

## 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                                                              |
|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Listen to others</li> <li>•</li> <li>•</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>• Share ideas verbally</li> <li>•</li> <li>•</li> <li>•</li> </ul> |

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 |

- So, number one I think is listening.
- First of all, \_\_\_\_\_ to feel comfortable, \_\_\_\_\_ to feel the person and understand their needs.
- I think \_\_\_\_\_ build a rapport and a relationship with a person.
- \_\_\_\_\_ lose it, \_\_\_\_\_ shout, \_\_\_\_\_ swearing.
- \_\_\_\_\_ calm.
- \_\_\_\_\_ the top one is to try to make them like you.
- \_\_\_\_\_ 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><br>... |
| 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.