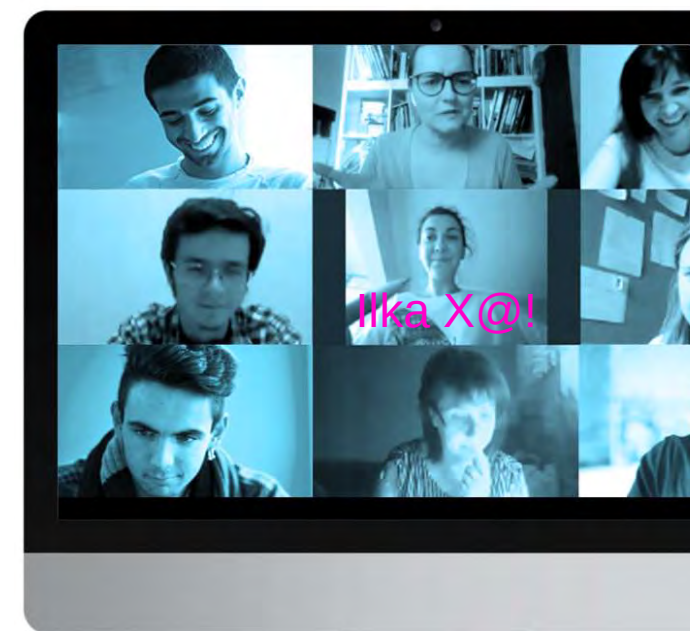


Win-Win Negotiations

Theme:
Employment Matters

Before we start, please make sure...

- ✓ **your name on Zoom is clear (use Latin letters)**
- ✓ **your camera is on and mic is off (unmute when needed)**
- ✓ **you are in a quiet area that helps you focus**
- ✓ **you have a notebook or a note app ready to take notes**



Zoom features

Check your audio and video settings



Use Latin letters for your name

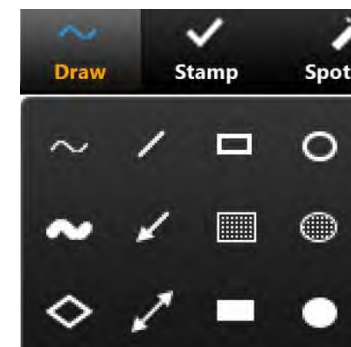


Ask questions in the Chat or use Reactions

Share Screen when the teacher asks



Use Annotate when a screen is shared



Use Save to make screenshots

Welcome to English Online



How does it work?

You need to complete all three parts to get the most out of English Online.



After-class speaking session

Stay back after class for 5 or 10 minutes to talk to your classmates from around the world.

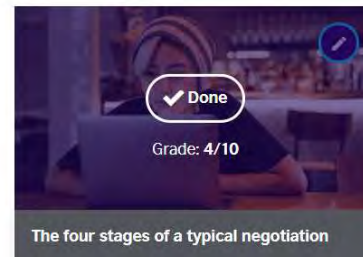
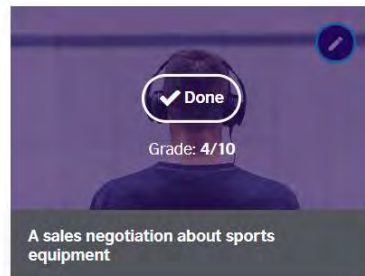
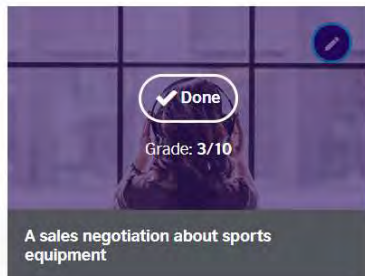
This extra speaking practice will help you...

- improve your conversation skills
- practise using language learnt in class
- support and help your fellow students
- practise using English in a natural context
- become a part of a global learning community

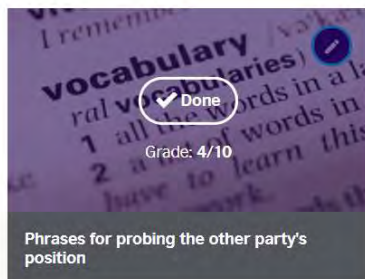


Pre-lesson activities

Prepare



Practise



Lesson objective

What do you expect to learn by the end of this class?



