



BUSINESS ENGLISH PHRASES

Negotiations In English Super Triple Pack

Series One

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3. Negotiations Series 3: Effective Negotiations
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Gold Series

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Platinum Series

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	BUSINESS ENGLISH PHRASES
Negotiations Series 1 Relationship Building	
Welcome	<p>Hi Ms. Yueng, welcome to BA Systems. Hello Ms. Yueng, welcome to London and to BA Systems. Thanks for coming to see us. Thank you. It's a pleasure to be here.</p>
Introductions	<p>My name is Ed Brooks. These are my colleagues Eva Andres and Yang Liu Tzu from R&D (Research and Development). I'm Ed Brooks, pleased to meet you (you have never met the person before). Hi Ms. Yu. Good to see you again (you have met the person before).</p>
Small Talk Topics	<p>I hope you had a pleasant journey. How was your flight? Did you fly with JAL (Japanese Airlines) from Tokyo? Ms. Yueng is this your first visit to London?</p>
Small Talk Topics	<p>The weather is usually cold and raining in November. How was the weather in Tokyo when you left? The best time of year to visit London is September, and Tokyo?</p>
Building Rapport Step 1: Prior Knowledge of the person	<p>I believe you're opening a new plant in France. I understand you used to work for Nokia. I heard you used to work in the US. I met Anna Kloss, I believe you used to work with her.</p>
Building Rapport Step 2: Look for common interests	<p>Were you at the Singapore conference in March? I see your company has been working with Google recently. How has that been? You must have met Professor Nagoya from Tokyo Business School?</p>
Building Rapport Step 3: Safe questions (interests)	<p>Is this your first time in London Ms. Yueng? Have you been watching the London Olympics? What did you think? Do you play any sport? Any hobbies?</p>
Building Rapport Step 4: Create empathy	<p>Really. That's interesting. I didn't know that. That's a shame. That's great news!</p>
Building Rapport Step 5: Show hospitality	<p>Can I introduce you to my colleague Julian Martinique. I'd like to take you to one of London's best restaurants, The Ivy. We'd like to show you more of London after the meeting. Would that fit into your schedule?</p>
Building Rapport Step 6: Give subtle compliments	<p>I've heard a lot of good things about it. We've been impressed with your recent operations. It sounds very interesting.</p>
Building Rapport Step 7: Maintain the conversation, add a comment or a question	<p>That's interesting. How long did it take? Oh really. When did that happen? Integrating it with the previous framework must have been a challenging project, wasn't it?</p>

Negotiations Series 2
Starting the Negotiation

Creating goodwill	<p>Thank you for coming to see us. We are committed to a long lasting relationship based on trust and mutual benefit. We are dedicated to building a long relationship. We are looking forward to working with you.</p>
Starting	<p>I suggest we start by exchanging views about the delivery times. First of all, we would like to talk about delivery times.</p>
Starting	<p>We would like to start by talking about delivery times. We understand your searching for a solution to this problem.</p>
Suggesting an agenda	<p>We have 2 main points we'd like to discuss today. There are 3 specific areas I'd like to discuss. I was thinking we could start by discussing delivery times then we could talk about logistics.</p>
Stating your interests	<p>The most important issue for us is delivery times. Our main interest is to find a highly reliable supplier. We're interested in solving our logistics problem.</p>
Clarifying information	<p>I'm not sure I understand. Can you explain it again? Does that mean the problem is only logistics? When you say "logistics" what are you referring to exactly?</p>
Clarifying information	<p>If I understand correctly, what you're saying is, "it is a logistics problem". What's you're saying is, "it is a logistics problem", is that right? Can you give me more details?</p>
Probing questions	<p>Could you tell me more about your services? Could you go into more detail about this point? What kind of exclusivity terms do you offer?</p>
Probing questions	<p>Have you got any examples? Can you show me some of your client case studies? Can you explain this in a different way?</p>
Exploring alternatives	<p>What alternatives have you considered? We would like to explore some options with you. There are a number of ways to look at this.</p>
Exploring alternatives	<p>There are a number of possibilities we could look at. I think we can find some common ground. What about if we improved the delivery terms?</p>
Non-committal answers	<p>Mmm. I'd need to think about that. That could be interesting. That could be worth trying.</p>
Non-committal answers	<p>Perhaps, you could you tell me more? That depends. Can you explain some more? Maybe. Let's discuss it further.</p>

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Negotiations Series 3 Effective Negotiations	
Opening	Welcome to DLT Piper. Thanks for coming. I'm sure we'll have a useful and productive meeting.
State your objectives	We hope to reach an agreement on the project milestones. Our main goals are the project's milestones, delivery terms and price. There are 3 specific areas we'd like to discuss; milestones, delivery terms and price range.
State shared objectives	We believe it's important for both of us to agree on the project's milestones. Together we want to develop a good lasting relationship based on mutual benefit and trust. It's important for both of us that we agree on realistic contract terms and conditions.
Stating position (Neutral)	I think this could be possible. Our position is we're open to suggestions.
Stating position (Tentative)	We'd like to suggest that we move back the delivery date. What we're looking for is an offer in line with current market conditions.
Stating position (Strong)	The bottom line is we don't believe that the offer reflects current market conditions. What we want is quicker project delivery.
Bargaining	We can agree to that, if you can agree to maintain last year's quantity ordered. We can agree to that on condition that you reduce price by 5%. We can agree to that so long as you put Senior Consultants on our project. That's not acceptable unless you reduce price.
Making concessions (conditional tense)	If you could deliver quicker, we would consider paying a little more. So long as you could deliver in 3 months, we would agree to your offer. On condition that you would pay fines for late delivery, we could then accept your offer.
Making concessions (conditional tense)	We could offer you a warranty extension of 2 years. Would you be interested in signing a contract for longer if we could extend the warranty to 5 years? Could we tie (link) this agreement to an extension of the warranty to 5 years?
Clarifying information	I'm not sure I fully understand what you mean by "overcomplicated processes"? Does that mean you think the project is feasible? When you say "overcomplicated" are you referring to the specifications?
Accepting	We agree. That seems acceptable. We accept those terms.
Confirming	Can we go through what we've agreed? I'd like to check what has been said so far.

	<p>I think this is a good moment to repeat what has been agreed so far.</p>
Summarising	<p>I'd like to go through the main points we've talked about. So can we summarise the progress we've made? Can we go through the main points we've agreed?</p>
Dealing with conflict	<p>We should focus on the benefits for both sides. This is in both our interests to resolve this issue. What do you think is a fair way to resolve this problem?</p>
Rejecting	<p>I'm afraid we can't accept that offer. We can't accept the offer as it is. I think if you consider our position you'll see why we can't accept this offer.</p>
Stopping the negotiation	<p>I'm sorry, but we can't agree to this deal. I think we need to stop here unless we can resolve our differences. I think we've reached an impasse. Perhaps we should stop here. When do you think we should meet again?</p>
Next steps	<p>We now have an agreement in place. What are the next steps? In our next meeting we need to discuss timeframes. We need to draw up a formal contract.</p>
Ending negotiations	<p>It's been a very useful and productive meeting. We look forward to a long and successful partnership. We look forward to working with you.</p>

Author

My name is Christopher Wright and co-director of TETC, The English Training Company (www.englishtco.com).

My company TETC and I have helped thousands of companies and professionals succeed in Business English and to become advanced Business English speakers.

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