VOCAB AND GRAMMAR REVIEW
Conflict

1. Match the sentence halves.

Six sips for being a more successful negotiator

1. Good answers Moil always come quickly,
2. Sometimes, have to compromise
3. Don't get antes too quickly
4. Don't agree with everyone all the time,
5. Say when, like an idea
6. Keep the same attitude towards others

a. you can't be tough all the time.
b. or they'll think you're weak.
c. enthusiastic negotiators are rare!
d. consistent.
e. so don't be too impatient.
f. try to stay calm.

2. Complete each sentence with the negative form of one of the three adjectives below it.

1. It was very *impolite* to be late for the meeting and not even apologise.

   a) polite   b) emotional   c) formal

2. He prefers _____ meetings, where everybody can relax and feel comfortable.

   a) patient   b) responsive   c) formal

3. It takes two to tango. They have to try to help and stop being so _____.

   a) critical   b) cooperative   c) credible

4. He signed the contract without reading it. What an _____ attitude!

   a) responsible   b) responsive   c) emotional

5. She'll criticise you one day and praise you the next. How can anyone be so _____?

   a) patient   b) consistent   c) emotional

6. I think he is too _____. He seems to accept whatever people say, without thinking.

   a) cooperative   b) credible   c) critical

3. Complete the sentences with the correct form of the verbs in brackets.

1. We *will give* (give) you a 15% discount if you pay cash.
2. If they _____ (pay) late, we'd close their account.

3. If you _____ (deliver) this week, we'll place a bigger order.

4. We _____ (deliver) this week if you paid cash.

5. We'll give her a free gift if she _____ (increase) her order.

6. If they make a concession, we _____ (do) the same.

7. If you place regular orders, we _____ (cover) insurance.

8. We would consider a bigger discount if you _____ (order) a larger quantity.