

- 2** Turn to the transcript on pages 83–84. Underline the expressions used in the dialogue to *clarify information* and circle the language used to *express opinions*.

## USEFUL PHRASES

## Clarifying information

Do you suggest ... ?  
 Are you suggesting that ... ?  
 Do you mean ... ?  
 Does that mean ... ?  
 If I understand you correctly ... ?  
 What do you mean by ... ?

## Expressing opinions

In my/our opinion ...  
 From my/our point of view ...  
 We are talking/speaking about ...  
 I am/We are of the opinion that ...  
 I/We strongly believe/feel that ...  
 I am confident that ...  
 I/We imagine it's something like ...

- 3** In Unit 4 we looked at proposals and counterproposals. There are two counterproposals in the dialogue. What are they?

1 \_\_\_\_\_  
 2 \_\_\_\_\_

Now make two new proposals which clarify and express your opinion. Use the expressions above.

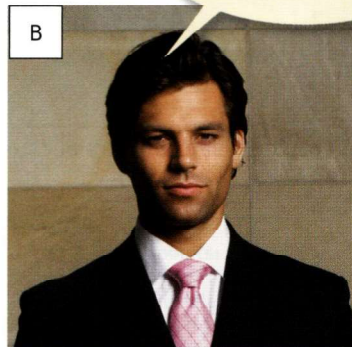
1 \_\_\_\_\_  
 2 \_\_\_\_\_

- 4** Complete the sentences on page 43 with the phrases below.

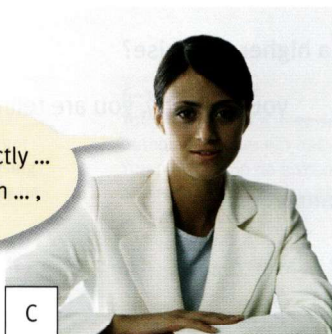


Another option would be ...  
 I imagine it's something like ...  
 Are you suggesting ... ?

Does that mean ... ?  
 We are talking about ...  
 Do you think we can ... ?



In my opinion ...  
 If I understand you correctly ...  
 If you could help me with ... ,  
 I could ...



- 1 Buying a new car? \_\_\_\_\_, a new engine is still cheaper than a new car!
- 2 Round? That is expensive, but \_\_\_\_\_ a square one only cheaper.
- 3 Not enough information? \_\_\_\_\_ I have to give a more detailed explanation?
- 4 I understand you think it's expensive! \_\_\_\_\_ to make it smaller.
- 5 It can't be fixed? \_\_\_\_\_, you are telling me that I need a new computer.
- 6 Oh dear, \_\_\_\_\_ completely rewriting the documentation for the course.
- 7 More feedback? \_\_\_\_\_ split the work between three people instead?
- 8 Something cheaper? \_\_\_\_\_ looking for a different type of material?
- 9 \_\_\_\_\_ this matter, \_\_\_\_\_ sort the cheque out straight away.

## 5 Underline the *correct* phrase in the sentences.

- 1 If I understand you correctly / Are you proposing / Do you suggest to help out at the meeting?
- 2 We are talking about / We are confident / We believe the goods are faulty.
- 3 Does that mean / In my opinion / Do you suggest we have to move to Nottingham?
- 4 Do you suggest / In our opinion / Do you mean you will check on the details?
- 5 Do you think / We strongly believe / I imagine it something like we can work this out.
- 6 We feel that / We are of the opinion that / We are talking about an increase of 10%.

### BARGAINING VS. NEGOTIATING

**Hard Bargaining:** In hard bargaining, each party tries to achieve their aims without making concessions or making only few or small ones. The aim is to 'beat' the other side. This style leads to a win-lose scenario, i.e. one side wins and the other loses. Often, the result is a stalemate, which results in a lose-lose situation.

**Soft Bargaining:** In soft bargaining, the parties try to reach an agreement by giving concessions very freely. The soft bargainer often makes proposals very quickly and says 'yes' rather soon. This type of negotiator is often afraid of hurting the other party's feelings.

**Principled Negotiating:** In their book, *Getting to Yes*, Fisher and Ury introduced this term. It refers to a style which focuses on discovering the interests behind the position. The principled negotiator separates the person from the issue and concentrates on mutual gain in order to reach agreement. In short, it leaves both sides with a sense of achievement, i.e. a win-win situation.

**Read the dialogue in exercise 1 again. In your opinion, what kind of negotiation style is used here? Soft, hard, or principled? Why do you think so?**