



BUSINESS SKILLS

LESSON 10: NEGOTIATIONS

NEGOTIATIONS

**AIM OF THE LESSON:
TO LEARN HOW TO CLOSE NEGOTIATIONS**



Version without a key.



READING

- Read the text about tips on how to close a deal and complete the gaps using the words from the box.

counterpart	inappropriate	direction	multifaceted	commonality
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“Negotiating can be a tricky skill, one that most men love, and most women hate.”

Closing the Deal:

- Before the strategic interaction occurs, establish a specific and measurable goal that gives _____ to your activities.
- Being flexible on style enables you to **grudgingly** yield on some items to gain substance concessions in return.
- Open all discussions with _____ and a **demeanor** that communicates consideration and warmth.
- Save the most **knotty** or zero-sum issue for last.
- Since human beings are complex and _____, probe below the surface so you can broaden the discussion. This enables you to make trade-offs and exchanges to **facilitate** agreement.
- Concessions are not appreciated unless effort is expended to obtain them.
- If you say or do something _____, immediately offer an unqualified and unconditional apology.
- Keep in mind, there are four major criteria that will finally induce your to say _____ yes:
 1. Sufficient investment.
 2. Having a basis for comparison.
 3. A concession rate that signals the approach of your bottom line.
 4. The feeling that they were involved in producing this outcome.

Source: <http://www.drphil.com/articles/article/129>



Exercise 2 – vocabulary exercise

- Look at the highlighted words and match them with their definitions.

grudgingly
demeanor
knotty
facilitate

to make possible or easier
complicated or difficult to solve
unwillingly
a way of looking and behaving



Exercise 3 – vocabulary exercise

- Complete the sentences below with the words from the previous exercise.

1. She _____ admitted that she had been wrong to criticize him.
2. The current structure does not _____ efficient work flow.
3. There was nothing in his _____ that suggested he was anxious.
4. That's rather a _____ question.



CLOSING NEGOTIATIONS – USEFUL PHRASES



Exercise 4 - order the negotiation phrases into a proper column. Put a tick in a proper column.

PHRASES:	showing a WILLINGNESS to negotiate	showing UNWILLINGNESS to negotiate	AGREEING ON SOLUTION
I have to say no to ...			
That just won't work.			
Are we all agreed?			
That's not out of question.			
I'll go along with ...			
I have to stay firm on this.			
I'd be willing to ...			
I'm afraid it's just not possible.			
Let's try to find a way round this.			
That sounds feasible.			
We can't possible ...			
So, we've agreed that ...			
I refuse to budge on this.			




Exercise 5 – speaking

■ React to the situations below using the phrases from the previous exercise.

🗨️ Situation 1 – you aren't going to accept the final conditions.

Your answer:

 **Situation 2 – you would like to check whether both sides of negotiations give their consent.**

Your answer:

 **Situation 3 - you are sure the solution is not possible.**

Your answer:

 **Situation 4 – you think the solution is possible.**

Your answer:

 **Situation 5 - you are happy to accept this solution.**

Your answer:

 **Situation 6 – you must disagree.**

Your answer:



Exercise 6: – PHRASES FOR CHECKING THE DEAL

■ **Build sentences from the words below.**

1. I / covers / we / discussed. / think / everything / that

2. Points / me / just / over / the / main / run / of / our agreement. / Let

3. We / settle / have / of employee turnover / to / a question / still

4. As far as / of / the / to change / structure / is, / we decided / it / the issue / concerned

5. There / too high / still / the outstanding issue / of redundancy rate / is.

6. Since / to check / to / the documentation / proposal / we have the/ we've agreed
