

# Introduction to negotiations

COMMUNICATION

LEVEL  
Upper-intermediate

NUMBER  
EN\_BE\_3301X

LANGUAGE  
English

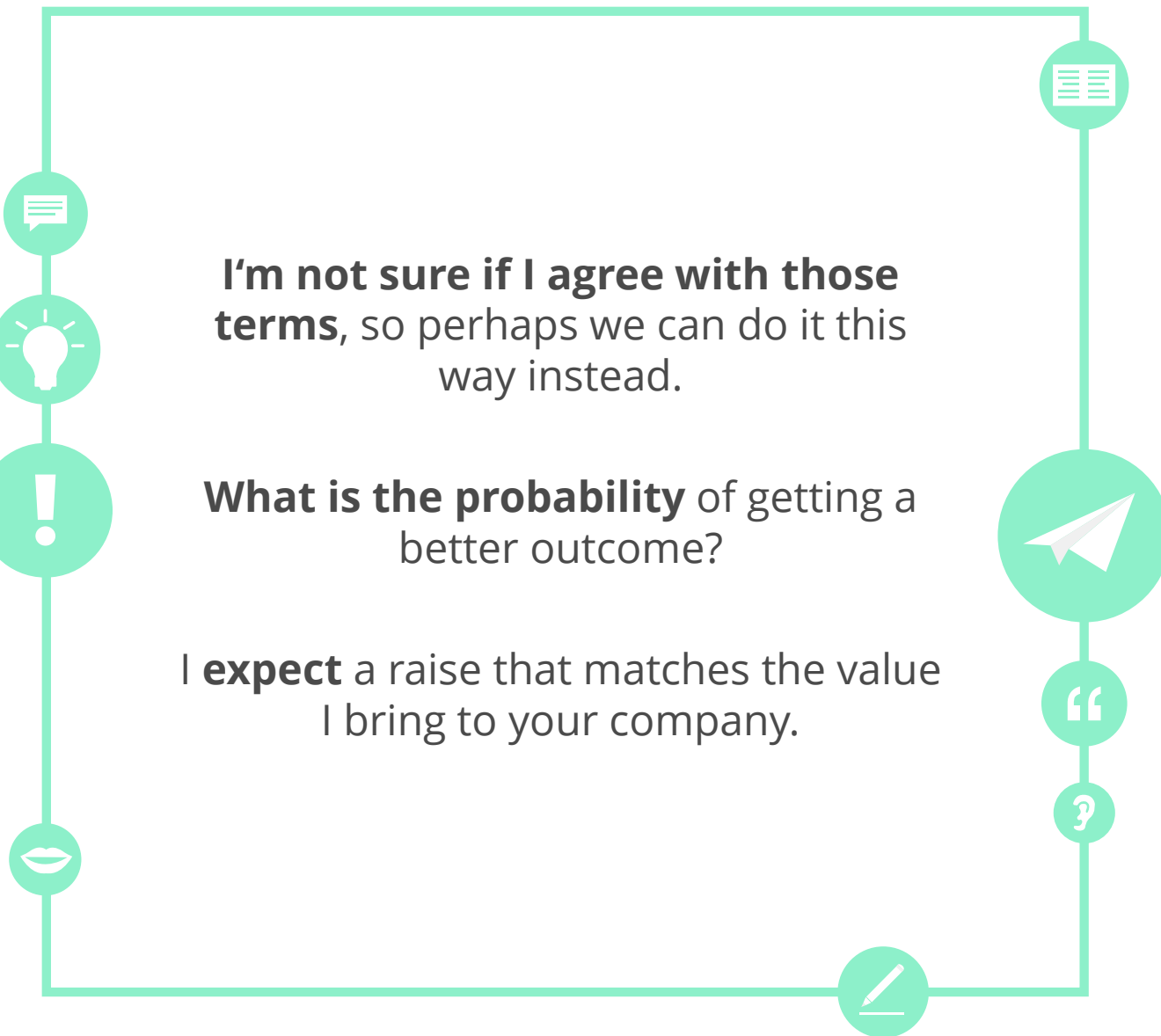




## Goals

- Can recognise and understand various negotiation strategies
- Can clearly present my own views in a negotiation and reach a compromise with a colleague







## Preview and warm-up

- This lesson will give you an introduction to negotiating. **Negotiation** is a process used to **resolve conflict** and reach an **agreement** between both parties with **different interests** wanting different things.



