



Negotiating language meeting criteria board game

get a shorter-term contract	<i>get time off for the birth of a child</i>	<i>move to a branch/ office overseas</i>	<i>work from home (= telecommute)</i>	START <i>attend an event (e.g. trade fair)</i>
renegotiate something	<p align="center">Instructions for students</p> <p><i>Roleplay the situation written in the square which you are on, starting from the very beginning of the negotiation and continuing to the very end. The ones in italics are negotiations within your company and so can probably be more informal. Tell the team who exactly you are negotiating with before you start speaking. As well as face to face, you can communicate by email, on the telephone, by teleconference or video conference, or even by phone message.</i></p> <p><i>You will move by the number of points that your partner gives you, one for each of the criteria below which they think you meet.</i></p> <p align="center">Criteria:</p> <ol style="list-style-type: none"> 1 small talk (at the beginning and/ or end) 2 ending the small talk/ getting down to business 3 sticking to (= not changing) your position/ insisting/ (polite) negative responses 4 changing your position/ softening your position/ changing your mind 5 making suggestions/ suggesting compromises/ suggesting solutions 6 trading/ linking offers and conditions 7 moving the meeting on/ quickly coming to agreement/ not getting stuck on a point/ leaving decisions to later 8 giving reasons 9 using polite language/ formal language/ softening language 10 being positive/ using positive language (positive adjectives etc) 11 asking about their position 12 summarizing/ ending the negotiation 13 mentioning future contact 14 the right level of formality/ friendliness <p><i>Try to use different language from previous people. Only the person whose turn it is gets points.</i></p>			<i>get a car parking space</i>
reduce the amount of the order				<i>change teams/ sections/ departments</i>
change the specifications that you want				<i>change the size of the order</i>
raise the price that you are charging				<i>get a promotion</i>
<i>change your performance related pay</i>				<i>get better technology to do your job with</i>
<i>get a pay rise</i>				<i>change your personal targets</i>
<i>get some expensive training</i>				<i>change your working hours</i>
<i>negotiate with another team</i>				<i>change your job responsibilities (= duties = role)</i>
<i>negotiate with a different division</i>				<i>get cheaper supplies</i>
<i>negotiate with a different department</i>				<i>go on fewer business trips</i>
negotiate with an existing customer/ client				<i>get more technology to do your job with</i>
negotiate with a supplier				<i>take time off for a vacation</i>
negotiate with a subcontractor				<i>get a larger office</i>
negotiate with a prospective customer/ client				<i>get longer to complete a project</i>
<i>negotiate with a co-worker</i>	<i>change the branch/ office that you work in</i>	<i>get more people for your team (= a larger team)</i>	<i>get more budget for your project</i>	<i>get a longer-term contract</i>

Brainstorm suitable language for the functions above with various levels of formality.

1 small talk (at the beginning and/ or end)

2 getting down to business

3 sticking to your position/ insisting/ (polite) negative responses

4 changing your position/ softening your position/ changing your mind

5 making suggestions/ suggesting compromises/ suggesting solutions

6 trading/ linking offers and conditions

- 7 moving the meeting on/ quickly coming to agreement/ not getting stuck on a point/ leaving decisions to later**

- 8 giving reasons**

- 9 using polite/ formal/ softening language**

- 10 being positive/ using positive language (positive adjectives etc)**

- 11 asking about their position**

- 12 summarising**

- 13 mentioning future contact**



Suggested answers

1. small talk (at the beginning and/ or end)

- *Did you have any problems **finding** us?*
- *How was your **flight**?*
- **Welcome** to...
- Is it your **first** time in...?

2. getting down to business

- *Can you **kick things off** by clarifying the situation for me?/ Let's **kick off** by...*
- *Do you want to get the **ball rolling**?*
- *Well, it's been nice to **catch up** but we should probably get started.*
- Shall we **start** by...?

3. sticking to your position/ insisting/ (polite) negative responses

- *Are you **joking**?/ You must be **kidding**./ That's got to be (some kind of) a joke.*
- *Can you **cut** the price of...?*
- *Could you **move a little** more on that?*
- *I am **not** very **happy** with...*
- *I'll have to **back out** (of this deal) unless...*
- *If you put yourself **in my shoes**,...*
- *That is (really) (rather) **disappointing**./ That's a pity./ That's a shame.*
- *That is not **on the table**.*
- *That seems a **bit too low**.*
- *That's a **little high**.*

4. changing your position/ softening your position/ changing your mind

- *I can assure/ guarantee/ **promise** you that...*
- *I can be **flexible** on that./ I'm willing to be **flexible**./ Thanks for being so **flexible**.*
- *I can **shake** on that.*
- *I'll try to **meet you halfway**./ Can you **meet us halfway** on...?/ We'd be willing to **meet you halfway** on that.*
- *I'm (fairly/ very) **happy** with that./ I'm (very) **glad** to hear that.*
- *Let's try to find (some kind of/ some sort of) a **middle way**./ I think we can find a **middle way**.*
- *Let's try to find a way **round** this.*
- *That is (certainly/ probably) a **step in the right direction**.*
- *That would be (absolutely) **perfect/ wonderful/ great**.*
- *Where do I **sign**?/ Where should I **sign**?*

5. making suggestions/ suggesting compromises/ suggesting solutions

- *How would you **feel** about...?*
- *I (would like to) **propose**...*
- *I think I can suggest a **win-win** solution.*
- *To break the **deadlock**, might I suggest...*

- *Would you consider...?/ What would you **think** about...?*

6. trading/ linking offers and conditions

- *In exchange, .../ In return, ...*
- *We'd like to **offer** you... if you/ as long as you...*

7. moving the meeting on/ quickly coming to agreement/ not getting stuck on a point/ leaving decisions to later

- *Have we **covered** everything?/ I think we've **covered** everything.*
- *The **second** thing that we need to discuss is...*
- *Shall we come **back** to that later?*
- *Let's not get **stuck** on that.*

8. giving reasons

- *The **main** reason for this is.../ This is **mainly** because.../ The **first** (of many) reasons for this is.../ There are many reasons for this, but **number one** is...*
- *Our **motivation** is asking for that is...*

9. using polite/ formal/ softening language

SEE OTHER SECTIONS

10. being positive/ using positive language (positive adjectives etc)

SEE OTHER SECTIONS

11. asking about their position

- *Does that **suit** you?*
- *What's your (main) **aim**?/ What is your (chief) **goal**?*
- *What's your opening **position**?*
- *What's the **sticking** point for you?*
- *What did you have in **mind**?*

12. summarising

- ***To sum up** what we've agreed/ discussed...*
- *Just to check what we've agreed,...*

13. mentioning future contact

- *Could we have that **in writing** by (close of business on) Friday?/ Can you **email** me with...?/ I'll **email** you the details by the end of the week.*
- *I'll talk to my boss and **contact** you by...*
- *You can expect to **hear** from us before...*

Negotiating phrases mimes

Work together to think of mimes/ gestures/ body language which could represent each of the lines in italics above. The parts which are easiest to mime are marked in bold.

Check your answers as a class.

Read out one of the phrases and see if your partner can do a suitable mime.

Do a mime and see if your partner can think of a suitable phrase.

Choose one of the functions above and see if your partner can come up with phrases, doing the mimes at the same time if possible.