three-dimensional inquiry space: interaction (personal and social contexts), continuity (past, present, and future dimensions of experience), and

situation (specific places or contexts). This framework guided the collection, analysis, and re-presentation of participants' stories (Layza et al., 2020). Narrative inquiry was applied to analyze events, meanings, and patterns within real-life contexts, thereby providing a deeper and more comprehensive understanding of the phenomenon under study. By situating the narratives within these dimensions, the study captured how Human Resources professionals at *ReIndo Syariah* constructed their experiences of using acronym-based communication in international meetings.

In analyzing the participants' working professionalism, this study adopted the framework of (Sadeghi & Richards, 2021) which categorizes professionalism into three dimensions: attitudes, behaviors, and intellectual capacity. These dimensions guided both the coding process and the interpretation of participants' narratives, ensuring that their experiences with acronym-based communication were examined through a theoretically grounded lens.

Furthermore, the study employed Gudykunst's Anxiety/Uncertainty Management (A.U.M) theory as being taken from (Rajan et al., 2025) as its primary cross-cultural communication framework. A.U.M emphasizes that effective intercultural communication occurs when individuals manage anxiety and reduces uncertainty, allowing messages to be delivered more clearly and predictably. Within this framework, acronym-based communication served as a practical tool to enhance clarity, structure, and efficiency, enabling HR professionals at *ReIndo Syariah* to minimize misunderstandings and foster shared meaning across cultures.

From a linguistic perspective, the analysis was informed by cognitive linguistics, which views acronyms as cognitive shortcuts for organizing and retrieving complex concepts, and sociolinguistics, which considers acronyms as markers of professional identity and group belonging (Liu & Qin, 2024). Together, these perspectives demonstrate how acronyms not only streamlined communication but also reinforced clarity, mutual understanding, and solidarity in intercultural professional settings.

A. Data Analysis

The data in this study were analyzed by using the narrative inquiry, which emphasizes interpreting participants' experiences as storied accounts (Şahan & Sahan, 2023). After transcribing the interviews, the researcher organized the narratives into well-structured storylines that reflected participants' experiences with acronym-based strategies in international meetings. Each account was examined for its context, sequence, and meaning, allowing the researcher to highlight how the participants constructed their understanding of communication practices. The narratives were then re-presented and interpreted to reveal insights into how acronym-based communication facilitated fluency, structure, and effectiveness during cross-cultural interactions.

B. Participants

This study involved four employees of *ReIndo Syariah*, who were purposively selected as the participants. They were selected for their active participation in international meetings, where cross-cultural communication frequently occurs. Each participant had direct experience applying acronym-based strategies during

presentations, which enabled them to deliver their ideas more fluently and in a well-structured manner. Their professional background and firsthand engagement in cross-cultural settings made them suitable informants for providing in-depth narratives on how acronym-based communication supports clarity and effectiveness in international meetings.

C. Theoretical Framework Application

This study was informed by integrating a cross-cultural communication theory (Sabirova et al., 2021) and the framework of narrative inquiry (Sonday et al., 2020). These theories were not only discussed in the literature review but were also operationalized in the research process. Cross-cultural communication theory informed the development of interview questions, particularly those addressing clarity, message structuring, and meaning negotiation in international meetings. Narrative inquiry provided the lens through which the participants' stories were interpreted, ensuring that their experiences with acronym-based strategies were analyzed as storied accounts rather than isolated responses. In this way, the theories directly shaped both the data collection and the analytical procedures.

Within this study, mnemonic theories of acronyms were applied, which view them as powerful memory aids for organizing and retrieving information (Navy et al., 2020). Complementary insights from cognitive load theory (Lyons, 2020) further emphasize how acronyms reduce cognitive load by condensing complex ideas into concise forms, thereby enabling HR professionals at *ReIndo Syariah* to deliver presentations more fluently, cohesively, and persuasively.

To conclude, the study combined cross-cultural communication with a narrative inquiry approach by using the A.U.M (Anxiety/Uncertainty Management) theory (Rajan et al., 2025) as the analytical lens through which the narratives are examined. While narrative inquiry captured participants' lived experiences of using acronyms in intercultural meetings, A.U.M. (Anxiety/Uncertainty Management) theory framed these experiences as reflecting the management of anxiety and uncertainty. This integration ensured that the narratives were not only descriptive but also theoretically grounded in cross-cultural communication.

