

Basic negotiating skills

COMMUNICATION

LEVEL
Intermediate

NUMBER
EN_BE_2636X

LANGUAGE
English

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Goals

- Can negotiate using simple phrases.
- Can state my needs in simple terms.





When you are **negotiating** you have to **introduce** your topic, **ask for** and **offer** some changes, and then finally **agree** or **disagree**.



Preview and warm-up

In this lesson you are going to learn phrases to help you **negotiate** in English.



There are two main areas I'd like to discuss.

Starting a negotiation

When you **start a negotiation**, you should say what you are going to **talk about**.



I'd like to begin by saying...



There are two main areas I'd like to discuss.

I'd like to outline my aim/objective...

We would like to propose/suggest...

Here are two more phrases to help you say what the **topic** of the **negotiation** is.



We would like to suggest a rise of £1 per hour.

Giving more details

After you have introduced the topic of your negotiating, you should give some **more details**.

You should say what you want to **cover** or **exclude** in your **negotiation**.

Here are some phrases to do that.



This involves the price and the delivery time.



Giving more details



This involves all of the teaching and administrative staff.

This covers all departments.



This excludes the tax.



Fill in the gaps

Fill in the gaps in these phrases from the previous slides.

begin

areas

suggest

outline

1. I'd like to _____ my objective in this negotiation.
2. We would like to _____ changing the specifications.
3. I'd like to _____ by saying that we're open to your offer.
4. There are two main _____ I'd like to discuss.





Introducing negotiations

Choose a phrase to introduce these negotiations.



A raise in your salary

More holiday time

Flexi-work

Working from home one day a week



Negotiating

**When was the last
time you had to
negotiate at work?**



**Do you think you
are good at
negotiations?**

Negotiating conditions

You will often need to ask for a **change in conditions** or **offer** something **in exchange** for something else.
Here are some phrases to do that.



How flexible can you be on that?



I'd be willing to agree to this if your contractor can do it.

We are ready to accept
with one condition

Would you be willing to
compromise on..?

Here are some more phrases to ask for a **condition** or a **change**.



Would you be willing to **compromise on** the length of the
project?



Negotiating conditions



What about if we add a clause into the contract?

We'd rather not advertise the project yet.



We'd like to make an alternative proposal.



Complete the sentences

Complete the sentences with words from the previous pages.

1. What about _____ we reduce the amount?
2. We'd like to make an _____ proposal.
3. How _____ can you be on that?
4. Would you be willing to _____ on the supplier?
5. We are ready to accept with one _____.



Dialogue

Complete the dialogue.



I'd like to begin by _____ that we are open to all offers.

We would like to _____ extending the contract by three months.



That's an option. How _____ can you be on that?

We'd _____ not go any shorter than that.



Agreeing

At the **end** of a **negotiation**, you will need to **accept** or **agree** with the other side.
Here are some phrases to help you do that.



We are happy to accept.



Agreeing



That's settled then.

I think we've reached an agreement on this.



We have a deal.

Disagreeing

You may also need to **disagree** with or **reject** an **offer** or **proposal**.
Here are some phrases so you can do that **politely**.



I'm afraid we couldn't agree to that.



I'm sorry we can't accept that.

We must respectfully
decline your offer.

That's out of the
question.

Here are some more phrases to **disagree with** or **reject** an **offer**.



That's out of the question!



Categorise

Categorise the phrases based on whether they are for agreement or disagreement.

That's out of the question!

I'm afraid we couldn't agree to that.

That's settled then.

I'm sorry we can't accept that.

We have a deal.

I think we've reached an agreement on this.

We must respectfully decline your offer.

We are happy to accept.

Agreement

Disagreement



Use the phrases to accept or reject these offers

A raise of 1% on your current salary.

Holiday days in return for overtime that you do.

Starting work an hour earlier every day, but not working Friday afternoons.

Your current contract to be extended by 6 months.



What are they negotiating about?

Choose one of the pictures and write a short dialogue imagining the negotiation between the two people.





Preparing for a negotiation

You are going to negotiate over a work contract. Work with a partner or your teacher. One of you should be the employee – look at the pink box below. One of you will be the manager – look at the blue box. Prepare for a negotiation.

The clothesline graphic contains the following elements from left to right:

- Pink box (Employee's position):**
 - You want to work from home 2 days a week
 - You want a raise of £2000/year
- Top photo:** A man in a white shirt talking to another person.
- Bottom photo:** A man in a suit and a woman in a business suit sitting at a table.
- Blue box (Manager's position):**
 - Think of some counter offers you might make to the suggestions opposite.
- Pink sock:** A pink sock with grey and blue stripes at the top.



Role play

Now role play the negotiation from the previous page. Try to come to an agreement.



Student A: You are the employee.



Student B: You are the manager.



