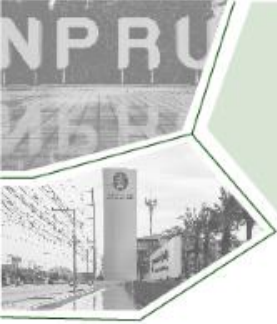




Unit 5 Compromising and sharing viewpoint

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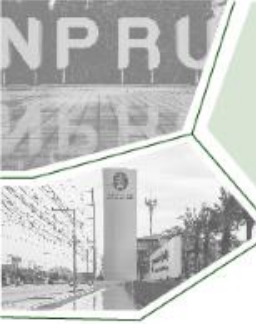
English for business negotiations



Contents

- 01 Dealing and managing with conflict**
- 02 Compromising strategy**
- 03 Resolving conflict**
- 04 Decision making**
- 05 Writing email**



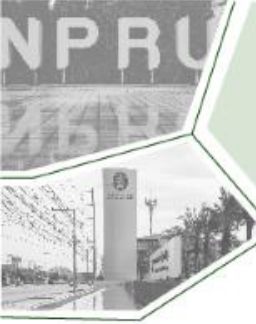


Learning objectives

After studying this unit, students will be able to...

- 01 describe the concept of compromising and sharing viewpoint in their own words.
- 02 determine whether using conversation of compromising which would be more appreciate for successful negotiation.
- 03 organize their role play scripts between two parties creatively.



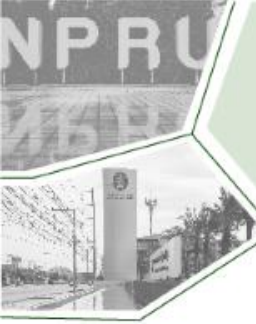


Dealing with conflict

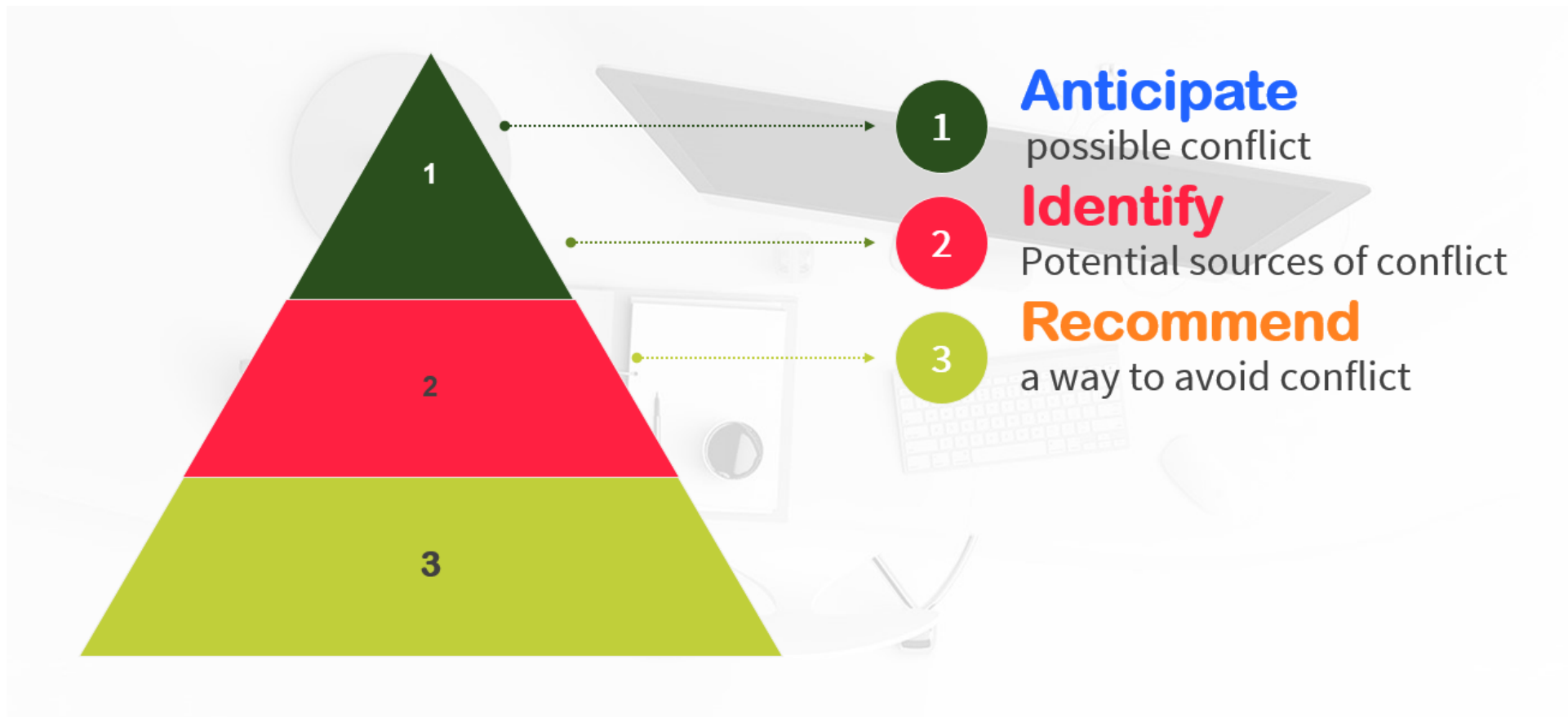
How do you manage the situation?