RESULT AND DISCUSSION

This study examines two scenarios: before and after the implementation of the acronym strategy in meetings with foreign clients, and after the strategy has been in place for more than one month. The researcher's dual role as teacher and manager was recognized as a potential source of bias. To address this, reflexivity, member checking, and peer debriefing were employed to ensure that participants' responses were authentically represented and not overly shaped by the researcher's position.

The study involved four experienced HR staff—three men and one woman, all aged 30–40—with over five years of experience in international communication and coordination. Their backgrounds reflect strong familiarity with managing meetings and tasks involving international clients, making them well-suited to assessing the impact of acronym-based strategies in global business contexts.

Table 1. Demographic Profile of HR Staff at ReIndo Syariah

No.	Name	Age	Gender	Working Duration
1.	NFR	35 years old	Female	7 years
2.	PAK	38 years old	Male	10 years
3.	SHY	40 years old	Male	8 years
4.	JMM	34 years old	Male	9 years

Based on the interview with HR staff, they have known English as the language since high school and university. However, they sometimes appear unconfident and uncertain at the outset, particularly when initiating a meeting with the native client. This prompts the researcher to examine how to conduct meetings with foreign clients.

A. HR Staff's opinion about managing a meeting before using the acronym strategy

The first person, she used to listen, interact, and talk in English; occasionally, she finds herself blank, forgetful, and challenged to produce words, sentences, or specific arguments in English. She is also familiar with accessing English content through social media, the internet, and online tutorials, and with using references for independent learning or improvement.

"You know what, I know English, of course. When I was in school and college, I learnt it. But there is one problem—when I have a presentation delivery in a meeting with an oversea client, I don't know why, but suddenly and sometimes I freeze up! I feel like I have no idea what I am going to say or continue in the middle of presentation. Actually, there are a lot of words in my mind, but it seems like I need to find a strategic way to express them smoothly. Hopefully, I won't forget them once I know the right strategy to improve my speaking and presentation skills. (NFR, 2025)

From the statement above, it is evident that the accounting graduate reported difficulties communicating effectively with clients in English, particularly during meetings with foreign guests. She admitted feeling hesitant and blunt when expressing her ideas, indicating a lack of fluency and confidence in using English professionally. To overcome this barrier, she relied on a digital translation tool—Google Translate—to aid his understanding and articulation. This reliance highlights not only the importance of language proficiency in professional settings but also the growing role of digital tools in bridging communication gaps. The main takeaway is that the individual requires external assistance to enhance comprehension and prevent potential miscommunication or misinterpretation during cross-cultural interactions.

The second participant also realizes that English is omnipresent in daily life—it appears everywhere and at all times. According to him, English can be observed in various forms across media platforms, advertisements, job vacancy requirements (e.g., TOEFL scores), food and beverage packaging, and information and communication technologies. He acknowledges that exposure to English is no longer limited to formal settings but has become integral to modern interaction. Furthermore, he is aware of the linguistic transitions resulting from the widespread use of English. This includes phenomena such as code-mixing, translanguaging, bilingualism, and polyglotism. He perceives these changes not only as a reflection of globalization but also as a necessary adaptation to keep up with current trends in communication, especially in multicultural and multilingual contexts.

"I understand English well. Unfortunately, sometimes I feel my presentation, my words are unstructured, disorganized, and lack coherence. This becomes even more challenging when I am assigned to communicate with foreign clients. In such situations, I often struggle to direct my thoughts clearly, and my sentences don't always flow clearly. I find myself pausing too often, searching for the right words. Then, I need an effective and enjoyable strategy for improving my English-presentation skills. I want to develop a method that helps me speak confidently, structure my ideas logically, and respond naturally in conversations. By doing so, I hope to communicate more fluently, maintain clarity in my speech, and build better connections with my clients."
(PAK, 2025)

Based on the statement, the next person possesses fundamental English language skills. However, the manner of speaking remains unstructured and disorganized, which may hinder effective communication. This issue needs to be addressed by applying a specific, well-planned, and brain-friendly learning strategy. By adopting such an approach, the person can gradually enhance their communicative competence. Over time, it is expected that their ability to communicate in English will improve significantly—especially in high-stakes situations, such as presenting ideas or engaging in discussions with international clients. Strengthening this skill is essential not only for personal development but also for building professional confidence and success in global interactions.

