A QUESTION OF GIVE AND TAKE

Negotiation Skills.



EAE Learning objectives for this lesson

Learn useful vocabulary and expressions for negotiation and practice using them with dialogues and role plays. Practice and review phrasal verbs.

Activity One - ***Ask and Answer:***

1. Can you say that you are good at negotiating?
2. Do you have to negotiate in your job?
3. What kind of things do you have to negotiate for?
4. Do you ever find yourself in negotiations in your personal life? s
5. What's the key to successful negotiations in your view?



Activity Two - ***Identify***.
Organise the words into lists of synonyms. Then find the opposites for the words in **bold**.

1. negotiate
2. term
3. talk terms
4. f**air**
5. even handed
6. **reasonable**
7. condition
8. **win**
9. gain
10. succeed
11. propose
12. term
13. **refuse**
14. turn down
15. reject
16. **accept**
17. discuss
18. go for
19. suggest
20. talk over

Activity Three - ***Dialogue***. Read the dialogue and then continue it with your teacher or partner until you have reached a conclusion.

Fred - Hi Stan thanks for coming to see me today. There's a lot at stake for us here so I appreciate you taking the time.
Stan - That's OK Fred. So shall we get down to business? Have you put some figures together for me?
Fred - Yes indeed, yes indeed Fred. Here's my proposition. I've made two copies for you so that you can share it with the rest of the team. As you can see the main points are resumed on page five.
Stan - Yes, thanks very clear. Would you like to talk me through that?
Fred - Yes of course. Well, what can bring to the table here is the offer of a major discount which would be an exclusive deal.
Stan - OK.Tell me more.
Fred - Well with certain conditions we can offer as much as 30% on our current price per unit.
Stan - Right, so what are the terms?
Fred - For any order of 100 or more units the 30% discount applies with certain other terms.
Stan - OK. Now I'm sorry to have to bring this up, but last year when we placed a large order you missed the delivery deadline. So it's not all about the price Fred, there's also the question of credibility for us. We can't be put in a position where we are letting down our customers.
Fred - I understand which is why we have worked in a special clause to agreement. The order has to be place at least two months before the delivery deadline for the discount to apply.
Stan - OK, I see, that's what you meant by other terms! Well I'm going to have to think it over and talk things over with the team. I'm not sure if this is practical.

Activity Four - **Expressions** - Read the expressions below.

Some of them are **PHRASAL VERBS. QUICK REVIEW**: Phrasal verbs are used in spoken English and informal texts. **Phrasal verbs** consist of a **verb plus a particle *(preposition/adverb).*** The particle can change the meaning of the verb completely. The best way to learn them is to study their meaning in a dictionary and pay attention to them when you see them in use.

A/ Identify the phrasal verbs in the 25 expressions below.

1. To close a deal = To end a negotiation successfully.
2. To come back with an offer = To come back to negotiations with a new offer.
3. To come down in price = To lower the price.
4. To go up in price= To increase the price.
5. To come in high/ low = to enter the negotiation with a high/low price as a strategy.
6. Common ground = shared ideas
7. To consider an offer = to think about it
8. To cover all the ground = to discuss all the important details
9. To drop the price = to lower the price
10. To fall through = to fail
11. To follow through with something = to finish an action or keep a promise
12. To get down to business= to start working on something
13. To get the ball rolling = to commence
14. To get the raw end of the deal= to do badly in a negotiation
15. Give and take - to give up part of what you want in order to make an agreement
16. To go back on something = fail to honour an agreement
17. To go back to the drawing board = to go back and start everything again
18. To have another card up your sleeve = to have something new to offer
19. To hold out for something = to wait for something
20. To knock something off the price = to reduce the price
21. To meet someone half way = to compromise
22. A setback = a change from better to worse, a delay, a reversal
23. To stand your ground = to maintain your position
24. To sweeten the deal = to offer something to make a deal more attractive
25. A win win situation = A situation where both sides feel good about the outcome.



B/ Now practice the expressions.Your teacher or partner will choose a number and you have to make a sentence with that expression.

C/ Then with your partner prepare three sentences with gaps in and see who can guess first which expression fills that gap.

D/ Try to write a sentence about negotiations which has as many phrasal verbs in it as possible (you can use the dictionary) you can work with a team or a partner. (For private lessons please prepare this at home). Let's see how many phrasal verbs you can use correctly and who makes the most interesting sentence.

Activity Five - Read the text and answer the comprehension questions.

Building Relationships Is What Makes A Deal Work

What is **the most important part of any negotiation?** A lot of people will tell you that it's all about the money. They look at the profit that they'll make from doing a deal and it's their belief that if they can just negotiate the right price, then everything else associated with the deal will line up. It turns out that this is not the case. Instead, what is really important is the type of personal relationship that you will build with the other side of the table during negotiations. This is going to be a critical factor in helping you to reach a successful conclusion in the current negotiation. Additionally, you will probably have future negotiations with these people and **the relationship that you build today will help you tomorrow**.All too often beginning negotiators believe that they need to make promises to the other side in order to get them to agree to things. This isn't correct. Instead, **take the time to find common ground between you and the other side** and then use this to convince them that they can trust you. By doing this, you won't have to sell the other side on your ideas, instead they'll believe what you tell them because they believe in you.



A. What is the most important part of a negotiation according to this article?
B. How do a lot of people answer this question according to the article?
C. What practical advice does this article give?

Read more here at home (optional) - http://theaccidentalnegotiator.com/package/the-2-secret-ingredients-to-a-successful-negotiation

Activity Six - Act out the situations with your partner or teacher.

A/ You are a small business owner from New York who manufactures bling style jewellery. Some of it is warn by some famous rappers. You have now decided to go global and want the Printemps store in Paris to sell some of your exclusive designs. They want to negotiate a lot on the price. You are not used to this type of situation because you are form the Bronx and have a tough group of bodybuilders acting as body guards who follow you everywhere. You usually get whatever you want through threatening behaviour. This time you find yourself in a very traditional French business setting with lots of official looking bourgeois people wearing suits and being very polite. You really want your bling to be sold in Paris. So you are prepared to negotiate.

B/ You manufacture a special type of ladies underwear for drag queens. Your brand is well know on the English drag scene but you want to break into the French market. You approach some stores in the Marais district of Paris and describe the unusual features of your wares. You want to get a good agreement for a large order and are prepared to negotiate on the price in order to get the ball rolling.

C/ You are a Japanese whisky manufacturer. Your whisky is really rather good and can rival some of the biggest names in Scotch. However the biggest British off licences don't want to sell your brand. You come to them with a great offer and an amazing sweetener to try and secure a deal for a large order.