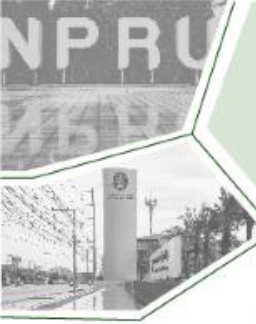
How do you compromise
and share your viewpoint?



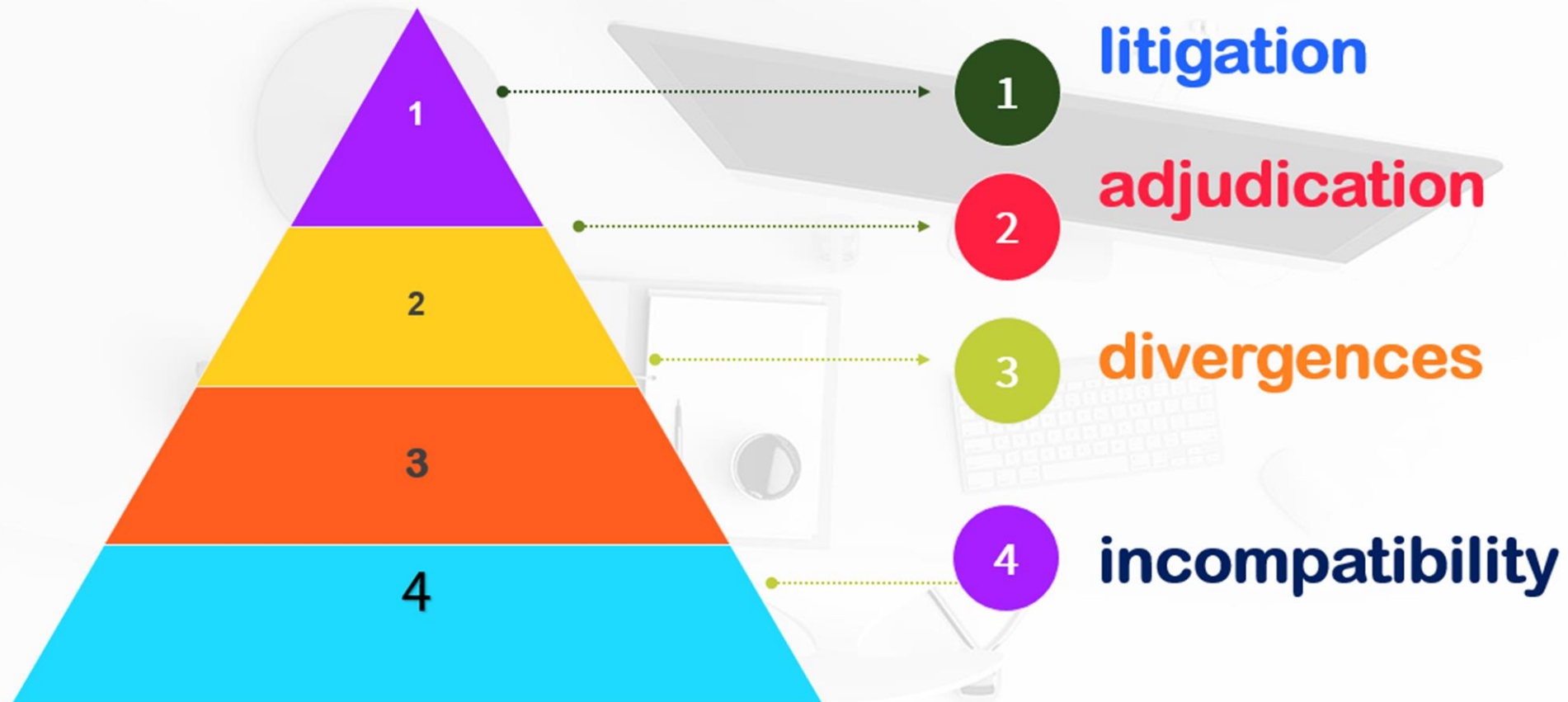


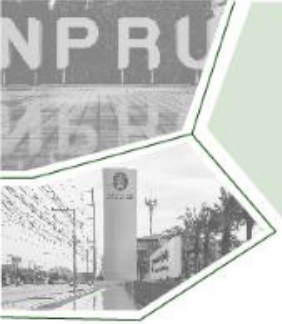
Terminology





Terminology



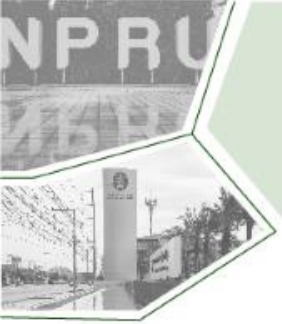


Introduction

A good negotiator is someone who:

- focus strongly on personal objectives.
- tests the understanding of the other party frequently.