Lesson objectives

In this **live** part of the lesson, you will:

- discuss situations in which people negotiate
- review phrases for probing the other party's position
- look at/examine language appropriate for each stage of a negotiation
- take part in a negotiation

Before the lesson, you listened to a negotiation and read about the elements of successful negotiating.

Lead-in

Look at the images and talk to a partner or in small groups.

- What situations can you see in the pictures?
- Have you ever been in a situation like this?
- What do all the situations have in common?
- What do you think the people are saying in each situation?
- When was your last negotiation?



Language Focus 1 (revision)

Together with a partner, match the likely beginning and ending of each sentence b

1. Are you saying
2. Just thinking aloud now –
3. So when you say you're looking for around £500, am I right
4. I'm a little confused by that figure. Can you tell
5. Can you expand on that? What exactly
6. Are you telling me that you can't
7. We were thinking in terms of 3 weeks. Would
8. You're offering me 10% now. Is
9. I'm not sure about this clause. What might
10. Let me check to see

- a) me how you arrived at it?
- b) budge on the price at all?
- c) it involve?
- d) what if there might be a v
round that problem?
- e) that work for you?
- f) if I've understood you cor
- g) in assuming there's som
manoeuvre?
- h) did you have in mind?
- i) that right?
- j) that would be out of the q

Language Focus 2

Discuss the following questions with a partner or in small groups.

1. Which sentence is a direct offer? Why?

- a)** If you agree to a later delivery date, we'll give you a bigger discount.
- b)** If you agreed to a later delivery date, we'd give you a bigger discount.

2. Look at the following expressions. What words and phrases are used instead of 'if'?

What is the difference between them?

- a)** Provided you agree to a later delivery date, we'll give you a bigger discount.
- b)** Supposing you agreed to a later delivery date, we'd be able to give you a bigger discount.
- c)** As long as you agree to a later delivery date, we can give you a bigger discount.

Language Focus 2

3. What is the difference between these expressions? Would the difference be important in a negotiation?

- a)** If we give you a bigger discount, will you agree to a later delivery date?
- b)** If we gave you a bigger discount, would you agree to a later delivery date?
- c)** If we were to give you a bigger discount, would you consider agreeing to a later delivery date?

4. Now look at these two questions. What is the effect of using them in a negotiation?

What if we were to give you a bigger discount?

Would you be able to agree to a later delivery date?

Task



Task Preparation

You are going to role play a negotiation between a sales person and a customer.
Download the screenshot of your card and prepare what you are going to say.

Card A: Olive Oil Sellers

Price: You would like to sell for £45 – 50 per barrel

Discount: You are prepared to offer between 5–15% on every order in excess of 200 barrels

Quantity: You can supply up to 500 barrels

Quality: Every consignment is about 50% high quality cold-pressed oil – you can offer up to 25% extra virgin quality

Delivery: From 2–4 weeks

Guarantees: You can replace up to 10% of spoiled consignments at no cost to the buyer

Conditions of payment: You will accept a deposit of between 7–10% 'up front', i.e. before delivery

Limited target: You will accept between £25–35 per barrel

If no deal, you would like to sell a sample of the olive oil.

Card B: Olive Oil Buyers

Price: You will pay between £15 and £30 per barrel

Discount: You want 10–15% on every order in excess of 200 barrels

Quantity: You want 750 barrels

Quality: You will accept about 50% extra virgin oil – but would really like 20–30% extra high quality

Delivery: From 3–5 weeks


Guarantees: You would like the seller to replace up to 15% of spoiled consignments at no cost, but would be prepared to settle for 10%

Conditions of payment: You are prepared to pay up to 10% 'up front', i.e. before delivery, but would prefer to pay from 5–7%


Limited target: If no deal, you are happy to buy a sample of the olive oil.

Task

Now imagine you are on the phone and role play your negotiation.



Hello, Olive industries,
... speaking. How can I
help you?



Hello, I would like
to buy some olive
oil.

Feedback

Remember that in 2nd conditional we use past simple but we are talking about the present/future, not the past.

Remember that “in case...” is used to talk about precautionary measures: Take the umbrella in case it rains

Review

What have you learned from today's lesson?

What did you find interesting/not interesting?

