

How to Negotiate



I. WARM-UP

Vocabulary

Try to guess the meanings of the underlined words through their contexts.

1. The manager admitted that the proposal was great. However, he has to think it over before approving it.
2. Mr. Chua's business opponent sent him an invitation.
3. Bill has negotiated with the top businessmen in the world.
4. To be successful, you must have a certain business strategy.
5. Talking with your colleagues causes a delay in the completion of work.

II. DIALOGUE BOX

MEMO

There has been a delay with Ching Company's order. They said they need more time to think it over, but I heard that there is a new company which is considered to be our opponent. They are negotiating a much lower price with them. They even offered a 5% discount. We need to 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.

Comprehension Check

1. What is the memo about?
2. According to the memo, what is the cause of the delay?
3. Do you see negotiation as being about:
 - a. a fair and equal transaction?
 - b. compromising?
 - c. making a joint decision in which you get some of what you want and they get some of what they want?

How to Negotiate

III. LANGUAGE BOX

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.

Answer the question using 1st conditional form or 2nd conditional form. Start your sentences with:

If there are changes in the company, I will...

If there were changes in the company, I would...

How do you manage changes in the company?

IV. SAY IT! Role-play with your teacher the situation below.

You have been offered a higher position in the company you work for. But, you are dissatisfied with the conditions that apply. How will you negotiate with the manager?



QUESTIONS

1. Was there a time when someone offered you a great deal?
2. Did you negotiate?

Presenting Yourself in an Interview



I. WARM-UP

Vocabulary

Pick out the word that would best fit the context.

work atmosphere
investment

proactive
enthusiastic

motivated

1. As a team leader, you must be _____ about your job.
2. Workers are _____ to render their services if they are praised.
3. In order to survive the competition a company should be _____ not reactive.
4. A house and lot is a good _____.
5. A positive _____ produces positive results.

II. DIALOGUE BOX

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 different, not if you're dealing with professionals. I think good communication would be my main priority.

SAM : Could you describe a recent situation in which you convinced a group to do something?

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.

Presenting Yourself in an Interview

Comprehension Check

1. What other questions can you add to this interview?
2. Do you think the interviewee's answers are impressive?
3. Would you hire Bea if you were the interviewer?
4. Number the following selection methods 1-5 according to how effective you think they are (1=most effective).

. work-related task (pre- or post-interview: on paper or online)	. psychometric test
. telephone interview	. one:one interview
	. panel interview

III. LANGUAGE BOX

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 rather be helpful when it comes to the brainstorming 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 a total 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.

IV. SAY IT! Imagine that you are going to be interviewed by a consultant for a new job.



QUESTIONS

1. What would you say about your ability to work in an international environment, with different conditions and practices in different countries?
2. How would you establish clear and reasonable objectives?
3. What are the DOs and DON'Ts in an interview.

LESSON E3

Getting Away From It All



I. WARM-UP

Vocabulary

Pick out the word that would best fit the context.

*potential
business trip*

*rescheduled
supplier*

1. The CEO's _____ has been _____ due to the typhoon.
2. We need a new textile _____ for our new designs.
3. The committee has already spotted a _____ chairperson to manage the Finance Department.

II. DIALOGUE BOX

To: Mr. Takumi Mori

I have just returned from a business trip. Last Wednesday, I left for 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

Getting Away From It All

Comprehension Check

1. What is the email about?
2. How often do you travel for work? What do you usually take with you?
3. Describe what makes a business trip successful for you.

III. LANGUAGE BOX

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 when **it** + **to be** stresses the words we want to emphasize or contrast:
It's Peter who **is** 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 interests me most **was** their production system.

We can sometimes replace The thing with **All**:
All we're asking for **is** a firm commitment from you.

