

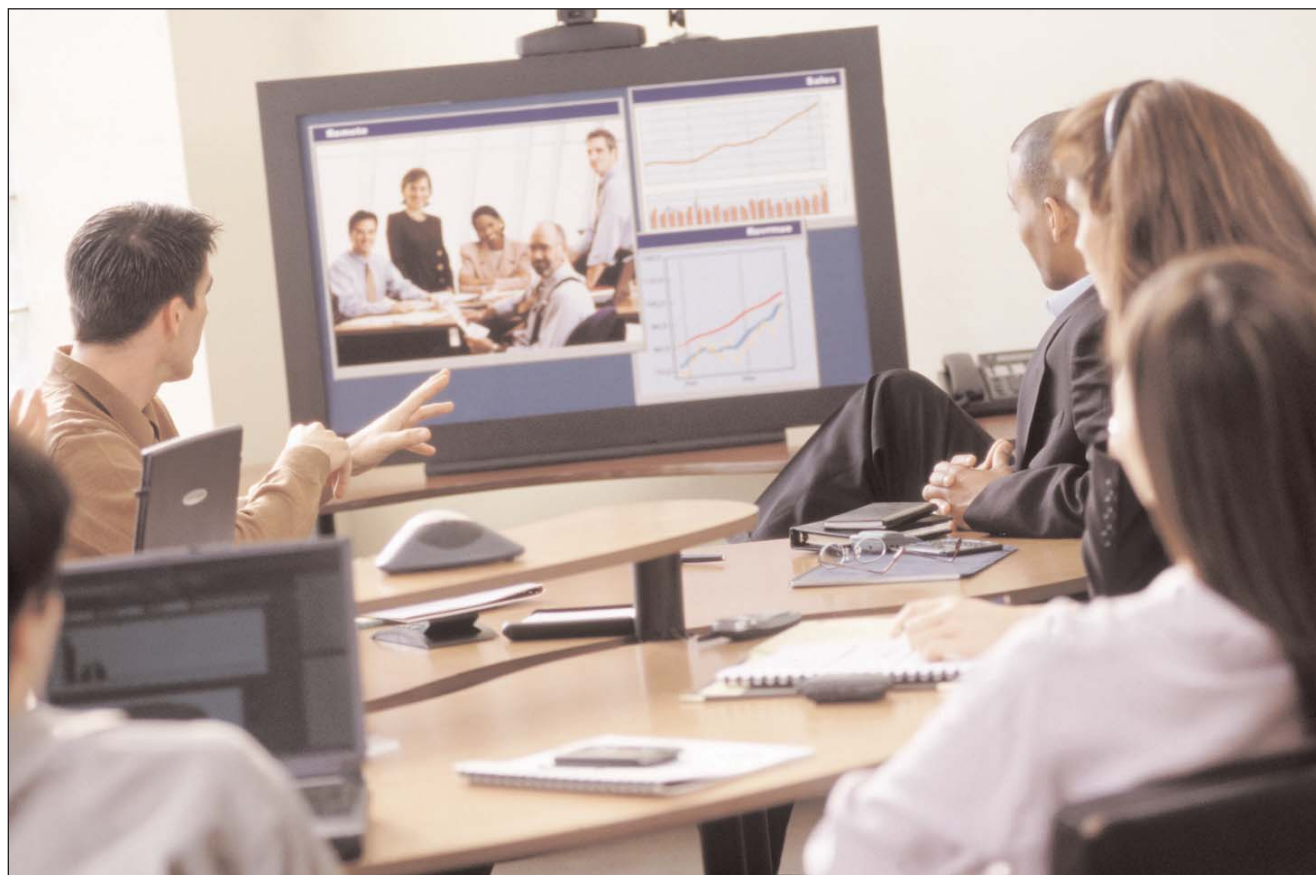
# Involving others

THIS UNIT LOOKS AT:

- working as part of a negotiating team
- useful phrases for taking turns and keeping people informed
- useful phrases for asking and answering questions, and making spontaneous decisions

**Context** Make notes on these questions.

- 1 What is your experience of negotiating as part of a team?
- 2 What are the advantages of negotiating in a team? Are there any disadvantages?
- 3 What do you think makes an effective negotiating team?
- 4 In what situations might it be useful to involve other people in a negotiation? At what stage of the negotiation?



**Presentation** 1 5.1 You will hear members of the Communications Department at Logitel, an international logistics company, having a teleconference. Listen and decide if these statements are true or false.

- 1 Three people are taking part in the negotiation.
- 2 Anna is leading the negotiation.
- 3 The London team will manage the production of the annual report this year.

**Tip** During a teleconference, it can be helpful to address other people by name to avoid confusion.



**Taking turns** 2 5.1 Read these phrases for involving others in the negotiation. Listen again and tick those you hear the speakers use.

- 1 ... , what do you think?
- 2 Let's ask ... (about that).
- 3 Would you like to ask anything else?
- 4 I'll have to check with ...
- 5 Perhaps you could answer that, ...
- 6 I'd now like to ask ... to speak (about that).
- 7 ... , do you have anything to add?
- 8 ... , could you say something (about that)?
- 9 I'm sure you'll all agree.
- 10 As I'm sure you all know, ...

**Questions and answers** 3 **a** To get information from the other people you are negotiating with, you can ask open questions such as those below (1–4). For each one, give the function (a–d) of the answer.

**Tip** Open questions usually start *How much, How, What, When, Who, Where, etc.*

- a delaying/avoiding giving a direct answer
- b giving a vague answer
- c reacting positively to a negative question
- d referring a question to someone else

- 1 Q But why should we do that?  
A I'm glad you asked that.
- 2 Q How much is each container?  
A Around €500, I'd say.
- 3 Q Can you tell us more about your relocation plans?  
A I'm afraid I'd have to ask Bill.
- 4 Q Could you say exactly how much that would cost?  
A I'd like to come to that later.

