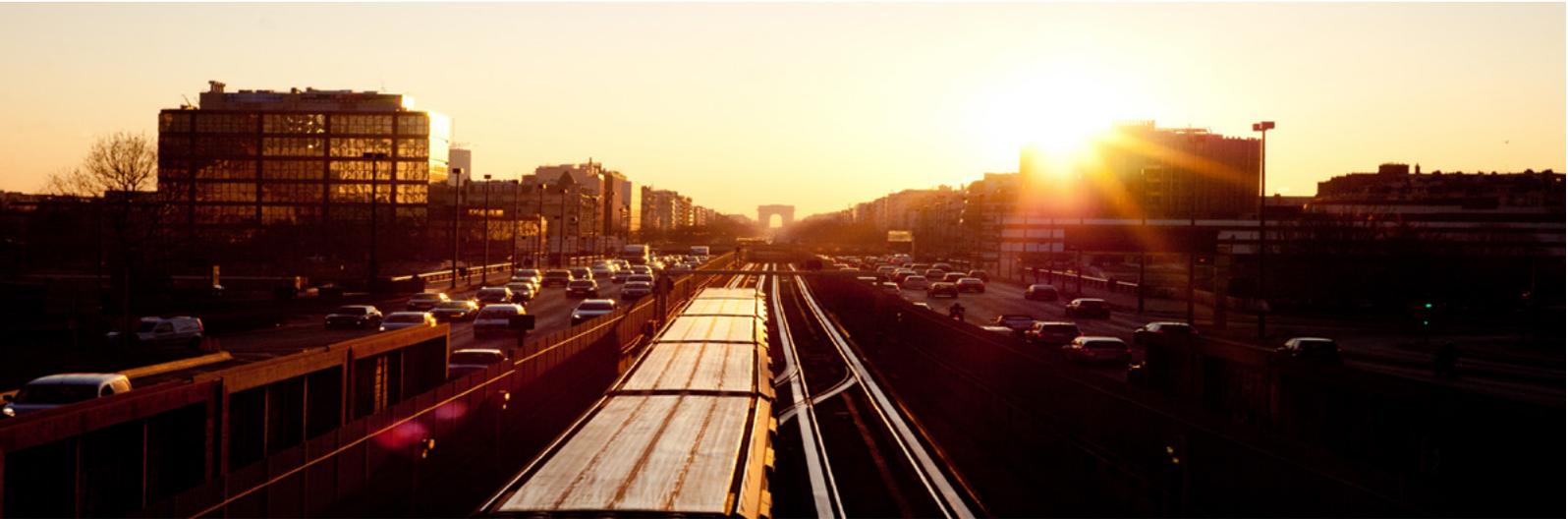


10 minutes of English Break



NEGOTIATIONS GETTING TO YES

Warmer

Do you have regular meetings at work? What do you negotiate about in those meetings? Workload, project deadlines, budget...

What non work-related negotiations do you take part in daily, or weekly?

GETTING TO YES

There are many different negotiations, as well in personal life as in business life. Negotiating over price for stationery is a very different negotiation than large million dollar construction projects. Patience is a virtue during the entire process, and closing a negotiation can take quite some time. This is even something you can negotiate about.

And what are the next steps once you have concluded the negotiation? Ensure everybody knows exactly what to do next, what his roles and responsibilities are. Remember to prepare an action list, a project plan and remember to evaluate the negotiation.

GETTING TO YES

ROLE-PLAY 1

Ana has a meeting with her manager, she needs to finish an important project this week, but she also needs to translate an instruction manual into Spanish, and both projects together is too much. Read the dialogue below:

Ana: Good morning Chris, thank you for taking some time to discuss my workload.

Chris: Yes, Ana, it's quite clear your workload is over the top this week. How can I help you?

Ana: Well, remember I'm supposed to train the new intern this week? It would be very helpful if she could be trained by a colleague this week.

Chris: Consider it done; I will see to it that Maggy trains her this week.

Ana: Great, next, I promised to take minutes of our weekly team meeting; it would help if I could skip that too.

Chris: Yes, I will ask the intern to do it, it'll be good training for her. Is there something else?

Ana: Actually, yes there is... It would also help a lot if the deadline for the translation could be moved to next week...

Chris: I'm sorry, but that's not possible, this translation is too important. And you also told me you wanted to leave early on Thursday afternoon, right?

Ana: Yes, actually I do. I need to go to the hair dresser.

Chris: Is it possible to do that on Saturday? I can't give you help and let you have the afternoon off as well....

Ana: I realize that, it's just that I have a very important event on Thursday evening. If you could move the deadline to Monday, I could work over the weekend.

Chris: I'm sorry, that's just not possible. Let's continue this conversation on Thursday morning. If you show me how far you are with both projects, we can see if you can take the afternoon off.

Ana: Ok, Chris, I agree with you. Thank you for your help and see you Thursday morning.

Intensivo
Inglés Verano
desde **49€** / alumno



KLEINSON
THE LANGUAGE
CONSULTANT

kleinson.es | info@kleinson.es | 911 400 570
C/ Apodaca 7, Bajo Izquierda | 28004 Madrid