Listening Comprehension: Business Negotiation Skills

1. What is the main topic of this lecture?

- a. Communication in business
- b. Negotiation skills and approaches
- c. Problem-solving techniques
- d. Business relationships

2. According to the speaker, why are negotiation skills important?

- a. To win arguments with coworkers
- b. To resolve conflicts at home
- c. To reach agreements and solve problems with others
- d. To get promotions at work

3. What are the two traditional approaches to negotiation mentioned in the lecture?

- a. Fast and slow approaches
- b. Formal and informal approaches
- c. Hard and soft approaches
- d. Direct and indirect approaches

4. What is the main drawback of being a "hard" negotiator?

- a. They rarely get what they want
- b. They take too long to reach decisions
- c. They may damage relationships with others
- d. They often change their minds

5. What characterizes a "soft" negotiator?

- a. They focus on winning at all costs
- b. They avoid conflict and give in quickly
- c. They are aggressive in discussions
- d. They take a long time to decide

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6. What is the recommended approach to negotiation according to the speaker?

- a. The hard approach
- b. The soft approach
- c. The win-win approach
- d. The competitive approach

7. What are the two important techniques for successful negotiation?

- a. Being firm and persistent
- b. Listening/understanding and working together for solutions
- c. Speaking loudly and being assertive
- d. Writing everything down and following up

8. In the fabric company example, what is the main problem?

- a. The fabric quality is poor
- b. The fabric is too expensive
- c. The fabric deliveries are late
- d. The fabric company is closing

9. What should you do first when addressing a negotiation problem?

- a. Demand immediate solutions
- b. Threaten to end the business relationship
- c. Listen to the other person's perspective
- d. Call a supervisor

10. Why does the speaker recommend using "I" statements?

- a. To sound more professional
- b. To avoid blaming others
- c. To show authority
- d. To speak more clearly

11. What solution was suggested in the fabric company example?

- a. Finding a completely new supplier
- b. Canceling all orders
- c. Splitting orders between suppliers
- d. Paying more for faster delivery

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12. What happens when "soft" negotiators agree to unfavorable decisions?

- a. They gain respect from others
- b. They feel unhappy and disappointed
- c. They get promoted
- d. They become better negotiators

13. How should you respond when hearing the other person's side?

- a. Interrupt with your opinion
- b. Take notes silently
- c. Listen without interrupting
- d. Start arguing immediately

14. According to the lecture, how often do people need to negotiate?

- a. Once a month
- b. Only during conflicts
- c. Every day
- d. Only in business meetings

15. What is mentioned as Joe's problem in the example?

- a. Lack of employees
- b. Old machines
- c. High prices
- d. Poor management

16. What should you avoid when explaining your side of the problem?

- a. Using clear examples
- b. Speaking slowly
- c. Blaming the other person
- d. Being specific

17. After both sides explain their positions, what comes next?

- a. End the negotiation
- b. Find a solution together
- c. Call a supervisor
- d. Write a formal complaint

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18. What is the key goal of the "win-win" approach?

- a. Getting everything you want
- b. Avoiding all conflict
- c. Benefiting both sides
- d. Winning the argument

19. Why is maintaining good relationships important in negotiation?

- a. To continue working together in the future
- b. To get invited to social events
- c. To receive holiday gifts
- d. To avoid legal issues

20. What type of statements should you use when explaining problems?

- a. "You" statements
- b. "We" statements
- c. "They" statements
- d. "I" statements

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