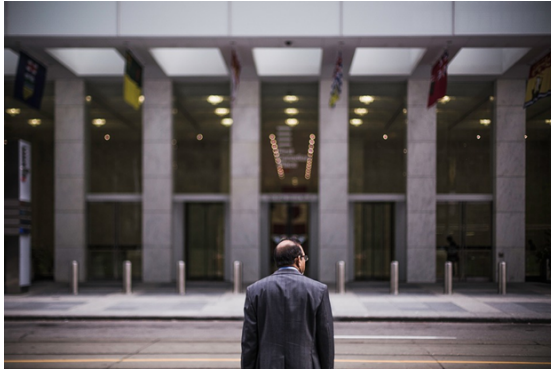
IV. SAY IT! You are to organize an annual conference and you need to report some details from your business trip. Use the expressions from the language box.



QUESTIONS

1. How often do you travel for business purposes?
2. Cite the latest business trip you've had.
3. Were there some business trips that were unsuccessful?

Climbing the Corporate Ladder



I. WARM-UP

Vocabulary

Pick out the word that would best fit the context.

key practices
competent

obstacles
reluctant

implement

1. Ms. Shin seldom smiles; other employees are _____ to talk to her.
2. What the company needs are _____ workers.
3. Don't think of problems as _____ to your success.
4. Everyone has to follow the _____ to help create a productive and competent workers.
5. The chairperson has to _____ new regulations which are helpful in the company's development.

II. DIALOGUE BOX

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

Climbing the Corporate Ladder

Comprehension Check

1. What are the key practices that would help employees become competent as cited in the letter? What other key practices can you think of?
2. What does climb the corporate ladder mean?
3. Where do you think your career ladder is taking you?
4. Do you agree that the new job responsibilities that come with a promotion are stressful?

III. LANGUAGE BOX

Use **when** to express a sequence

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

Use **when** to show that an event happens at the same time as something else.

Sally phoned +when + I was in a meeting

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.

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

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

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

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

How will you discuss this best key practice?



LESSON E5

Writing a Report



I. WARM-UP

Vocabulary

Choose the word that would best fit the context.

inevitable
enforce

recommendation
reasoned out

tardiness

1. Xavier thinks that there is a need to _____ a new rule on absence.
2. The most common and overused reason for employees' _____ is being stuck in a traffic jam.
3. The CEO's _____ lead to the company's success.
4. Noel was absent from work for three consecutive days and when asked why, he _____ that he was sick.
5. Being absent from work is _____. No one knows what lies ahead.

II. DIALOGUE BOX

Report on Frequent Absences among Employees

Executive Summary

As shown in the attendance list, almost 50% of the employees have been absent. This has caught the attention of the Academic Office. Students' complaints sheets are piling up, and have drastically increased compared to the last few quarters. Most of the complaints are about the absent teachers.

Introduction

The purpose of this report is to remind teachers about the institute's attendance policy. If there is the same amount of complaints next quarter, the Academic Department Heads will take disciplinary action. Inevitably they will be forced to revise the policy as follows:

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

Findings

Almost 50% of the instructors have been absent on Mondays, in both First and Second class periods. The following points summarize our key findings. To be specific – Monday morning 08:10-9:00 and 09:10-10:00. Secondly, Fridays. Instructors are usually absent in the last period, 04:00-5:00 in the afternoon. Most instructors reasoned out in writing that they were not aware that they have classes at those times. On Fridays, most of the teachers explained that their students didn't show up for almost half an hour, therefore it was suggested they leave.

Conclusions

These incidents have raised many complaints on both the students' and the teachers' behalves. According to the teachers, they were given notice about absence and tardiness ahead of time.

Recommendations / Implementations

Due to this, each teacher will have to confirm their schedules for the following week, in person, at the Academic Office. During last periods, every teacher must stay in their assigned room until 04:45. After the time, if the student is still not present the teacher may leave.

Writing a Report

Comprehension Check

1. What is the report above mainly about?
2. What is the concern of the person who made the report?
3. If you were the person who made the report, what actions would you take towards this incident?
4. What action would you consider to avoid this incident happening again?

III. LANGUAGE BOX

How to write a report

1. *Write an Executive Summary*
- *give an overview of the report*
2. *Introduce*
- *explain the purpose of the report*
3. *List down the findings*
- *write the gathered information*
4. *Conclude*
- *talk about the reactions of the findings*
5. *Make some recommendations*
- *give some advice*

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



This textbook uses pictures/photos from the free photo sites below.