- structures the discussion clearly and flexibly.
- highlights common ground between the parties.
- undermines the position of others strongly.
- focuses on the long term.
- spends a lot of time in planning.
- uses a lot of questions to explore options.
- fixes a clear agenda and sticks to it.

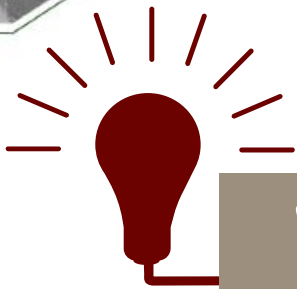




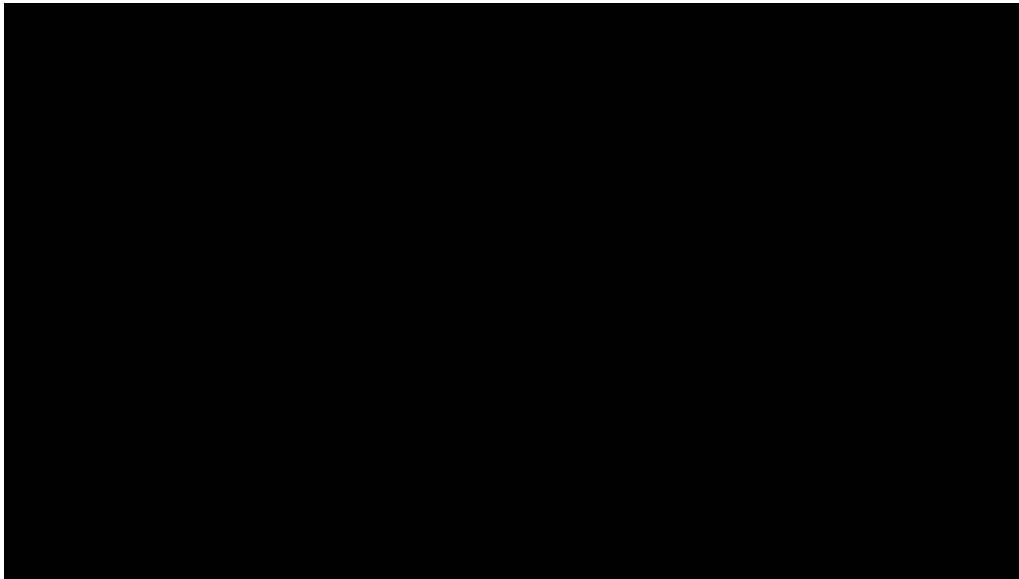
A-I-R ???