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 9

1. outline, 2. suggest, 3. begin, 4. areas

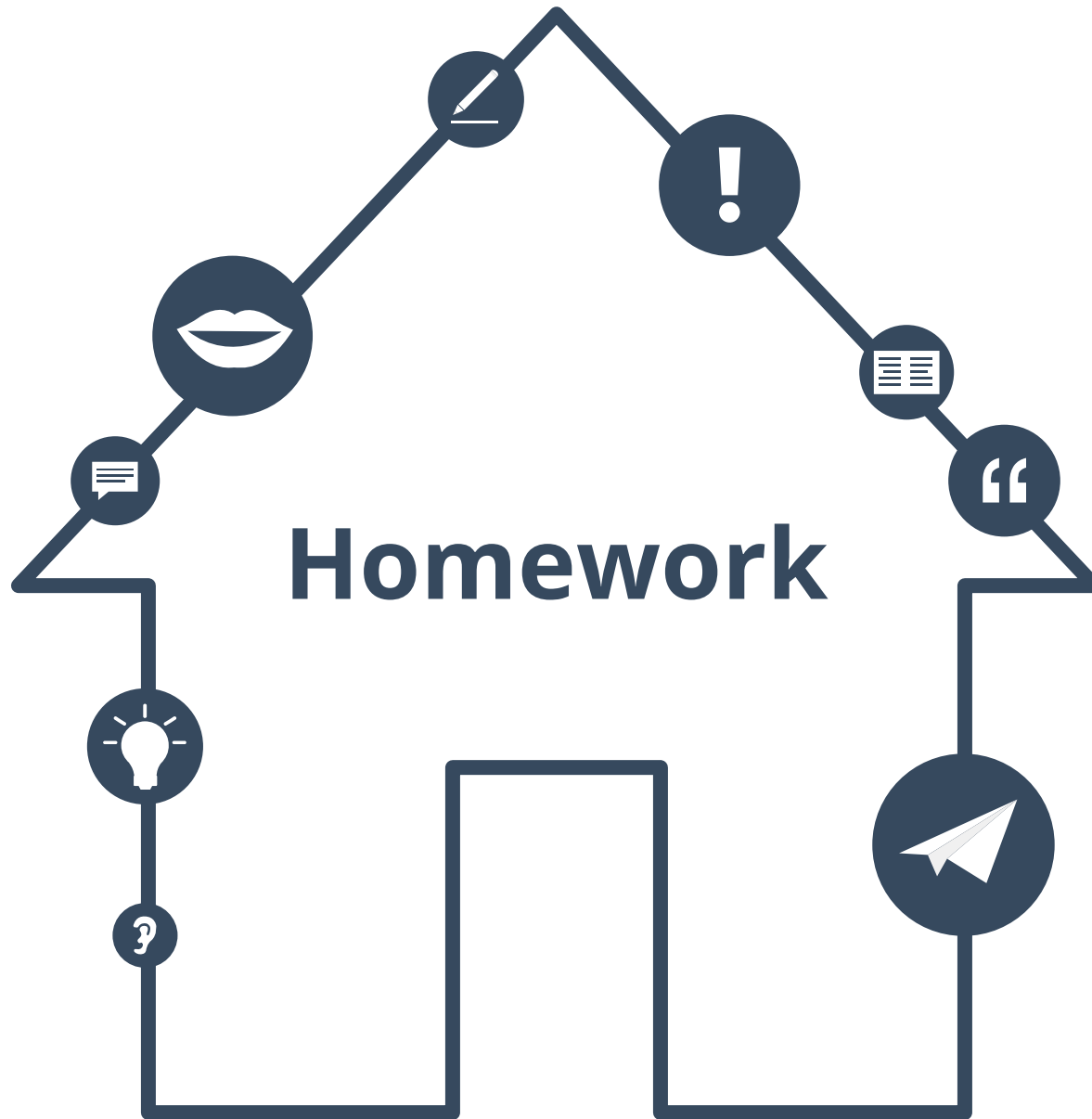
Exercise p. 15

1. if, 2. alternative, 3. flexible, 4. compromise, 5. condition

Exercise p. 21

Agreement: We have a deal / I think we've reached an agreement on this / that's settled then / we are happy to accept that

Disagreement: That's out of the question / I'm afraid we can't agree to that / we must respectfully decline your offer / I'm sorry we can't accept that





Unscramble

A

agree

I'm afraid

I can't

to that.

B

I'd like

longer contract.

a

to propose

C

respectfully

your offer.

We must

decline

D

We are

one condition.

accept with

ready to



Writing

Look back at p. 23 and write an imagined negotiation for the picture you did not choose during the lesson. Include as many phrases as you can.

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Homework answer key

Exercise p. 30
A. I'm afraid I can't agree to that. B. I'd like to propose a longer contract. C. We must respectfully decline your offer. D. We are ready to accept with one condition.



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