"I understand English quite well, but sadly, there are times when my vocabulary feels limited. This becomes even more challenging when I am entrusted with the responsibility of having conversations with foreign clients. In those moments, I often struggle to find the right words to express my thoughts clearly and naturally. I know that I have the knowledge, but sometimes, when I need to speak fluently, my mind goes blank, and I hesitate. Here, I truly need is a well-structured strategy to improve my speaking skills—something that allows me to communicate in English with confidence and ease. I don't just want to speak; I want to enjoy the process and engage in conversations flawlessly, without feeling nervous or stuck."
(SHY, 2025)

From a third-person perspective, the statement clearly emphasizes the importance of vocabulary or word selection. Having a sufficient vocabulary is essential for speaking English effectively, as vocabulary underpins communication. It allows individuals to express their thoughts, ideas, and emotions clearly and precisely. Without an adequate range of words, accurately conveying messages can be challenging, often leading to misunderstandings or difficulty expressing oneself fully. Moreover, a rich vocabulary enhances not only spoken communication but also listening comprehension and reading skills. It enables learners to engage more confidently in conversations and to interpret nuances in meaning. Therefore, expanding one's vocabulary is a critical step in mastering the English language and improving overall communication competence.

"Since I took an English course at a prestigious institution for three years during my college years, I understand English well at that time. You know what, I have a solid grasp of grammar, vocabulary, and writing, and I understand spoken English quite well. However, despite my knowledge, I once faced a challenging situation. There was a time when I was entrusted with the responsibility of having a dialogue with a foreign client. To my surprise, I found myself struggling to speak fluently. My mind went blank, and I started stuttering, unable to articulate my thoughts clearly. So, I really need is an effective strategy to help me speak English effortlessly and confidently. I want to develop the ability to communicate naturally, without unnecessary pauses or hesitation."

(JMM, 2025)

The fourth participant had taken an English course in college, which significantly improved her language skills at the time. However, in a professional environment where English is not regularly used, fluency tends to decline gradually. She explained that her confidence in speaking had diminished due to limited exposure. Without consistent practice or opportunities to engage in English conversations, even previously strong communication abilities may weaken. This underscores the importance of sustained language use and ongoing development, particularly in international or cross-cultural workplaces where English proficiency is essential for effective collaboration and professional growth.

From those 4 (four) staff in the position of HR, they have declared brief reasons or arguments about their failure to arrange or manage a meeting with the foreign client. The crux is that they need a strategy to effectively manage multinational meetings, especially when collaborating with international business partners. The strategy the writer examines is the acronym-based international meeting strategy. In this opportunity, the writer proposes a user-friendly acronym-based meeting strategy for conducting business meetings.

B. The Implementation of Acronym Strategy in Improving Conversation

To overcome the meeting's arrangement to run smoothly and effectively, the writer has a novel approach in creating the brain-friendly acronym strategy. The writer then outlines four simple ways to organize a meeting to ensure it runs smoothly.

Data 1. The Use of **B.R.I.D.G.E.**

To implement an effective meeting strategy for HR staff, the acronym B.R.I.D.G.E. provides a valuable framework.

Table 2. The B.R.I.D.G.E Acronym

The Acronym	The Meaning
B	Begin with greetings
R	Review of the agenda
I	Investigating client needs
D	Discuss solutions & negotiate.
G	Gather final thoughts
E	End with next steps

As is seen from the table, each word of B.R.I.D.G.E. has its own explanation. Then, the definition of them is as follows:

- A. The first is **“Begin with Greeting”**. It sets the tone for productive and respectful interaction. For example, whether in a formal business meeting, a team discussion, or a client presentation, a proper greeting establishes a positive ambience, builds rapport, and encourages engagement among participants. It is stated that it is to welcome, salute, or embrace the native client before entering the core of the discussion.
- B. The second, it shows **“Review the Agenda”**. It aims to be the crucial step in any professional meeting, as it sets the stage for a structured, focused, and productive discussion. The agenda serves as a roadmap that outlines key topics, objectives, and time allocations, ensuring that all participants are aligned and prepared. A well-developed agenda sets the tone for a successful meeting, enabling teams to make informed decisions and take meaningful action.
- C. The third, **“Investigate Client Needs”**. This is a fundamental step in any business interaction: investigating client needs to ensure successful collaboration and the delivery of tailored solutions. This process involves actively understanding the client's requirements, challenges, and expectations to provide services or products that align with their goals.
- D. The fourth, it sees **“Discuss solutions & negotiate”**. This moment is the main activity of the meeting. In any professional context, discussing solutions and negotiating play crucial roles in problem-solving, decision-making, and achieving mutually beneficial outcomes. Whether in business meetings, project discussions, or client negotiations, these two processes ensure that challenges are addressed strategically and agreements are reached effectively.
- E. The fifth, it is **“Gather final thoughts”**. Gathering final thoughts entails summarizing key points, addressing any remaining concerns, and ensuring that all participants are aligned before the meeting concludes. As this part is in, this step plays a vital role in various events, such as reinforcing understanding, promoting engagement, and securing commitment to action items.