What do you need more practice with?

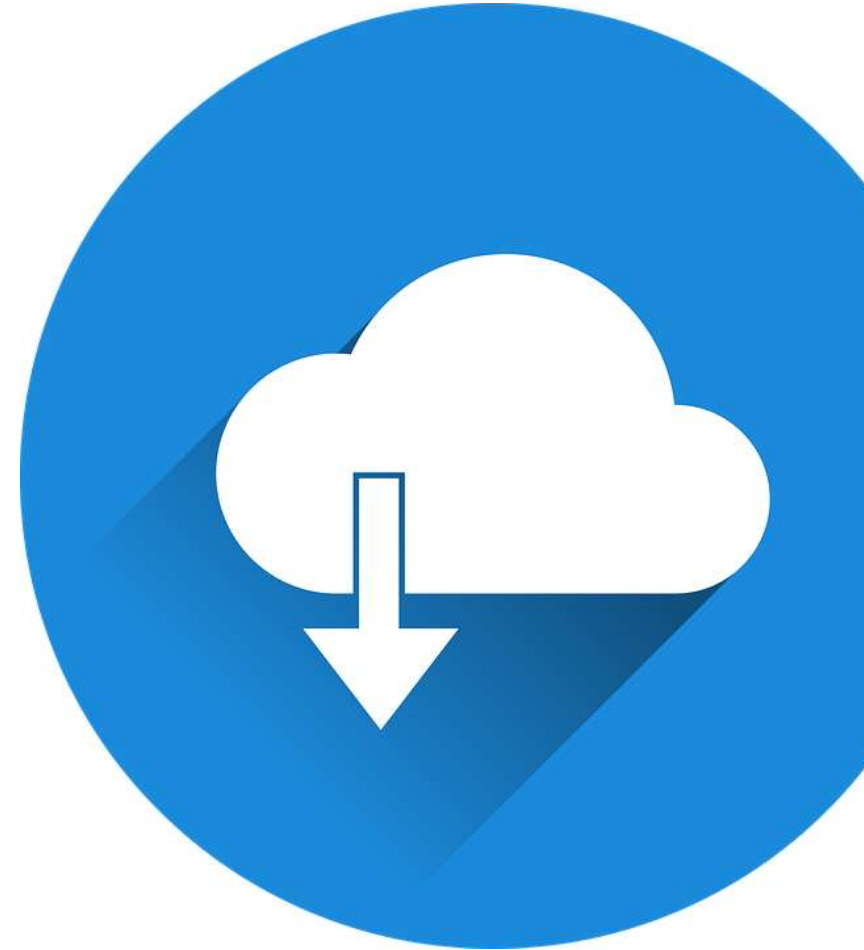
Did you participate fully?

Did you achieve your aims for this lesson?

Lesson materials

Make sure you have

- **downloaded the *.pdf with this presentation**
- **saved the Zoom Chat**



How can you make more progress?

Complete the Progress activities online.



Review the language rule we have practised today.



<https://learnenglish.britishcouncil.org/business-english/business-magazine/negotiating>

What's next?

Progress

Employment matters

6 lessons

In this theme you'll study a range of topics to help you get ahead at work. You'll learn about teamworking and creativity in the workplace, as well as negotiation techniques and workplaces of the future.



After-class speaking session

You can talk about any topic that interests you!

Use these questions as a guide, if needed.

- What makes a good negotiator?
- Who is the best negotiator you know?
- Do you consider yourself good at negotiating? Why / why not?
- What kind of professional situations do you need to negotiate in? How about in your personal life?
- Which negotiations do you find the most difficult? Why?

For help, contact:

support.englishonline@britishcouncil.org

Dos

- ✓ Treat everyone with respect
- ✓ Keep your camera on and on mute
- ✓ Let others share ideas too
- ✓ Listen to everyone
- ✓ Click 'Leave' if you cannot attend

Don'ts

- ✗ Don't take pictures or recordings
- ✗ Don't share personal details
- ✗ Don't let your children be onscreen

What do you think?

Do you like the platform?

What did you think of the activities?

What further information do you need?

For more information, write to

support.englishonline@britishcouncil.org



Teacher's Notes

This slide deck was made by Robin Fewster and edited by Jonathan Bec.

Notes