I **will** drink half of this milk **if** you **agree to** give me four more biscuits.



## Warm up

Negotiations are an integral part of daily life. Can you list some everyday uses of negotiations?





## Warm up



Now think about your professional life.  
Why is it important to be able to negotiate at work?

## What is a negotiation?

- Negotiation is a process used to **resolve conflict** and **reach an agreement** between two parties with **different interests** wanting different things.
- Negotiating happens in **various professional areas** like business and politics, as well as in less formal settings such as within families and between friends. Knowing how to negotiate, in short, is an **essential** and **transferable** skill.
- Each negotiation can have a different kind of **outcome**: a **good** outcome, a **great** outcome, a **bad** outcome or a **terrible** outcome.
- Negotiation requires **preparation**. If you want something, you cannot simply rely on charisma and charm. Taking the **time to think** about the **arguments** the **other side** might make, as well as your own points, not only makes the process of negotiation easier, but increases your chances of a **good outcome**.

If you **think about it**, the requests I'm making here are **not only fair** but point to an **outcome** that suits everyone here!



## Discuss

**What are the best ways of preparing for a negotiation?**





## Preparing for a negotiation

- Preparing for a negotiation can be difficult. However, if done right, you can obtain the **optimum** results. Consider the points below.

How to prepare:	Questions to ask yourself:
Have a clear idea of what you want.	What are my interests and what do I care about?
Gather information.	What kind of data would be useful to know?
Research the other party.	What are their values?
Consider the alternatives.	What can I do if we don't reach an agreement?
Know the interests of the other party.	What do they care about?
Anticipate their alternatives.	What can they do if we don't reach an agreement?
Anticipate other possible options.	What are some solutions that meet our interests?



## Preparing for a negotiation

### Describe the possible outcomes for this scenario.

You really want to get the highest raise possible at your job and you strongly believe that you deserve it. However, before negotiating, you want to be prepared and know all the possible outcomes. Describe them.

good outcome



great outcome

bad outcome



terrible outcome



## Describe the picture

**Think about your current job. What are the positive and negative aspects of it? What would you change about it if you could?**





## Negotiating your dream job

**Now imagine that you have been headhunted for a position within your field. You are meeting the headhunter tomorrow to discuss the role.**

**Plan for the meeting by answering the questions below.**

1. What are my interests and what do I care about?

2. What kind of data would be useful to know?

3. What are the employer's values?

4. What can I do if we don't reach an agreement?

5. What do they care about?

6. What can they do if we don't reach an agreement?

7. What are some solutions that meet everyone's interests?

8. Do you have any other thoughts or things you want to note down?

## What to say in a negotiation

Another aspect of being **prepared** for a negotiation is feeling **confident** that you know the **right kinds of words and phrases** to use.

Have a look at the examples below. What do you notice about the kind of language that's used?



I think **a good trade-off** for increased working hours **would be** a higher salary.



**What are the odds** of opportunities for progression becoming available?



## Vocabulary review

possible

Would it be **possible** to make an appointment with you tomorrow?

sure

I am **sure** that we can reach an outcome that everyone is happy with.

suitable

I'm sure we'll figure out a **suitable** agreement.

terms

I will agree to your **terms**, although I'm not sure I agree with the last condition.

realistic

What are some **realistic** expectations for you?

to consider

What do you **consider** to be a workable solution?