- F. The sixth, it is read “**End with next steps**”. Reaching the end of a meeting with the following steps is not only the end. This kind of closing will also ensure clarity, accountability, and progress. Without clearly defined following actions, topic discussion may become unproductive, leading to confusion or lack of follow-through. A structured closing helps align all participants with their responsibilities and the timeline for future tasks.

To conclude, by understanding and elaborating on the acronym **B.R.I.D.G.E.**, employees can more easily remember the essential steps involved in organizing and conducting a meeting. This mnemonic serves as a practical guide to help ensure that meetings with overseas clients are well-structured and purposeful. Ultimately, it aims to enhance the professionalism and effectiveness of communication during such interactions. When followed correctly, the **B.R.I.D.G.E.** framework not only facilitates smoother business discussions but also fosters stronger relationships with international partners. This approach contributes to the efficient achievement of meeting objectives while minimizing misunderstandings and wasting time.

Data 2. The Use of **C.A.R.E.**

To implement the optimal meeting opportunity strategy for HR staff, the word C.A.R.E. serves as an acronym.

Table 3. The Care Acronym

The Acronym	The Meaning
C	Casual greeting
A	Ask about business updates
R	Respond and share insights
E	End with the next planning

Given the explanation of the word ‘CARE’ in arranging a meeting directly, then the following definition will be broken down, which are:

- A. The first, the context of “**Casual greeting**” means to have an opening before starting the meeting. Although the meeting or official annual meeting is a formal situation, the use of Casual greetings tends to be more relaxed, friendly, and spontaneous, making them ideal for daily workplace communication.
- B. The second, it states, “**Ask about business updates**”. This definition aims to provide insights into ongoing projects, company performance, and key developments. This also serves to monitor workflow, ensure deadlines are met, and provide necessary support.
- C. The third, it states “**Respond and share insights**”. The purpose of this section is to provide the key to meaningful communication with others. Ideally, the bottom line of this meeting business is responding appropriately, demonstrating actively, and sharing insights.
- D. The fourth, it reads “**End with next planning**”. In a well-structured meeting or other related official setting, it should not only address current progress but also set a clear direction for future actions to ensure continuity. It is

understood that concluding the next plan is a crucial step that helps ensure discussions lead to concrete outcomes, thereby maintaining momentum and accountability within the team.

In summary, the *CARE* framework guides effective meeting communication by starting with a friendly, casual greeting, followed by discussing business updates, engaging through meaningful responses and insights, and concluding with precise future planning. This structured approach ensures productive interactions, supports team accountability, and drives ongoing progress in a professional yet approachable manner.

Data 3. The Use of **W.O.R.K**

To implement an optimal meeting opportunity strategy for HR staff, the word W.O.R.K. can be interpreted as an acronym.

Table 4. The Work Acronym

The Acronym	The Meaning
<i>W</i>	Working together
<i>O</i>	Optimizing the Communication
<i>R</i>	Respect culture
<i>K</i>	Keep goals

Given the explanation of the word **WORK** in arranging a meeting straight, then the following definition will be broken down, which are:

- A. The first, the context of “**Working together**” means, it is more than just completing tasks as a group and is done; moreover, it also refers to a dynamic process of collaboration that fosters innovation, efficiency, and mutual support.
- B. The second, it states “**Optimizing the Communication**”. To define this, effective communication is the backbone of successful collaboration, decision-making, and problem-solving in both professional and personal settings. Optimizing communication involves refining how messages are conveyed to ensure clarity, engagement, and mutual understanding among individuals or teams.
- C. The third, it states “**Respect culture**”. In a globalized world, respect for culture is essential to building strong relationships with the native client. Subsequently, cultural respect extends beyond merely acknowledging differences.
- D. The fourth, it reads “**Keep goals**”. To effectively keep a goal, individuals or teams must first establish a clear vision of what they want to accomplish. This involves defining specific milestones, tracking progress, and adjusting approaches.