A-I-R is a three-step method for avoiding potential conflict. It works by first anticipating possible conflicts, then identifying the different points of view of the people involved, and finally recommending a solution which can prevent conflict from happening.





Watch this video 



5 Steps on How
to Run a Formal
Meeting

Step 1: Set objectives

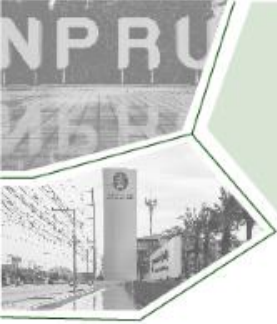
Step 2: Assemble attendees

Step 3: Create an agenda

Step 4: Maintain control

Step 5: Follow up

Cited: Elena Adamova's channel >> <https://www.youtube.com/watch?v=2fA836LFytg>



Functions of a Meeting

1. In the simplest and most basic way, a meeting defines the team, the group, or the unit.

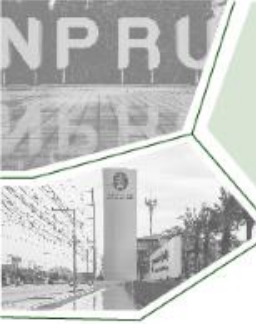
2. A meeting is the place where the group revises, updates, and adds to what it knows *as a group*.



3. A meeting helps every individual understand both the collective aim of the group and the way in which his own and everyone else's work can contribute to the group's success.

4. A meeting creates in all present a commitment to the decisions it makes and the objectives it pursues.





Compromising strategy

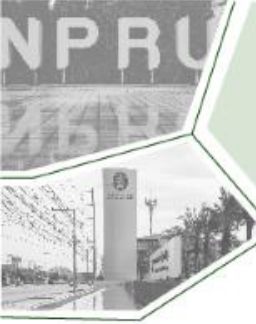
- Collaborative
- Competitive

- Indecisive
- Decisive

- Open minded
- flexible

- Helping other
- Exploiting other

- Long-term relationship
- Short-term relationship

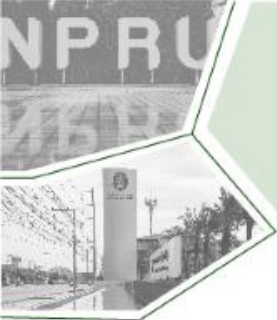


Cultural tips



When dealing with conflict, focus first on understanding the interests and position of the other person. Then use a conflict management strategy tailored to the situation in order to solve the problem and achieve the desired outcome.

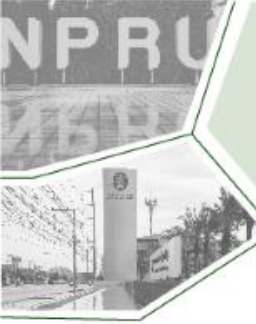




Expression

- ☐ In-term of the agenda, I would suggest we start with ...
 - ☐ Would you prefer to do things another way?
 - ☐ Ok, that's fine with us.
-
- ☐ As we see it, the major objective today is....
 - ☐ Can I just interrupt for a second?
 - ☐ We need to discuss this today as well, we feel
 - ☐ That'll need some time.