## Vocabulary review

to predict

I **predict** an increase in salary this year!

to plan

The **plan** to lower the prices requires a simple conversation with the manager.

to expect

I **expect** results!

to hope

I **hope** that we can work together in the near future.

probability

There is a strong **probability** that we will reach a satisfying conclusion.

likelihood

What is the **likelihood** of an increase in holiday days?



## Earliest stages of negotiation



Mr Daniels, I've been meaning to talk to you about something. I **hope** that my performance in the company meets and exceeds your expectations so far.

It's great to hear some positive feedback. I've been working here for two years now. I was just wondering, what is the **probability** of getting a raise?

That is good news! I am **sure** we can consider a raise that matches the value I bring to your company.

Great! I'll **expect** to hear from you about this at some stage next week then. Thanks for your time, Mr Daniels – I'm **sure** we can work out a **suitable arrangement**!

We think you are a very good employee, and as far as I'm concerned you're making excellent progress.

We would have to look over your performance reviews, but given your work so far the **likelihood** of getting a raise is high.

Indeed. Let's **plan** to discuss your performance in further detail next week. I'll need some time to **consider** what we've discussed today.





## New phrases

How likely...

**How likely** is it that we will reach a resolution today?

What are the odds...?

**What are the odds** of it succeeding this time?

I really cannot accept this offer.

I am sorry, but **I really cannot accept this offer**.

Let's do as you suggest!

Excellent, **let's do as you suggest!**

I think a good trade-off for that would be...

**I think a good trade-off for that would be** increased maternity leave for receiving less maternity pay per month.

Final offer, take it or leave it!

This is the **final offer, take it or leave it!**



## Fill in the gaps



Fill in the gaps with phrases from the green boxes.

**Final offer, take it or leave it**

\_\_\_\_\_ of you agreeing to my terms?

We are \_\_\_\_\_ to give you a 5 percent increase on your salary. Considering all of your hard work, this seems fair.

**What are the odds**

**How likely**

\_\_\_\_\_. I have gone for two years on the same salary I started out with! How about 10 percent? That seems more than fair.

Based on your performance reviews, \_\_\_\_\_ 7 percent.

**likely**

**Let's do it as you suggest**

Realistically, \_\_\_\_\_ is it that you can go any higher?

This is our \_\_\_\_\_!

**We think a good trade off would be...**

**I am sorry, but I really cannot accept this offer**

Ok, \_\_\_\_\_.



## Hard negotiating

**Review the completed dialogue above and answer the following questions.**



1

Think about the kind of language in use. How does it differ from our everyday conversations in the office?

2

Do you think that negotiations are usually so quick and straightforward? Explain your answer.

3

Have you ever been in a situation where you have had to negotiate for yourself like the one in the dialogue?

## Modal verbs

**Modal verbs** in the **past tense** are especially helpful when negotiating. Among other things, you can use them to politely **express regrets** (and then outline what could have been done differently) or **speculate** about past events and figure out a way forward.

In the examples below, modal verbs are used to communicate the same message in two different ways.



Sorry, I **should have been** clearer. I'll rephrase that.



You **may have** misunderstood me. I'll try to be clearer.



## Modal verbs review

- Here are **nine modal verbs** and their **corresponding negative forms**.
- The **modal verbs** in **blue** can be used in the **past tense** by adding **have + past participle**.

must (not)	<b>might (not)</b>	<b>may (not)</b>
will (not)	<b>would (not)</b>	shall (not)
<b>could (not)</b>	can (not)	<b>should (not)</b>



## Modal verbs review: present tense

- Modal verbs are used in combination with another verb. Their purpose is to **modify** the meaning of the second verb.
- To form a modal verb in the **present tense**, combine **modal verb + infinitive (without to) of the main verb**.

- You **must finish** the report before the meeting.
- Who knows? It **might be** an awe-inspiring speech.
- I **may visit** you soon, but this week I am out of town for business.
- You **should not allow** her to accept those terms too quickly.
- You **cannot be** too careful when handling the negotiation process.



