

---

## **Sound Professional When Participating In Negotiations**

### **Opening statements/beginning the negotiation**

Today we are going to talk about ...

We are glad that you could come and hope you will enjoy your stay here.

Let's get down to business.

Let's begin the discussion with ...

### **Expressing an opinion**

As far as I am concerned...

We firmly believe that...

### **Expressing what is important to you in the deal**

My main concern at this stage is ...

The main thing for me is ...

I would like to emphasise that our main aim here is to achieve a win-win situation for both parties.

That's/This is an important point.

We need to keep in mind that ...

### **Making an offer**

We'd like to make you an offer that will hopefully benefit both sides.

Would you consider ...? We believe that this is a favourable offer.

### **Asking for more information**

What are your usual charges/fees/rates for ...?

Can/could you give me some more information about what your offer includes?

### **Rejecting an offer**

I'm afraid that's out of the question.

I'm afraid we can't accept that offer, because/since/while ...

I'm afraid that those conditions are unacceptable for us.

I'm afraid that \$1000 is our bottom line, we are not willing to go any lower.

I can understand your position, but I'm afraid we will have to turn down that offer ...

### **Making a counter offer**

However, would you be willing to...?

However, we would be willing to... if you...

However, would you be willing to go up to...\$X ?

However, we would like to make you a counter-offer..

We would be willing to consider your offer if you ... in return.

We would be ready to make a concession on ... if you...

If you agreed to ... we could reciprocate by ...

Provided that you ..., we see no objection to ...

Would you be willing to meet halfway..

### **Clarifying**

Just to clarify, your offer is ...

Please correct me if I'm wrong, but if I understand you correctly, you are proposing ...

**Accepting an offer**

We would like to accept your offer

**Finalizing the Deal**

So how about we meet next Wednesday in order to finalize the deal.

We'll go away and draw up a contract.

We will send you all the details of everything that we have discussed today.

## Useful Expressions from the Phrases above which Can Be Used in Other Business Contexts

**A) Match the phrases to the definitions**

Based on the context of the phrases above, can you match the words in the box to the definitions listed below? Then add the word into the example sentence. You may need to change the form of the word to fit the meaning of the sentence.

to get down to business	to emphasize	a win-win situation
keep in mind	to make a concession	
out of the question	I'm afraid that	to turn down
to finalize	to draw up	to reciprocate
	to be willing	favourable

1. To remember something, especially something that will be important in the future:

\_\_\_\_\_

*"We need to \_\_\_\_\_ that we are looking for a solution that is favourable for both of us."*

2. Keen or prepared to do something: \_\_\_\_\_

*"Would you \_\_\_\_\_ to increase your offer to \$10 000?"*

*"We would be \_\_\_\_\_ to offer you our premium service for \$25 000."*

3. To give special importance or value to something, especially in speaking or writing:

\_\_\_\_\_

*"I would like to \_\_\_\_\_ our significant experience in this field. Something which we believe will be really beneficial to you."*

*"We need to \_\_\_\_\_ our strengths in the negotiation."*

4. A phrase often used to express regret that you are going to say something that someone doesn't want to hear: \_\_\_\_\_

*"\_\_\_\_\_ the price is far too high for us. Would you consider going a little lower?"*

*"\_\_\_\_\_ your application has not been accepted."*

5. A situation which benefits both parties: \_\_\_\_\_

*"Hopefully, we can achieve a \_\_\_\_\_."*

6. Completely impractical and impossible to happen: \_\_\_\_\_

*"I'm afraid any lower than \$5000 is completely \_\_\_\_\_."*

*"Do you think that staff bonuses are \_\_\_\_\_ this year?"*

7. To prepare and write a document: \_\_\_\_\_

*"We would like to accept your offer. We will go away and \_\_\_\_\_ a contract."*

*"I have \_\_\_\_\_ a detailed strategy for our advertising campaign."*

8. To agree to let someone have something in a negotiation or argument:  
\_\_\_\_\_

*"We would be ready to \_\_\_\_\_ on providing extra services if you were willing to increase your offer by 5%."*

9. To start doing what needs to be done, or to start discussing what needs to be discussed:  
\_\_\_\_\_

*"Ok, as we are all here, let's \_\_\_\_\_."*

10. To respond to a gesture (often a kind gesture) my making a gesture of your own:  
\_\_\_\_\_

*"If you agreed to provide us with a more detailed project timeline, we could \_\_\_\_\_ by offering you a more flexible deadline."*

*"We are aware that you would like us to increase the size of our orders. If we increased our order quantity to 500 units per month, would you be willing to \_\_\_\_\_ by offering us a 10% discount?"*

11. To the advantage of someone or something: \_\_\_\_\_

*"We believe that this is a \_\_\_\_\_ offer for you."*

*"Hopefully, we can reach a \_\_\_\_\_ outcome for both sides."*

12. To complete the final parts of something: \_\_\_\_\_

*"How about we meet next week in order to \_\_\_\_\_ the deal."*

*"We have \_\_\_\_\_ plans for the construction."*

## B) Key Words in a New Context

Below you can find a paragraph. Can you fill in the gaps in the paragraph with the words from the box below? You may need to change the form of some of the verbs in order for them to fit into the sentence.