**Tip** To avoid asking questions that appear too direct/rude, you can say *Can/Could you tell me ... ?*

**b** Look through the transcript for audio 5.1 (page 61) and find examples of open questions to complete these prompts.

- 1 What's the ... ?
- 2 Could you tell us ... ?
- 3 Who needs ... ?

**Pronunciation** 4 5.2 Listen to the way the speaker's voice rises and falls in each of these questions. Now practise asking the questions, making your voice rise and fall in the same way.

**Spontaneous decisions** 5 Look at these phrases for making spontaneous decisions. Now find examples of spontaneous decisions in the transcript for audio 5.1 (page 61).

- I'm really tired. **I think I'll** take a break.
- I can't do this on my own. **I'll** have to call my boss for some advice.
- I've made a decision. **I'm going to** book the appointment now.
- We've almost finished. **I think I'm going to** go home a bit earlier tonight.

**Keeping people informed** 6 Rearrange the words to find phrases to keep people informed. Which of them are used in audio 5.1?

- 1 a / down. / I / Just / minute / note / that / while
- 2 bear / find / happened. / I / me / out / Please / what's / while / with
- 3 a / e-mail. / Excuse / I / me / quick / send / while

**Practice** 1 All but one of these phrases contain errors. Find and correct them.

**Taking turns and keeping people informed**

- 1 Perhaps you could to answer that question, Sandra?
- 2 Let ask Alexis about the plans.
- 3 I will have to check with my boss.
- 4 Could you saying something about the planning stage, Siobhan?
- 5 I'm sure you'll all be agree that it's a good idea.
- 6 Please bear me while I make a quick phone call.
- 7 Just a minute I consult a colleague.
- 8 Would you like ask anything else?

**Questions and answers** 2 a What would you say in response to these questions? Follow the prompts.

- 1 What is the deadline for getting the delivery to you?  
(Give vague answer.)
- 2 So, why should I place an order with you and not another stationery company?  
(You are nervous and can't think what to say. Refer to someone else.)
- 3 Why are you just offering us just 10 per cent off? As a valued customer, we expect a lot more than that.  
(React positively.)
- 4 Could you tell me when you will be making a decision?  
(Avoid giving a direct answer.)

**b**  5.3 Listen to some example answers.

**Spontaneous decisions** 3 Make some spontaneous decisions in response to these prompts.

- 1 I really need some help setting up this database.
- 2 Is anyone going near the station after our negotiation? I need to get there by 5.30 at the latest.
- 3 We could really do with advice from someone from the senior management team.
- 4 You don't look very well – are you sure you still want to take part in the negotiation?

4 In preparation for your next negotiation, make a list of questions that the other party could ask you. Then practise answering these questions.

Question	Answer

**Consolidation** 1 Think of a negotiation you have recently taken part in.

- Did you negotiate alone? as part of a team?
- What was your role?

2 Think of a negotiation you are going to take part in. Use the checklist on page 51 to help you prepare.

3 After the negotiation, take a few minutes to reflect on it – what went well, what didn't go so well and so on.

➔ NOW TURN TO YOUR LEARNING JOURNAL AND MAKE NOTES ON THIS UNIT.

**Reference Useful phrases**

**Taking turns**

- ... , what do you think?
- Let's ask ... (about that).
- ... , would you like to say something?
- I'll have to check with ...
- ... , perhaps you could answer that.
- I'd now like to ask ... to speak (about that).
- ... , do you have anything to add?
- ... , could you say something (about that).
- I'm sure you'll all agree ...
- As I'm sure you all know, ...

**Making decisions**

- (I think) I'll / I will ...
- (I think) I'm going to / I am going to ...

**Asking and answering questions**

- Can you tell me / say ... ?
- Could you tell me / say ... ?
- That's an interesting question / a good point.
- I'm afraid I'll have to ask ...
- Around/About (€345), I'd say.
- That depends.
- I'd like to come to / talk about that later.

**Keeping people informed**

- Just a minute while I note that down.
- Please bear with me while I find out what's happened.
- Excuse me while I send a quick e-mail.

**Vocabulary**

**Projects**

- to agree (schedules)
- to brief someone
- CEO
- to confirm a deadline
- (to deliver) a consignment
- deadline
- (to make) a deal
- to draw up (a list)
- effective
- expertise
- to make notes
- to monitor discussions
- to note down
- one-off (event)
- outcomes
- (joint) project
- to sign a contract
- skills
- to take the lead

**Review**

**Skills** Do you agree or disagree with these statements? Give your reasons.

- 1 It's always better to negotiate face to face than on the phone, etc.
- 2 It's always better to negotiate one to one than in a team.

**Useful phrases** Note down some useful phrases under these headings. Then check your answers in the Reference section.

Taking turns	Making decisions	Keeping people informed

**Vocabulary** Match the pairs as they are used in the unit. Then check your answers in the Reference section.

- |              |              |
|--------------|--------------|
| 1 to make    | a schedules  |
| 2 to sign    | b a deal     |
| 3 to agree   | c a list     |
| 4 to take    | d a contract |
| 5 to brief   | e someone    |
| 6 to draw up | f the lead   |

**Pronunciation** Write six open questions you could use in a negotiation. Practise saying these aloud, paying attention to how your voice rises; perhaps record yourself.

- 1 How ...
- 2 When ...
- 3 Where ...
- 4 Can you tell me ...
- 5 Could you tell me ...
- 6 Who ...

**Study suggestion** Ask a colleague to ask you the questions you wrote down in Consolidation and practise giving the answers. Record yourself. Afterwards, think about how confident you sounded, how fluent, etc.