## Modal verb practise

Fill in the modal verbs that correspond to each sentence.

could

may

might

cannot

should

1. \_\_\_\_\_ I have a few days to think about the offer?
2. I \_\_\_\_\_ accept the offer because it does not seem fair to me.
3. I \_\_\_\_\_ prepare for the interview today if I have time.
4. You \_\_\_\_\_ not accept the offer right away. Tell them you will need to think about it.
5. I \_\_\_\_\_ offer you additional products, if you choose to buy from our company.





## Modal verbs: past tense

- To conjugate a **modal verb** in the **past tense**, use the following formula: **modal verb + have + past participle**.
- To form a **negative** phrase using **modal verbs** in the **past tense**, add **not** between the modal verb and have: **modal verb + not + have + past participle**.

- You **could have finished** the report before the meeting.
- Who knows? It **might have been** an awe-inspiring speech.
- I **would have stepped in to help**, but I didn't want you to feel I was overstepping.
- You **should not have allowed** her to accept those terms so quickly.
- You **could not have known** about this recent turn of events.





## Modal verbs in conversational negotiation



You **may** have heard rumours about extending the marketing budget for this year, but I have to make it clear that there's no realistic possibility of expanding our finances at the moment.

I did hear that there **could** be some flexibility. Is this a final decision? I think we **could** really benefit from putting some more resources into the social media plan.



We really **can't** stretch the budget any further, unfortunately. Martina and I **should** have been much clearer in the meeting last week. We **must** try to work with the resources we have!



## Complete each sentence with a modal verb in the past tense

1. I \_\_\_\_\_ more direct with my boss.



I should have been more direct with my boss.

2. He \_\_\_\_\_ set definite goals every day.



\_\_\_\_\_  
\_\_\_\_\_

3. They \_\_\_\_\_ let you speak more often.



\_\_\_\_\_  
\_\_\_\_\_

4. I \_\_\_\_\_ moved on my stance.



\_\_\_\_\_  
\_\_\_\_\_

5. We \_\_\_\_\_ given some explanation for why we feel this way.



\_\_\_\_\_  
\_\_\_\_\_



## Review

Take a moment to think about the lesson.

Summarise all of the important things you need to remember for negotiating.



## Role play

**You have been headhunted for a position within your field. It's now time to meet the headhunter.**

**Begin negotiations with the headhunter – how can you make this position as close to your dream job as possible?**

- Go back to the notes you made earlier on p. 12. Use any bad points to bring up the salary.
- Negotiate on the salary by suggesting a very high amount and decreasing it in small increments.
- Use modal verbs where you can! For example: I **cannot** accept a starting date within the next two months.
- Remember phrases like:
  - What are the odds of...?
  - I think a good trade-off for that would be...
  - Last offer, take it or leave it!





## 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!





## Answer key (1/2)

### Exercise p. 18

**What are the odds** of you agreeing to my terms?

We are **likely** to give you a 5 percent increase on your salary. Considering all of your hard work, this seems fair.

**I am sorry, but I really cannot accept this offer.** I have gone for two years on the same salary I started out with! How about 10 percent? That seems more than fair. Based on your performance reviews, **we think a good trade off would be 7** percent.

Realistically, **how likely** is it that you can go any higher? This is our **last offer, take it or leave it!** Ok, **let's do it as you suggest.**



