

ПР19. Проведение переговоров

ПР19. Negotiations

Exercise 4. Which of the actions a)-g) correspond to the negotiation stages 1-7?

1. build rapport
2. agree on a procedure
3. make proposals and counter-offers
4. probe with questions
5. enter the bargaining zone
6. resolve any areas of conflict
7. conclude the negotiation

- a) make concessions
- b) find things in common
- c) celebrate the deal!
- d) state your opening position
- e) decide who will speak first
- f) clarify anything you don't understand
- g) call for a time-out

Exercise 5. In a negotiation each team member must play a specific role. Complete the team roles 1-6 below using appropriate pairs of words a)-f).

1. Decision-maker: overall strategy and has the final
2. Facilitator: and provides of their team's position.
3. Number-cruncher: down key figures and does the
4. Chief negotiator: the main negotiations and acts as
5. Observer: the other team's behaviour and looks for signs of
6. Ideas-generator: deadlocks by coming up with creative

- a) breaks + solutions
- b) monitors + movement
- c) formulates + authority
- d) notes + calculations
- e) conciliates + clarification
- f) conducts + spokesperson

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Exercise 6. Match each of the techniques 1-6 from the previous section to a comment a)-f) demonstrating this technique in action.

1 2 3 4 5 6

- a) I changed my mind because I believed what he said – he didn't hide anything from me.
- b) I felt they really understood my needs so I was happy to accept their proposal.
- c) I had to agree. The facts spoke for themselves.
- d) She convinced me to join the project because I enjoy working with her.
- e) He offered to help me out on my project so I agreed to support him at the meeting.
- f) I supported her idea because I could see she really believed in it 100%.