

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 you think 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 |
|-----------------------------|--------------------|--|
| • Listen to others | • | • Share ideas verbally |
| • | • | • |
| • | • | • |
| • | • | • |

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 checked="" type="checkbox"/> listening | <input checked="" type="checkbox"/> being honest | <input type="checkbox"/> understanding others |
| Kristina | <input type="checkbox"/> understanding others' needs | <input checked="" 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 |

Tips for 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

Each speaker introduces their tips or ideas in different ways. Complete each sentence using a word or phrase from the box. Then scan the transcript to check your answers.

| | | | |
|----------------|-------------|---------|-------------|
| you need (x 2) | don't (x 2) | I think | I guess |
| no | try to | be | you have to |

1. So, number one I think is listening.
2. First of all, _____ to feel comfortable, _____ to feel the person and understand their needs.
3. I think _____ build a rapport and a relationship with a person.
4. _____ lose it, _____ shout, _____ swearing.
5. _____ calm.
6. _____ the top one is to try to make them like you.
7. _____ present as human.

B

Here are six character traits mentioned by speakers in the video. Work with a partner and complete the steps.

- Check you understand the meaning of each word. Use a dictionary to help you.
- Mark whether each word has a positive (+) or negative (-) meaning.
- Mark the stress for each word. An example has been given.
- Describe someone (or something) you know that shows each trait (e.g. *My neighbour's dog can be aggressive!*)

| | | | | | |
|---------------|-----|--------------|-----|---------------|-----|
| 1. passionate | () | 2. motivated | () | 3. resilient | () |
| 4. respectful | () | 5. honest | () | 6. aggressive | () |

C

Look at the jobs below. When do these people need to negotiate? Discuss your ideas with a partner.
For example, *An artist needs to negotiate when they sell their work.*

Artist

Financial adviser

Athlete

Salesperson

Teacher

Trader

D

Which of the character traits mentioned are important in these jobs? Which other traits are important?
Make notes next to each job.

| Job | Traits |
|-------------------|---|
| artist | |
| financial adviser | |
| athlete | |
| salesperson | <i>Resilient, don't be aggressive or pushy, friendly, honest</i> ... |
| teacher | |
| trader | |

E

Explain your ideas to a partner. Try to introduce your ideas using phrases from Language focus A.

Example: a salesperson

First of all, you need to be resilient. Working in sales is difficult and you will suffer lots of rejection.

Don't be aggressive or too pushy, as this might deter people from buying your products.

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)
- Keep your hands in view so you can explain your ideas. (present as human)
- Use the presentation tools. (back up ideas with figures)
- Don’t be tempted to fill the silence. (listen to people)

B

Prepare a short presentation: *My top five tips for successful negotiation*. Include ideas from the video and from the list in A.

C

When you finish, show your presentation to a partner.

- Discuss any ideas you agreed/disagreed with in your partner’s presentation.
- Offer your partner feedback on their ideas and their presentation style.

Score: 6/15

Check Answers