

# Negotiating and dealing with conflict

COMMUNICATION

LEVEL  
Advanced

NUMBER  
C1\_1042X\_EN

LANGUAGE  
English



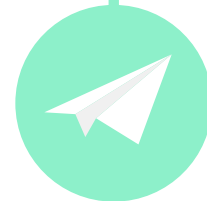


## Goals

- Can understand and recall some more advanced phrases for negotiating and dealing with conflict.
- Can accurately use these phrases to manage conflict in a wide range of scenarios.



I'm very sorry that you're **put out**, but  
I'm sure we can **come to an  
arrangement!** When I **put myself in  
your shoes**, I can see you have every  
right to be angry. Let's try to **figure this  
out.**





## Conflict

**What springs to mind when  
you think of conflict?  
Give your teacher some  
examples.**



## Different kinds of conflict

**Look at the words below. List examples of possible sources of conflict in each situation.**

home

work

at the airport

in a shop



## Discuss and evaluate

What do we mean by **negotiation**? Explain what you think **negotiation** is to your teacher.





Over to you

**How do you handle  
conflict?**

**Do you usually take  
any particular  
approach?**



## It happened to me!

Tell your teacher about a time you were **involved in a conflict** at work. What happened?



## negotiation

Negotiation is when people, or groups of people, discuss something. The aim of the discussion is to come to an agreement, even if the involved parties have opposing views.



The **negotiation** took several days but now both the workers and their employers are happy with the new pay rate.

## compromise

Negotiation often involves **compromise**. Compromise is when one or both parties involved in a negotiation agree to change their minds somewhat, or alter their terms, in order to find a resolution to a conflict.



I'm willing **to compromise** and work overtime this month since I understand that it's an exceptionally busy period for the company.



The company and the employees eventually **reached a compromise**: instead of increasing their wages, they were allowed to work fewer hours for the same pay.



## New vocabulary

**perspective**

It would help if you could try to see things from her **perspective**.

**to convince**

They are trying hard to **convince** him but he's still not keen on the idea.

**to persuade**

Don't let them **persuade** you to work on Saturday. You're not obliged to.

**to resolve**

If the two main board members can't **resolve** their differences it might be the end of their partnership.

**to cooperate**

You both play an essential role in the project so you need to find a way to **cooperate**.

**alternative**

We can offer you an **alternative** product but unfortunately you aren't entitled to a refund.



## Read the dialogue below. What kind of negotiation is this?



I know it's hard, but try to look at things from his perspective.

I do understand, and I can see it from your point of view. You've got a right to be angry, but...

Well, you still need to find a solution to the problem, don't you? I wonder if there's a way to resolve the situation by cooperating.

Stop trying to persuade me to let it go! There's no point trying to convince me. He was in the wrong and I'm just so angry!

But what?



## Useful phrases

Here are some useful expressions from the previous dialogue, along with some other new phrases.

I understand **your point of view**...

I can **see where you're coming from**...

I'd like to **clear up any confusion**...

I **appreciate your honesty**...

You've **got a right to be** angry...

I **understand** what you're saying but...

Try to put yourself **in her shoes**...

Have you heard any of these phrases before?



## Negotiation style

**Work with your teacher and answer the following questions.**



1

Re-read the short text. How would you describe the tone and mood of the two speakers?



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Re-read the short text. How would you describe the tone and mood of the two speakers?



2

What do you think happened next in their conversation?



3

What do you think is most important when handling conflict? How should you behave?





## Negotiating in different settings

While there are some people who love a good argument, the majority of us tend to avoid conflict where possible. However, whether in the public, private or professional sphere, we can't go through our lives without having to resolve a disagreement or two. Don't worry though, help is at hand! Regardless of the context or situation, there are some key rules for successfully dealing with conflict.





## Quick guess

What do you think the key rules for  
**dealing with conflict** might be?

Do you have your own rules?



## Key rules

Stay calm at all times.

Listen to the other person.

Acknowledge their point of view.

State your demands clearly and explain why they are justified.



What do you think?

**Do you agree with  
the rules? Would you  
add any others?**



## Pick and mix phrases

**You can acknowledge someone else's point of view while still making your own opinion clear. Here are some useful phrases to help do so.**

I hear what you're saying but...	...I'd like you to try to understand it from my point of view.
It's unfortunate that things have got so heated.	I think it'd be best if we could try to resolve our differences.
I understand your point of view and I respect it but...	...I think both sides need to compromise to reach an agreement.
I recognise I was at fault and I apologise.	I would like to try to work together to find a solution.
I appreciate your apology but...	...it's not enough. We still have to find a way to resolve the situation



**Excuse me, I think there's been a mistake!**



**Look at the picture on the left. Imagine two different situations: one where you are at fault, and one where the other party is at fault.**

**First brainstorm some useful phrases for conflict management and negotiation, using the phrases on the previous page to help you.**

**Then role play the two conversations with your teacher.**



## Discuss: what could have been handled differently in this situation?



Good morning, Mrs Hughes!

Mrs Hughes, I'm very sorry but...

Mrs Hughes, can you please listen to...

