

Negotiations

Before you watch

A

Work in pairs. Discuss the questions about negotiations.

- When was the last time you negotiated with someone? What was the outcome?
- What skills do good negotiators have?
- How can you influence others?
- How would you present a new idea to someone at work?

Video

A

Watch the video. Note down any good advice shared by the interviewees.

Skills of a good negotiator	Influencing others	Presenting new ideas to colleagues or a boss

Did anyone mention the same ideas as you?

B

Watch the following parts of the video again. Tick the topics each speaker mentions.

Skills of a good negotiator:

Speaker	Topics		
Jason	<input type="checkbox"/> listening	<input type="checkbox"/> being honest	<input type="checkbox"/> understanding others
Kristina	<input type="checkbox"/> understanding others' needs	<input type="checkbox"/> being passionate	<input type="checkbox"/> being convincing
Prad	<input type="checkbox"/> keeping calm	<input type="checkbox"/> building relationships with people	<input type="checkbox"/> being respectful

Influencing others:

Speaker	Topics		
Asif	<input type="checkbox"/> staying calm	<input type="checkbox"/> asking open ended questions	<input type="checkbox"/> building trust
Chris	<input type="checkbox"/> being human	<input type="checkbox"/> expecting things from others	<input type="checkbox"/> appreciating others

C

Watch the final part of the video. Kristina, Tolani, and Prad discuss how they present new ideas to colleagues or a boss. Who do you think has the best strategy? Why?

Language focus

A

Read each extract from the video. Discuss the phrases in bold with your partner.

1. 'I think you have to **build a rapport** and a relationship with a person that you're speaking to.'
2. 'I think one of the biggest **turn-offs** for me, when somebody **has an agenda**, is that they talk a lot.'
3. '... getting them to reveal what the challenges are and how you can offer them help and, crucially, **paying it forward** as well.'
4. 'I think make a friend, network and have someone who you can **call on** in the industry.'

- Have you heard these phrases before?
- Can you explain the meaning of each phrase? Use an online dictionary if you are unsure.
- Which of the phrases have negative meanings?

B

Listen to your teacher say each phrase from activity A. What happens to the underlined sounds?

build a rapport
paying it forward

turn-offs
call on

has an agenda

Practise saying each phrase in the same way as your teacher.

C

Discuss the questions with a partner. Try to use the pronunciation features explained in activity B.

1. How would you build a rapport with new or potential clients?
2. What personality traits are turn-offs for you, either in the workplace or in your everyday life?
3. Is there somebody you know who often has an agenda? If so, how do you deal with this person?
4. Do you agree with the concept of paying it forward? Why? Why not?
5. Do you have a work colleague or friend that you can call on when needed? If so, who?

Communication focus

A

Look at these tips for negotiating online and discuss how they connect to the ideas in the video.

- Always use video whenever possible. (Present as human.)
- Maintain eye contact by looking straight into the camera. (Build trust, build rapport.)
- Have everything ready so the online negotiation can be as efficient as possible. (Less is more.)
- Use the presentation tools. (Back up ideas with figures.)
- Don't be tempted to fill the silence. (Listen to people.)

B

Create a list of your own top five tips for successful negotiation. Include ideas from the video and from the list in A.

C

When you finish, compare your ideas with another pair.

Useful language

- In the video, the speakers introduce their ideas using phrases such as:
I think it's important to ... You have to be ... You need to be ...
- Remember to rank your ideas. Use phrases for comparison, such as:
I'd say it's more important to ... than ... because ...
- If you disagree, remember to do so politely using phrases such as:
Hmmm, I'm not sure I agree. / Hmmm, I'm not sure about that.