Briefly stated, successful collaboration relies on dynamic teamwork, clear communication, respect for cultural differences, and shared goals. By integrating these key elements, individuals and teams can foster innovation, build strong

relationships, and achieve their objectives efficiently in diverse and global environments.

Data 4. The Use of **S.M.A.R.T**

To perform an optimal meeting opportunity strategy toward the HR staff, the word of **S.M.A.R.T** has a meaning from the side of an acronym.

Table 5. The Smart Acronym

The Acronym	The Meaning
S	Say hello
M	Mention the main topic
A	Ask for details or offer help
R	Respond with a solution
T	Thank you, and close to the conversation

As is seen from the table, each word of S.M.A.R.T. has its own explanation. Then, the definition of them is as follows:

- A. The first is “**Say hello**”. The “Saying Hello” is used for both personal and professional settings. Next, that kind of greeting is more than just a formality; moreover, it sets the tone for a conversation, creates a welcoming atmosphere, and constructs a connection between individuals
- B. The second, it shows “**Mention the main topic**”. It aims to state the main topic of discussion at the beginning clearly. This part is the purposeful step that sets the direction and purpose of the discussion. It ensures that all participants understand the meeting's focus and remain aligned throughout the discussion.
- C. The third, “**Ask for details or offer help**”. This ability to request details or help is a fundamental communication skill that enhances collaboration. Shortly, asking the right questions will prevent errors, while extending support to colleagues will build a cooperative team to be dynamic and consistent
- D. The fourth, it sees “**Respond with a solution**”. In a meeting, rather than merely acknowledging a problem, offering a well-thought-out solution demonstrates initiative and professionalism. Employees who consistently respond with solutions will become valuable assets to their teams, as they contribute to a proactive and results-driven work environment in the office.
- E. The fifth, it is “**Thank and close the conversation**”. Closing a conversation effectively is just as important as starting one, especially in a business meeting. Proper closure will ensure clarity. In addition, it leaves a positive impression and reinforces mutual understanding. On the other hand, whether in person, over the phone, or via Gmail, a well-structured closing reinforces positive engagement and leaves a professional impression.

In summary, the **S.M.A.R.T.** framework provides a clear and practical approach to communication in both personal and professional meetings. By following its five steps—greeting, stating the main topic, asking for details or

offering help, responding with solutions, and closing with gratitude—participants can foster clarity, collaboration, and professionalism, ultimately ensuring productive and positive interactions in any business context.

C. HR Staff's opinion about managing a meeting after using the acronym strategy

After implementing the acronym strategy for an international business meeting, the first person adopts an impressive, structured approach to delivering it to the client in Hollywood, Los Angeles, USA. This is the statement from the first person:

*I feel like, I'm ready to start the meeting by delivering the presentation. In my mind, by simply remembering **B.R.I.D.G.E** as the representative of what I am going to do then I know what to do. By starting with a warm greeting, we establish a positive atmosphere. Reviewing the agenda keeps everyone aligned, while investigating client needs ensures a tailored discussion. The discussion phase flows smoothly, and gathering final thoughts helps summarize key points. Ending with the next steps provides clear direction moving forward. This structured approach has increased our efficiency, improved communication, and built stronger client relationships. Thanks to **B.R.I.D.G.E.**, our meetings are now more professional, productive, and results-oriented.*

From the statement, it appears to be a kind of hack in conducting a meeting step. As a result, the meeting proceeded smoothly from beginning to end. It is implied that a person depends on the brain, rather than on other things, as is usually the case; for example, on a device (cellphone, tablet, laptop, or other devices). Then, that one word serves as a guideline for coordinating the meeting.

