

10 Work with a partner to do the following role-play. Read through the useful phrases before looking at your file.

PARTNER FILES

File 08, p. 49
File 08, p. 51

USEFUL PHRASES

Making proposals

I wanted to ask if there was any possibility of ...
Would you be prepared to ...?
What if we ...?

Reacting to proposals

That sounds like it would be feasible.
That sounds reasonable.
That depends.
I don't think that would be possible.

11 Translate these sentences. Try to use expressions from this unit.

- 1 Těšila by nás spolupráce s Vámi.
- 2 To zní rozumně.
- 3 Takhle z hlavy to nevím.
- 4 Mohu Vás tedy na chvíli přerušit?
- 5 Je možné, abychom dodrželi tento termín? – Přijde na to.



Look at what these people say about negotiating over the telephone. Which opinion(s) do you agree with?

With some of my business contacts, I only speak to them on the telephone – we never meet face to face. That makes it more of a challenge when you need to reach agreements on things. That's one reason why I always try to make small talk before we discuss business. I find small talk helps to build a personal relationship and makes discussions easier.



I find it easier to discuss things face to face than on the telephone. You can't see the other person, so it's difficult to know exactly what they are thinking. There's no body language to help you and if the other person is silent it can mean different things. Maybe they are angry with you, or maybe they are just thinking about what you have said. It's difficult to tell.



Before I make a phone call where I have to negotiate something, I think about what I want exactly. What is the minimum I am prepared to accept? What is my best alternative if we don't manage to reach an agreement? That way I know before I begin how much room to manoeuvre I have.



I don't enjoy trying to reach agreements on the telephone. I find it difficult to say no to people and to stand up for what I want. Often I hang up the phone and am not happy with the agreement I've made, but then it's too late to change anything.



OVER TO YOU

- What are your strategies for reaching agreements on the telephone?
How is discussing business on the telephone different from meeting face to face, in your opinion?
What could you personally do to improve your telephone negotiating skills?