

Negotiating

Task 1

horse-trading; goodwill gesture; disapproval; trade-offs; trade-off; to haggle

When you offer to change your position to one that is less favourable to yourself, you make a concession. Perhaps this is in exchange for a concession from the other side, although there is no guarantee of this. Your concession may be a **1. _____** = a concession that you make hoping that the other side will see this as friendly and make a concession in return.

Even in a friendly negotiation, there may be **2. _____**, with each side making a series of concessions in return for concessions from the other side. (This expression is often used to show **3. _____**.) If you argue about something for a long time, especially about the price of something, you **4. _____**.

A series of concessions in exchange for concessions from the other side is a series of **5. _____**. If you make a concession, you may not get anything back. If you make a **6. _____**, you give something away and get something in return.

Task 2

PREPARING TO NEGOTIATE

venue; fallback position; initial bargaining position; etiquette; negotiating styles;

to allocate; on neutral ground; on their ground; on home ground

Preparing to negotiate

Before negotiations begin, do the following:

A Get as much information as possible about the situation. If dealing with people from another culture, find out about its **1. _____** and **2. _____** = the way people negotiate, what they consider to be acceptable and unacceptable behaviour, and so on.

B Work out your **3. _____** = what are your needs and objectives. Decide your priorities = the most important objectives.

C Prepare a **4. _____** = conditions that you will accept if your original objectives are not met.

D Perhaps you are in a position to influence the choice of **5. _____** = the place where you are going to meet. If so, would you prefer to:

- be on your own ground / **6. _____** = in your offices
- go to the other side **7. _____** = in their offices
- meet **8. _____**, for example in a hotel?

E If you are negotiating as part of a negotiating team, consult your colleagues about the mentioned points and **9. _____** roles and responsibilities.

Task 3

NEGOTIATING SCENARIO

Give the **__ c __** to the negotiations. Talking about the situation is a good way of reminding people of key fact and issues.

Then **__ c __** the negotiations, perhaps by finding out more about the priorities of the other side or talking about your own requirements.

Task 4

NEGOTIATIONS - DIFFICULTIES

to accuse; to make; to moderate; to concede; to negotiate from weakness; to negotiate from strength; to negotiate under duress; bargaining power; adversarial; confrontational; bitter; non-negotiable

Confrontation

Sometimes one side is in a stronger position than the other = they have more **1.** _____. For example, during a recent strike at Lamda Inc., the company was in financial difficulty and the public was on the workers' side, so Lamda **2.** _____. The strikers' union knew this = they **3.** _____. The union **4.** _____ demands = objectives that were so important to them that they were unwilling to change them. They wanted a 15 per cent pay increase. Later they **5.** _____ these demands, and said they would accept ten per cent. However, their demand for a week's extra holiday was **6.** _____ = fixed and not possible to change through discussions.

Lamda said they were being forced to accept something they did not want. They **7.** _____ the union of making them **8.** _____.

Eventually Lamda **9.** _____ most of the union's demands and gave them what they wanted. The media said that Lamda had backed down, climbed down and given in.

The feelings had been very strong on each side; the dispute was **10.** _____, and the negotiations were **11.** _____ and **12.** _____.

Task 5

CONFRONTATIONAL NEGOTIATING TACTICS

Although using tricks isn't recommended, there are negotiators who:

- issue threats, **i** _____ offers or **l** _____ = they say that the other side must accept something, with very bad consequences for them if they refuse .
- lie and **b** _____ = they threaten to do something that they don't intend to do, or are not able to do.

Of course, you can always **c** _____ someone's **b** _____ = pretend to believe them, when you know they are **b** _____.