The second person also shows a slight difference in the use of the acronym when managing a particular business meeting. On a specific occasion, it has a native client from Beirut, Lebanon. Then the use of English as the language and using an acronym is shown as follows:

*Implementing the **C.A.R.E.** strategy in our international meetings has really made a difference. Starting with a casual greeting helps break the ice and set a positive tone. Then, when we ask about business updates, it ensures everyone is aligned on progress. The respond and share insights step foster meaningful discussions, allowing us to exchange ideas efficiently. Finally, ending with next planning keeps the meeting structured and goal-oriented. This approach has significantly improved our communication with foreign clients, making meetings more engaging, productive, and well-organized. **C.A.R.E.** is a simple yet powerful framework that structurally works!*

The second person has managed the meeting well because of the **C.A.R.E.** acronym strategy. According to that person, the meeting has run on time, has been effective, and has been arranged systematically. The event from the opening point or main topic to the closing is conveyed effectively.

The third person also experiences a similar moment of being with the international guest during a business meeting. That is from Manila, the Philippines. Besides having the English skills to communicate or deliver the oral presentation, it is not enough; it also needs an excellent management strategy in having a meeting; one of them is the exact acronym strategy, as follows:

*"Implementing the **W.O.R.K** strategy (Working together, Optimizing communication, Respecting culture, and Keeping goals) has truly transformed our international meetings. Before, discussions often lacked structure, and misunderstandings were common. Now, with a clear approach, our meetings are more organized, productive, and efficient. By working together, we build stronger collaboration. Optimizing communication ensures clarity, while respecting cultural differences fosters a positive environment. Keeping goals in mind keeps us focused and results-driven. Since adopting this strategy, interactions with foreign clients have become smoother, leading to better relationships and successful outcomes. **W.O.R.K** has made a real difference in our professional engagements!"*

That third person has already ruled out and conducted the meeting in a structured and systematic manner. The steps from the opening to the closing have been made optimally. Both the client and the staff have a mutual symbolism. The client has participated well in the meeting and understands the idea and next steps for the upcoming event.

The last person also has a meeting with a client in Serangoon, Singapore. After having full preparation, briefing, and all the necessary things beforehand, the meeting is about to begin. The language to be used is instructed to be in the client's native language.

*Using the **S.M.A.R.T** strategy (Say hello, Mention the main topic, Ask for details or offer help, Respond with a solution, and Thank and close the conversation) has truly transformed our international meetings. It provides a clear structure, ensuring that discussions remain focused and efficient. With this approach, we start meetings with a warm greeting, address key points quickly, and engage in meaningful discussions without unnecessary detours. Our clients appreciate the well-organized flow, making collaboration smoother and more productive. Thanks to **S.M.A.R.T.**, our team communicates with confidence, delivers solutions effectively, and maintains strong professional relationships globally.*

That fourth person sometimes tends to the point of the meeting directly. As the meeting starts, it is better to welcome or to say hi to the client. Also, it will make you relax first and keep being steady. Although it is formal situation, adding an opening-closing has an important role.

To conclude, organizations can ensure that acronym-based communication strategies remain culturally appropriate by emphasizing clarity, inclusivity, and mutual understanding. Before applying the acronyms, employees should briefly explain their meaning and function to international clients, helping to avoid confusion or cultural misinterpretation. The aforesaid explanation points out; the

acronyms must use globally understandable English terms that exclude idioms or culturally bound expressions.

Furthermore, organizations should solicit client feedback to assess whether their strategy fosters intercultural understanding. This ongoing reflective process ensures that acronyms serve not only as linguistic frameworks but also as practical bridges for respectful and adaptive cross-cultural communication, ultimately facilitating a welcoming environment for international clients

CONCLUSION

By using acronym-based strategies, the HR staff at *ReIndo Syariah* in Jakarta effectively delivered well-structured presentations during international meetings. These methods improved communication, promoted mutual understanding, and ensured efficient agenda execution while respecting cultural differences. As a result, the meetings became more productive, professional, and collaborative. This study explores how Human Resources professionals in Jakarta use acronym-based communication strategies in cross-cultural meetings. Through narrative inquiry, it reveals how such strategies enhance clarity, bridge cultural differences, and facilitate mutual understanding in diverse professional environments, offering insights for effective intercultural workplace communication.

For the upcoming research, researchers will adopt a mixed-method approach by combining narrative inquiry with quantitative surveys and discourse analysis. This integration will allow for a more holistic understanding of how acronym-based strategies influence intercultural communication. Surveys can capture clients' perceptions of clarity, politeness, and professionalism, while discourse analysis will reveal how acronyms function in authentic business interactions. Including international clients' perspectives will enhance the study's validity and provide comprehensive insights into the practical effectiveness of acronym-based communication frameworks across diverse cultural contexts.

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