

# How to negotiate

Closing a deal



*How do you manage changes in the company?*

# Vocabulary

negotiate

opponent

recent

delay

offer

# MEMO

There has been a delay with Ching Company's order. They said they need more time to think it over. But, I have heard that there is a new company which I consider as our opponent who is trying to negotiate with them in a much lower price. They even offer a 5% discount. So, let us do everything to keep this account.

I will be announcing the schedule for our meeting with the president. However, before we have the meeting, I want you to plan new strategies on how to keep future clients.

# Grammar focus

In negotiations, the first conditional form (if + present + future) is used when we are more certain. The second conditional form (if + past + would infinitive) is more tentative:

*ex. If you agree to the new working conditions, we'll sign the contract now.*

There are several ways to express a condition without using an if-clause. A simple conditional with Suppose / Supposing + a verb in the present or past tense:

*ex. Suppose they don't accept, what will you do? (if they don't accept...)*

1st conditional form (if + present + future)

If + you + agree to the new working conditions, we'll sign the contract now.

2nd conditional form (if + past + would infinitive)

If + you + accepted 5%, we'd be prepared to negotiate the second point.

*How do you manage changes in the company?*

# Scenario

You have been offered a higher position in the company where you are working. But then, you are not satisfied with the conditions offered. How will you negotiate with the manager?

*Was there a time when someone offered you a great deal?*

*Was there a negotiation?*

# Presenting yourself in an **interview**



*How do you deal with these kinds of situations?*

# Vocabulary



**i**nternational

**C**onservative

**e**nthusiastic

**e**xpectations

**m**ultinational

**b**rain storming

**p**roactive

*Use the words above in a sentence.*



# Conversation

Bea is an economist who is applying for a new job in an international investment bank.



**SAM:** Let's talk about team work. How would you achieve a good working atmosphere in a multinational company?

**BEA:** The first task is to make sure that everyone knows what is expected from them. In that sense, I think I'm quite a communicative person. I'm highly motivated and goal-oriented. If my team is getting the results then I can be a very enthusiastic leader. I strongly believe that a good leader should be very demanding. But I'm also realistic- the perfect atmosphere probably doesn't exist.

**SAM:** Yes but what about multinational teams?

**BEA:** I must admit I'm not so experienced when it comes to dealing with nationalities but I don't think my approach would be all that different, not if you're dealing with professionals. I think good communications would be my main priority.

**SAM:** Could you describe a recent situation in which you convinced a group to do some thing?

**BEA:** Yes, a few months ago I was able to convince a group of rather conservative European bankers that they should be more proactive in their work.



# Grammar focus

I'm quite reliable. I don't usually forget things.

I'm quite dependable. I always finish my work on time.

I can be rather demanding in terms of my expectations of the team.

I can be rather helpful when it comes to brain storming of ideas.

## The following are important when describing personal qualities

*find + it + adjective + an infinitive*

(Expresses how a person feels about a particular task)

*I find it difficult to work with them.*

*I find it easier to write at home.*

Adjectives are used to reinforce the meaning of a noun or when we talk about something that is special or unique Intensifying adjectives include: complete, entire, extreme, perfect, real, sheer, total, utter, absolute

*You'll have to help me with this. I'm an absolute beginner.*

A restrictive adjective defines, identifies, specifies, or limits the noun it modifies. Restrictive adjectives include: chief, exact, first, main major, only principal, sole.

*He couldn't give a specific reason for the malfunction.*

# Scenario

Imagine that you are going to be interviewed by a consultant for a new job.

- \* What would you say about your ability to work in an international environment, with different conditions and practices in different countries?
- \* How would you establish clear and reasonable objectives?
- \* What are the DO'S and DON'TS in an interview.

# Getting *away* from it *all*.

*"I had a blast on my business trip!"*



# Vocabulary

*Use these words in a sentence.*

report

business trip

potential

supplier



# Conversation

To: Mr. Takumi Mori

I have just arrived from a trip. Last Wednesday, I left on a business trip to Canada to visit Sanyang Electronics, a potential supplier of electrical parts for our company. I would like to inform you that our meeting will be rescheduled. My secretary will email you the details.

Regards,  
Mr. Suju Yanamata  
Auto Parts Company

# Grammar focus

Stresses the word we want to emphasize

It's + Peter who's really interested in  
(noun)  
the idea.

Focuses the attention to the final part

What + I need is an aspirin.  
(noun/ pronoun)

The thing (that)...

The thing that + most interested me  
(past participle)  
was their production systems.

All

All + we're asking for is a firm  
(noun / pronoun + be)  
commitment from you.

