

Negotiations



Verbal and Non-Verbal communication

Name: _____ Group: _____

I. SAY IF THE PHRASES ARE USED FOR “AGREEMENT” OR “OBJECTION”.

1. I understand where you're coming from; however, I have these numbers.

AGREEMENT

OBJECTION

2. I'm prepared to compromise, but we need to review the terms.

AGREEMENT

OBJECTION

3. I concur with you on that point.

AGREEMENT

OBJECTION

4. The way I look at it is quite different.

AGREEMENT

OBJECTION

5. That's a fair suggestion.

AGREEMENT

OBJECTION

6. So what you're saying is that you take terms as they are.

AGREEMENT

OBJECTION

7. If you look at it from my point of view, you must agree we need more time.

AGREEMENT

OBJECTION

8. I'm afraid I had something different in mind.

AGREEMENT

OBJECTION

9. You have a strong point there.

AGREEMENT

OBJECTION

10. From my perspective, the schedule doesn't fit our requirements.

AGREEMENT

OBJECTION

11. I think we can both go along to this idea.

AGREEMENT

OBJECTION

12. Is that your best offer?.

AGREEMENT

OBJECTION

13. I couldn't agree with you more.

AGREEMENT

OBJECTION

14. Fair enough.

AGREEMENT

OBJECTION

15. You may be right, yet that's not always the case.

AGREEMENT

OBJECTION

II. COMPLETE THE CHART WITH THE BODY LANGUAGE AND THE PROBABLE MEANING.

Confidence Arms crossed Anger, intimidation Avoiding eye contact
Disagreement Nodding Crossed legs with jiggling feet

BODY LANGUAGE	MEANING
	Not saying the whole truth
Serious eye contact	
	Agreement
Shaking the head	
	Impatience
Hands together with thumbs up	
	Not interested, rejection