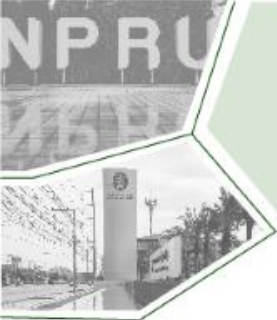




Expression

- ☐ Perhaps we should have clarified that ...
 - ☐ It's not a problem to postpone this...
 - ☐ I think it's better to reschedule that ...
 - ☐ Let's get started with
-
- ☐ Sorry to bother you. Do you have a moment?
 - ☐ Of course. Come in. How can I help?
 - ☐ I won't bother you with the details but...
 - ☐ So, I was wondering if I could possibly...

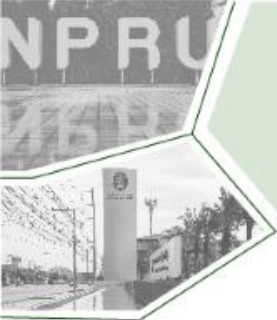




Expressions

- ☐ It's not a good timing...We've got so much on at the moment. I can't really spare anyone, to be honest.
- ☐ Sorry but, as I said, it's just really ...
- ☐ ...but what if
- ☐ What do you mean?
- ☐ Would that free up ...?
- ☐ So you are saying...

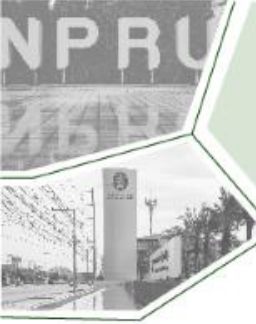




Expressions

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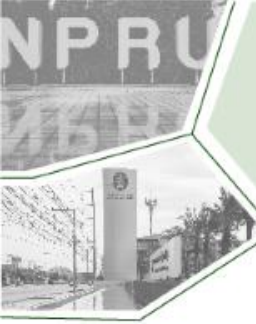




Cultural tips

You will need to use a range of influencing strategies when you work internationally. However, you should prioritise listening as it will be difficult to convince someone if they do not believe that you are listening to what they've to say.

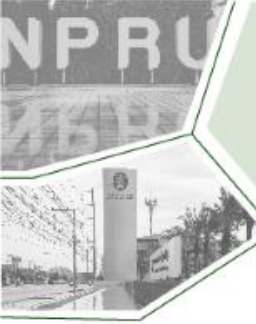




Cultural tips

Anticipate possible conflicts arising from different cultural values, personality characteristics of different business interests, and plan ways to avoid conflict happening.

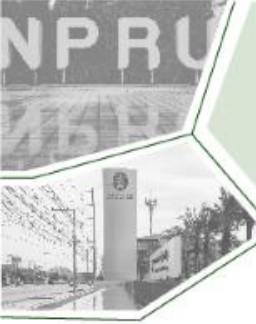




Cultural tips

Plan the opening of negotiation very carefully. Make sure you have a clear objective and agenda for the discussion which is understood and agreed by both parties before you start discussing anything else.



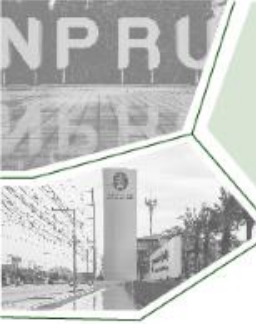


Expression

- ☐ Can I interrupt here?
- ☐ Can I just say something?
- ☐ Can we put these ideas together?
- ☐ What do you think about...?

- ☐ I'm not sure what...
- ☐ To be honest,...
- ☐ So, the proposal is ...
- ☐ Sorry to interrupt

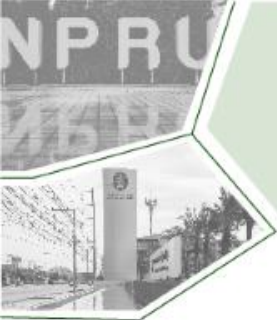




Cultural tips

When you write emails, especially on sensitive topics, make sure that you communicate positively and in a way which the reader can see is open and respectful.





