Negotiate!

Activity One - Video – Squirrel negotiation. Watch the video. Then answer the questions:

1. What does the chairman say about negotiation at the start?
2. What does the bearded men explain about negotiation not always being possible?
3. Why is his example not a very good one?
4. What situation with a squirrel does he describe?
5. Did you find this extract amusing?



Activity Two – Love and Negotiation

Read the following idioms.

- You don't know jack
- In the back of my mind
- I'll do anything to…
- Last minute
- To put something on the back burner
- To make it up to someone
- To stand someone up
- To break something down
- It's all about…
- Love makes the world go round
- Back in the day
- To trade something in
- A dead end road.
- A knight in shining armour
- A night out with the guys
- To put up a good fight
- Give and take
- To get your way
- To keep an open mind

Activity Three – Song

Now listen to the song by Carolyn Dawn Johnson « Love and Negotiation ».

Explain what the message of the song is using the idioms, or make sentences about negotiating situations in general in life using the idioms.

Activity Four – Reading – *Read the article and answer the following questions.*

Business: Keys To Negotiating Well

Whether it's buying a car, asking for a pay rise, saying 'no' to a friend or renting an apartment - at some stage in our lives we all are going to need to know how to negotiate. Yet, so few of us know the basic skills before embarking on life changing purchases or decisions! These 8 keys will assist you negotiate well.

1. Know the outcome you want.
Do you want a win-win outcome where both parties benefit? Or a win-lose outcome where someone (presumably the other party) is not happy with the result?

It is important you know what type of outcome you want because that will affect the long-term relationship you have with the other party. Win-win outcomes are beneficial where you have an ongoing relationship. For example, when you negotiate a pay rise, you don't want your boss to feel he/she is the 'loser'. However, if you are buying a car from a car lot, you may not be so concerned about whether the car salesperson feels as though they 'won' in the negotiation!

2. Know your 'position'.
How important is this deal to you? How much do you need it? Could you walk away from the deal? What alternatives do you have? What is your "bottom line" and what (if anything) are you prepared to concede? You should not start negotiating until you have thought through and considered all of the consequences for all of the different outcomes that may eventuate.

3. Know your counterpart's 'position'.
Try to work out what is important to them in the deal. When you know that you have an advantage. Try not to reveal what is important to you! Keep a poker face and play your cards close to your chest.

4. Work out different scenarios ahead of time.
Being caught by surprise will NOT strengthen your position! Think through all the different possibilities, which may eventuate and plan for each and every one of them. It is useful to brainstorm and write down on a piece of paper what could possibly happen. For example, if they said, "XYZ" - I would respond with, "ABC". This way you can be prepared for just about anything that may happen.

5. Know yourself.
Know your own weaknesses. If you are a more gentle personality your natural aversion to conflict may toss you into concessions that aren't necessary! If this is you, learn about yourself and take counter action. If you are overly stubborn and never give way to minor points, know this about yourself. Your stubbornness, holding out for 100% your own way, may cause you to lose a really great deal!

6. Back up your position with logic.
If you negotiate from a purely emotional position, emotion will sway you from your position. Fear of loss, sense of failure, conflict, pressure, sentiment! All can be applied to sway you from sticking to what you really want. When negotiating for a pay rise know what similar companies are paying for similar work. When placing an offer on a house substantiate your lower offer with the costs of repaving the driveway, renovating the bathroom, retiling the entrance? Or whatever you see needs doing. This is a much stronger position than plucking a number out of thin air!

7. Work out what you can concede.
Find something in the deal that for you will not be important but for your counterpart may be of significance. This will be like gold to you! A 'sweetener' can be what clinches the bargain in your favour. You will need to be poker faced and pretend this is a big deal to concede! Save this item for the final offer you make.

8. Have an exit strategy.
If everything goes against you, you will be saved by your contingency planning! If you don't feel in control, stop talking. Immediately!!! Make sure you are listening to the other person. If you are doing most of the talking the chances are you are doing most of the conceding. Offer to break the meeting and reconvene at another time when you have been able to consider what has already been put forward.

Skilful negotiation takes time and practice. Armed with these basic skills it doesn't matter how reticent you may feel towards negotiating an outcome you want! By applying these keys you will be well positioned to improve your negotiation skills and feel more empowered when approaching tricky situations.

Kim Beardsmore

1. Why is it important to know what kind of outcome you want in a negotiation?
2. What questions should you ask yourself to know your ‘position’?
3. What is a ‘poker’ face and why do you need one?
4. What does the author suggest you should brainstorm?
5. Why should you evaluate your own weaknesses? What are your weaknesses when you are negotiating?
6. Why should you back up your position with logic?
7. What is a ‘sweetener’?
8. What kind of exit strategy does the author suggest? What other strategies could you define for when things are going wrong?

Activity Five – Vocabulary – *Find the definition corresponding to each word.*

Agreement	Reduced price
Bargain	A stipulation or requirement which must be fulfilled
Commitment	Reduction in price
Compromise	Having the opposite effect to that intended
Condition	Arrangement between two or more people or companies
Contract	Offer made in response to an offer by the other party
Counter-offer	Written agreement
Counter-productive	Each side gives up certain demands in order to reach an agreement.
Deal	A business transaction
Discount	Find a solution
Estimate	Approximate calculation of the cost
Facilities	Equipment (e.g. parking facilities)
Feasible	Practical knowledge or skill
Figure out	Engagement or undertaking; to commit oneself
Know-how	Possible, something that can be done
Joint Venture	Course of action, or plan, put forward for consideration; to make a…
Negotiate	Make too low an estimate of something (cost, danger, difficulty)
Point out	Give an estimation price
Proposal	A way of entering another market by joining with another company
Quote	Draw attention to something (e.g. the advantages of your proposal)
Range	A selection of products sold by a company
Rebate	Person or company that supplies goods or services
Supply	Calculate or find a solution
Supplier	A reduction or discount
Underestimate	Discuss a business deal or contract in order to reach an agreement
Work out	Provide customers with goods or services

At home –

http://www.englishclub.com/business-english/negotiations-vocabulary-quiz.htm