Mrs Hughes, I have the email you wrote here. It was you who asked me to come at 11.30, and now you're standing there shouting at me. I've had enough - I'm leaving!

Hello! Is that the best you can manage? I expect an apology. You were supposed to be here at 10 o'clock and it's now half past 11!

Apologising isn't good enough! I don't care what your excuse is! I'm fed up with listening to excuses from people who can't stick to their promises.

You want me to listen to you? The cheek of it, the nerve! I'm the one who's been waiting here all this time!



## Negotiate and find a solution

Look at the pictures and situations described below.  
Role play each situation with your teacher and try to find a way to negotiate and find a solution.

The t-shirts for the company football team arrived but they're the wrong colour.



Your boss won't give you a pay rise.



You tripped and broke all of the glasses in the office kitchen.



Your colleague borrowed your laptop and now it doesn't work.





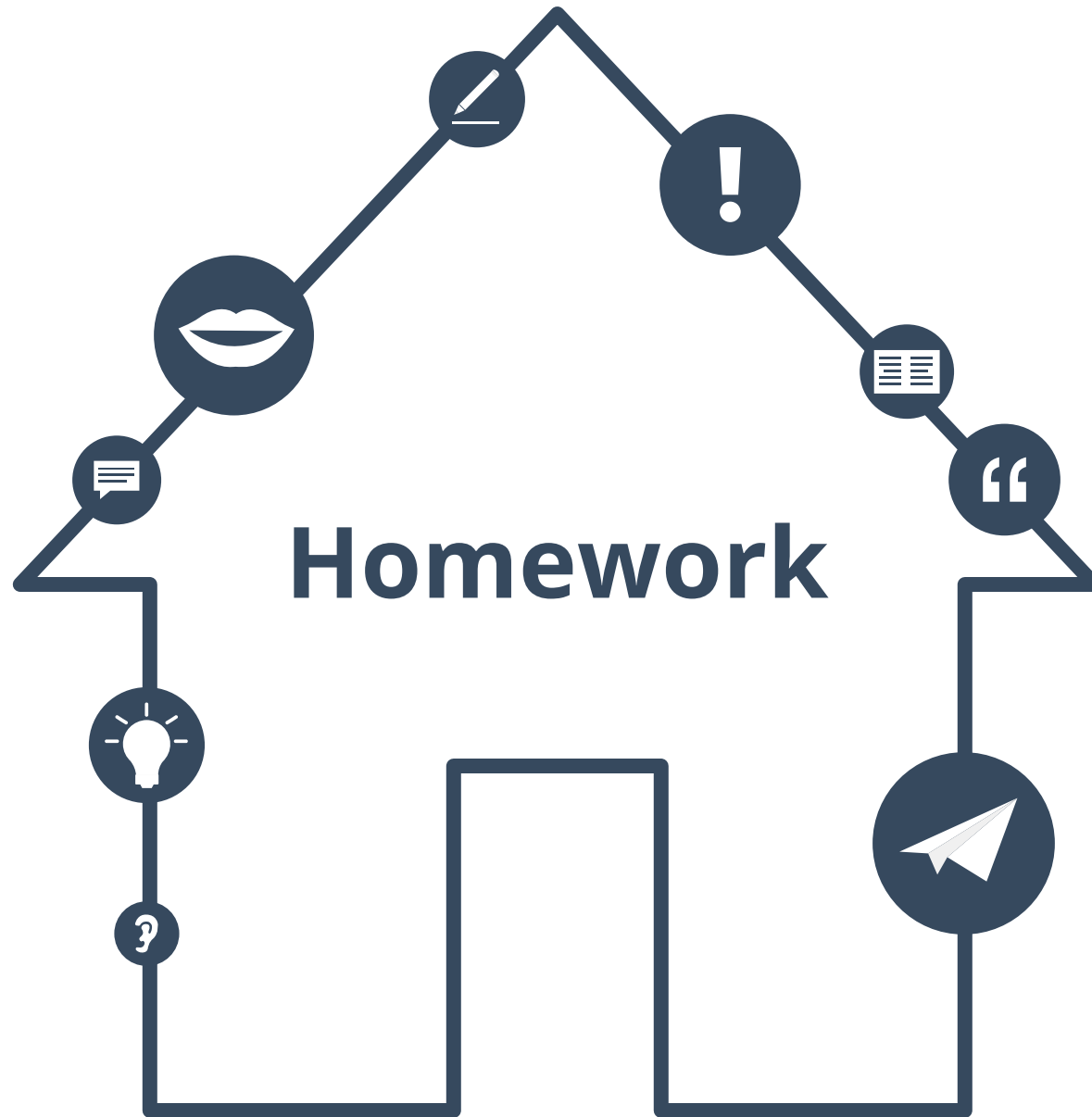


## Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!







## Write an email!

**Imagine you bought an electrical product to use at work but it's faulty. You have the receipt but unfortunately you have already thrown away the packaging. The company is being difficult and is refusing to give you a refund.**

**Write an email to the company manager to try and settle this disagreement.**

-□×

To

Subject

Dear Sir/Madam,



## Reflect

**How did you find this lesson? Which parts of the lesson did you find easiest? Which parts were most difficult?**





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