## Answer key (2/2)

### Exercise p. 23

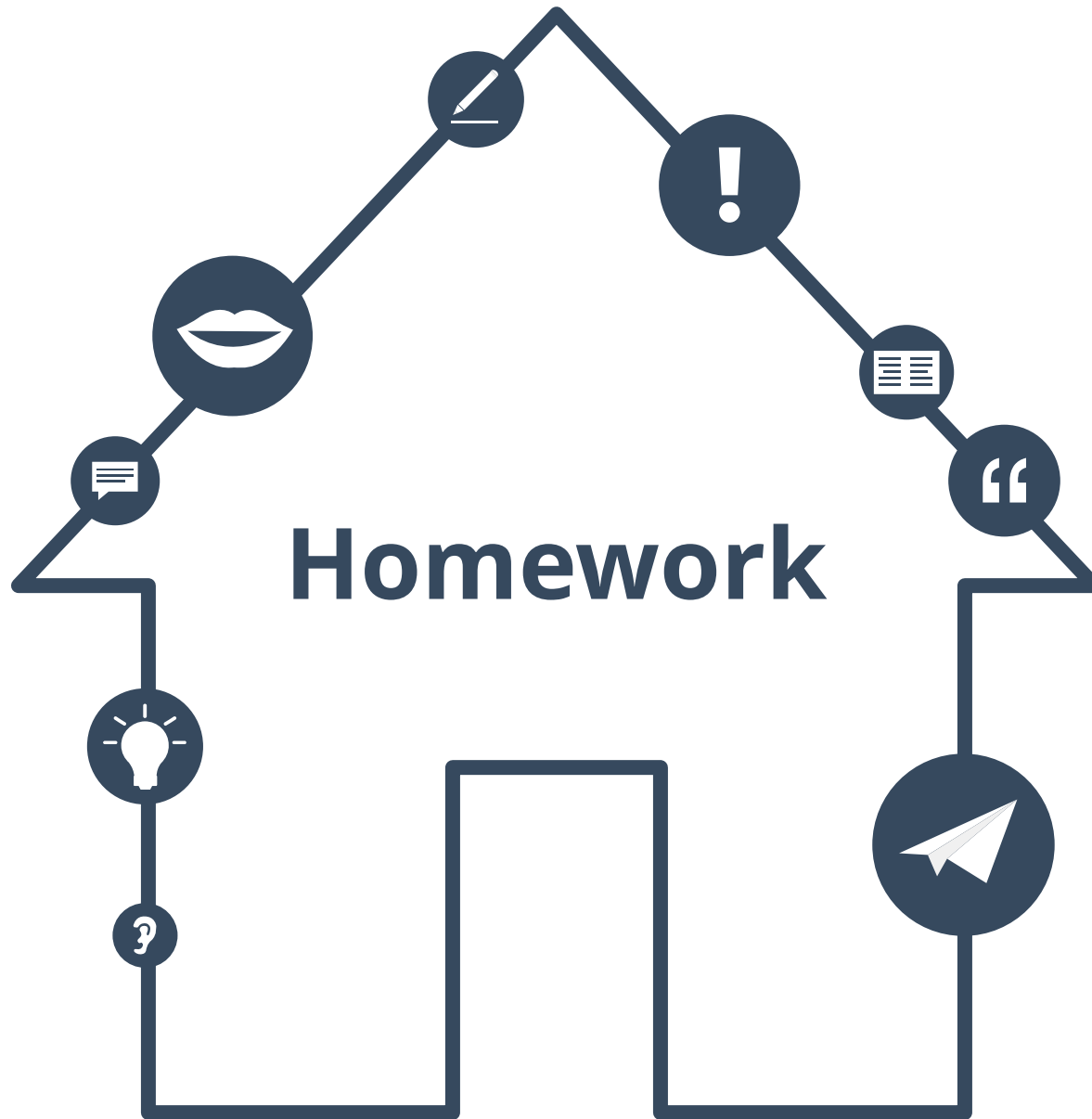
**May** I have a few days to think about the offer?

I **cannot** accept the offer because it doesn't seem fair to me.

I **might** prepare for the interview tomorrow if I have time.

You **should** not accept the offer right away. Tell them you will think about it.

I **could** offer you additional products, if you choose to buy from our company.







could	possibility
would	realistic
how likely is...?	what are the odds...?

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## Start off the negotiations!

**Using the points you prepared in the previous activity, write an email to your boss beginning negotiations. Request the extra time off, make points about why you deserve it, and ask if she would be free tomorrow to discuss it further.**

-□×

To:

Subject: Christmas holidays

Dear Ms Caroline,



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