to get down to business	to make concessions	a win-win situation
to finalize	keep in mind	to emphasize
out of the question	I'm afraid that	to turn down
		to reciprocate

### Achieving a Win-Win Situation

Do you consider yourself to be a good negotiator? Believe it or not, we find ourselves in negotiating situations every day, whether it is discussing who is going to go to the supermarket that day to buy groceries, or when the plumber is going to come to fix the problem in your bathroom. Whether you're discussing a business deal, resolving a conflict or dividing up household chores, it's essential to achieve a \_\_\_\_\_ where both parties can benefit. So what are some ways in which we can achieve this?

Firstly, if you want a mutually respectful negotiation, don't \_\_\_\_\_ without first engaging in some small-talk or light-hearted conversation. If you jump straight into stating exactly what you want, then it will set the wrong tone for the negotiation, putting your counterpart on the defensive from the beginning. After some light-hearted small-talk, it is then important to \_\_\_\_\_ the fact that both parties are there to work together to come to a mutually beneficial solution.

\_\_\_\_\_ that a negotiation is not a competition but a collaborative effort to find a \_\_\_\_\_ outcome for everyone involved. On other words, you are both technically on the same 'team'.

Many negotiators are reluctant to \_\_\_\_\_, because they think that this will make them appear weak in a negotiation. However, this could be seen as a positive in that it demonstrates flexibility and a commitment to achieving a positive outcome for both parties. Very often, the other party will \_\_\_\_\_ and bring you closer to a deal. It's important to understand that concessions don't necessarily mean sacrificing your goals or values. Furthermore, if you have already shown flexibility in a negotiation, it means that the other party will be less likely to \_\_\_\_\_ further proposals that you make in the negotiation.

However, some proposals may simply be \_\_\_\_\_. If their offer is not possible for you to accept, it's important to communicate this in a respectful way. Respond reasonably with a phrase such as: "\_\_\_\_\_ the price you have offered is too high for us." Then, offer a productive counter-proposal in order to keep the negotiation going.

Once both parties have come to an agreement, it's important to \_\_\_\_\_ the

terms. This is not always as simple as it may seem, and it can actually take a while to tie up all loose ends even after a written agreement has already been \_\_\_\_\_. It is essential to ensure that terms are clear and concise to avoid any confusion or misunderstandings in the future. If necessary, seek legal advice to ensure that the agreement is legally binding and favourable for both parties.

### C) Comprehension Questions

1. According to the article, what is the main danger of starting a negotiation immediately?

---

---

---

2. What are the key advantages outlined for making a concession in a negotiation?

---

---

---

3. What do you think that the phrase 'to tie up all the loose ends' means in the final paragraph?

---

---

---

4. What do you think 'legally binding' means in the final line of the article?

---

---

---

### D) More Uses of Selected Key Words

#### To emphasize

We can use 'emphasize + noun', and we can also use 'emphasize the fact that + full sentence':

*"I would like to emphasize the fact that we want to achieve a favourable outcome for both sides."*

#### To turn down

The phrasal verb 'to turn down' is very useful in business, because it is a softer version of the verb 'to reject'. If you want to reject someone or something, it makes sense to soften this with this phrasal verb.

*"I'm afraid to inform you that your application has been turned down."  
"I applied for the position, but unfortunately they turned me down."*

*"It was an interesting opportunity, but I had to turn it down."*

With this phrasal verb, as with many others, we can put a noun between the verb and the preposition, or after the preposition. I can 'turn something down' or 'turn down something'. However, when we use a pronoun, such as 'it', 'him', 'her', we put the pronoun is placed in between the verb and preposition:

*"We turned her down for a promotion, because we believe that she doesn't have enough experience yet."*

### **To draw up**

'To draw up' something means to prepare and write a document. As there are many documents used in business, this is a very common phrasal verb. Here are some nouns which we use with 'draw up':

draw up a contract / draw up an agreement / draw up a proposal / draw up a plan /  
draw up a blueprint / draw up a list of ... / draw up a budget / draw up a report /  
draw up a schedule / draw up an itinerary / draw up an agenda / draw up a  
document

### **To tie up loose ends**

'To tie up loose ends' means to complete the small things which need to be completed before finishing something:

*"We just need to tie up a few loose ends regarding the budget agreement."*

*"I just need to tie up a few loose ends at work and then I will be free to meet you."*

## **E) Glossary of phrases related to negotiations which can be used in other business contexts**

to get down to business  
to emphasize  
a win-win situation  
keep in mind  
to make a concession  
out of the question  
to be willing  
to put someone on the defensive

I'm afraid that  
to turn down  
to reciprocate  
to finalize  
to draw up  
favourable  
to tie up loose ends  
legally binding