

PROBLEM-SOLVING MEETING



2 ► 11.3 Patricia works for a UK manufacturing company which is trying to sell its products in Hungary. She is negotiating with Laszlo, who is a distributor in Hungary. Listen to part of the negotiation and answer the questions.

- 1 How long does the draft contract last?
- 2 Why does Laszlo want exclusivity in the region?
- 3 Why does Patricia want to review the contract every 12 months?
- 4 Why don't they reach an agreement?

3 ► 11.4 Listen to a different version of Patricia and Laszlo's negotiation.

Which of these negotiation stages do you hear?

- Introducing the issue
- Explaining your position
- Asking about the other person's position
- Making an offer
- Compromising
- Rejecting an offer
- Accepting an offer

4 ► 11.4 Listen again and number the expressions in the correct order 1-8.

- ___ The concern we have is that ...
- ___ How about if we review the sales targets every 12 months ...?
- 1 There's something we need to discuss ...
- ___ If I offer a review after 18 months, will you agree?
- ___ Yes, I think that would be fair.
- ___ I'll meet you halfway on this.
- ___ It's a deal.
- ___ I'm sorry, but I can't agree to that.