Expression: Getting the right tone

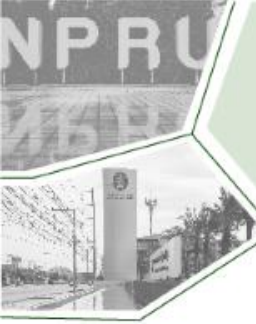
Reason for writing

- ☐ I'm writing in reply to / concerning/ with regard to ...
- ☐ I'm writing to (remind you about)
- ☐ I'm writing to response to

Referring to previous / future contact

- ☐ With reference to
- ☐ In reply to
- ☐ I hope to hear from you
- ☐ We understand from your e-mail that ...





Expression: Getting the right tone

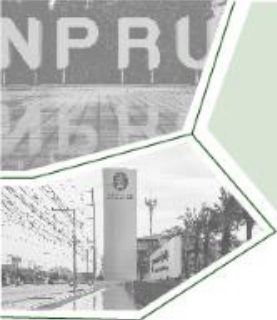
Asking someone to do something

- ☐ Would you mind...?
- ☐ Could you confirm...?
- ☐ Can you get in touch about...?

Confirming something

- ☐ I have pleasure in confirming that
- ☐ I wish to confirm that...
- ☐ I just wanted to let you know that





Expression: Getting the right tone

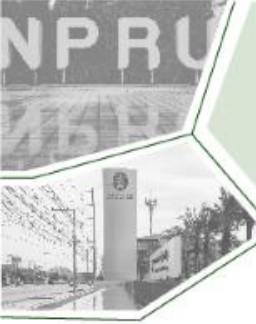
Apologize for something

- ☐ Please accept my apologies for ...
- ☐ I would like to apologize for...
- ☐ I'm really sorry, but

Thanking someone

- ☐ Thank you very much for ...
- ☐ Thank you for ...
- ☐ Thanks a lot for ...





Unit summary

People who work together often have different values and opinions. They may not share the same vision or interests, which can create tension in the workplace. Over time, this tension can lead to conflicts and disagreements. Managers and team leaders are responsible for identifying the source of conflict in an organization so they can take the steps needed to maintain team harmony.

Cited:

<https://bizfluent.com/list-6186501-potential-sources-conflict-within-organization.html>





Exercise

Complete the following emails for four typical work scenarios. Use the framework for each email to help you.

appreciate confirm getting let suggest arrange convenient
helpful opening writing book discuss invitation seeing

Framework
State clearly reason for writing.

Specify date / time / place.

Request confirmation.

Organising a meeting
I am (1) to (2)
our next P12 meeting to
(3) the new sales
strategy for Eastern Europe.
I would (4) 13.00 –
18.00 on 15 January in the
Berlin office.
Please (5) me know as
soon as possible if this date is
(6)
Best regards

Confirming a meeting
Thank you for the meeting
(7)
I can (8) that 15
January works well for me.
Could you please (9)
a room for me in the Hilton,
as usual?
Looking forward to
(10) you then.

Framework
Open politely.

Give information concisely.

Request clearly.

Close positively.

Exercise

Complete the following emails for four typical work scenarios. Use the framework for each email to help you.

appreciate confirm getting let suggest arrange convenient
helpful opening writing book discuss invitation seeing

Framework

Make clear request.

Make additional request on separate line.

Requesting information

I'm just (11) in touch to request a copy of your latest catalogue of management training products.

It would be (12) if you could also send me information on your computer training courses.

Explaining a problem

I am having problems (13) the attachment you sent this morning. When I click to open, my mailbox freezes and I have to reboot!

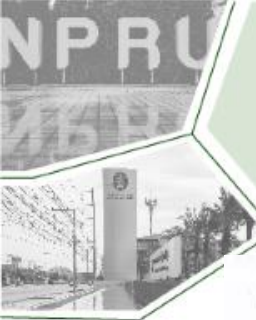
I would really (14) it if you could check for viruses and then resend.

Framework

State problem simply.

Request action politely.

Credit



Exercise

Gavin and Alessandro use strategies to take the heat out of the situation.

- 1 What would you say to achieve these seven objectives?
- 2 Compare your ideas with what was actually said by listening again to the discussion.

Apologise explicitly.	
Acknowledge other's feelings.	
Reject ideas politely.	
Show confidence in finding a solution.	
Offer a compromise.	
Invite ideas from the other person.	
Summarise to avoid future misunderstanding.	