When we want to add extra emphasis, especially when we introduce new information or to contrast with a previous statement, we can use the following forms, which are known as "cleft sentences"

Beginning a sentence with it + to be stresses the words we want to emphasize or contrast:

*It's Peter who's really interested in the idea.*

Beginning with What focuses the attention to the final part of the sentence:

*What I need is an aspirin.*

Using the expression with The thing (that)...

*The thing that most interested me was their production systems.*

We can sometimes replace The thing with All:

*All we're asking for is a firm commitment from you.*

# Scenario

You are to organize an annual conference and you need to report some details from your business trip. Use the expressions from the language box.

## QUESTIONS

How often do you travel for business purposes?

Cite the latest business trip you've had.

Were there some business trips that were unsuccessful?



# Climbing the Corporate Ladder

*How do we show our BEST at work?*



# Vocabulary



**p**ractice

**o**bstacles

**r**eluctant

**f**lexible

**i**mplement

Dear managers,

I'm sharing some key practices which would help employees to become competent. You should aim to implement this as soon as possible:

- Avoid ignorance and laziness as these are the key obstacles to the spread of best practice. Time is precious.
- Do not be reluctant to change your way of doing things. You can always ask your co workers for advice.
- Be flexible. You might be transferred to a new department in a short notice.

Best regards,  
Carmen Johansen  
Sales Director

# GRAMMAR FOCUS

We can use when to express a sequence or to show that an event happens at the same time as something else:

ex. I'll email you when I have some news.

While and as also show that something happened at the same time as something else:

ex. I read over the agenda of the meeting while I was waiting.

ex. As Gwen was preparing the agenda, Anton gave her some arguments.

We also use as to show that something changes over time in connection with something else:

ex. Your responsibilities will increase as you move up the company ladder.

Use when to express a sequence  
I'll email you + when + I have some news.  
(noun / pronoun) (noun)

Use when to show that an event happens at the same time as something else.  
Sally phoned + when + I was in a meeting  
(verb) (noun / pronoun)



# Scenario

You are offered a higher position. The management was impressed by your performance. You were given a task to discuss best practice in a meeting in which it has helped you reach that position.

*How will you discuss best practice?*

# Writing a report

Have you ever tried  
writing a *report*?



What Kind of *report* have you made?



# vocabulary



Piled up

Reflected

Revised

Implemented

Tardiness

Reasoned out



# Language and Grammar focus

The Market Sales has raised to almost 50% higher this quarter.

PRESENT PERFECT: **Have + Past Participle**

*This tense of verb is commonly used when making a report.*

## Report on Frequent Absences among Employees

### Executive Summary

Almost 50% of the employees have been absent as what is reflected in the attendance list. This has caught the attention of the Academic Office. Students' complaints sheets are piled up and are even more than the last few quarters. Most of the complaints are about the teachers' absences.

### Introduction

The purpose of this report is to remind the teachers about the attendance policy of the institute. If there will be the same complaints the next quarter, it will be just for the Academic Department Heads to make disciplinary actions and inevitably impose revised policy of the attendance. This report will outline:

- the instructors involved*
- the time with the most absences*
- the instructors reasons of absence*
- to be implemented revised attendance policy*
- recommendation*

### Findings

The following points summarize our key findings. Almost 50% of the instructors have been absent on Mondays on the first and second period of the class. To be specific, It's at 08:10-09:00 and 09:10-10:00 in the morning on Mondays. On Fridays absences are seen the second to Mondays absences. On Fridays, instructors usually were absent on the last period which was at 04:00-05:00 in the afternoon. Most instructors reasoned out in writing that they were not aware that they will have classes on that time in the morning and on Fridays most of the teachers reason was that their students didn't show up for almost half and hour so it was implied for them to leave their assigned rooms.

### Conclusions

This incident has raised many complaints on both the students' side and the teachers' side. According to the teachers, they were not given notice ahead of time about the Mondays absences and on Fridays absences are due to the students' tardiness.

### Recommendations

Due to these incidents, each teacher will have to confirm in person their schedules the following week in the Academic Office. Every last period of the day, specifically at 04:10-05:00 in the afternoon, every teacher must stay in their assigned rooms until 04:45 and may leave the room after the time if the student doesn't show up.

### Scenario

You are the Quality Assurance Manager of a Food Company. Lately, your company has been receiving complaints from both regular and new costumers about the packaging of some of the items been delivered to them. The CEO of the company asked you to make a report to your members about this incident.

# Follow-up questions

**W**hat is the report above mainly about?

**W**hat is the concern of the person who made the report?

*If you were the person who made the report*

- What actions would you take towards this incident?
- What consequences would you consider to avoid this incident to happen again?

