

Material Imprimible

Vocabulario de Reuniones y Negociaciones

Módulo 3

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Verbs that go with "negotiations"

- To enter into negotiations is to engage in discussions with someone or a group to settle differences or to reach a deal
- To open negotiations is to begin negotiations.
- To handle negotiations is to confer with another person to arrive at the settlement of a matter.
- To conduct a negotiation is to make a negotiation take place.
- To lead a negotiation is to become the leader of one of the negotiating parties.
- When negotiations continue, they go on.
- To facilitate negotiations is to make it easier for them to happen.
- When the parties complete or conclude negotiations, they come to an end. Negotiations break off when they stop without a successful outcome.
- To indicate when or where negotiations happen, we can say that they take place in a place or time.
- When negotiations stall, they do not make progress because the parties are not willing to compromise.
- To adjourn negotiations is to stop them for some time.
- To resume negotiations is to start them again.
- When negotiations are unsuccessful, they fail or break down.

Prepositions

Negotiations may be conducted with another person or between A and B. Negotiations may start on or over a topic that will be discussed. The word "for" can follow the word "negotiations" to indicate what the parties'

objectives are. The word "of" can follow the word "negotiations" to indicate what the parties need to work on.

Phrases

If a topic is under negotiation, it is being discussed by the parties to reach an agreement. If a point is open to negotiation, the terms have not been agreed on. If a subject is subject to negotiation, it must be conferred upon by the parties involved. If there is room for negotiation, it is possible to keep negotiating. If a topic is a matter for negotiation, the parties intend to negotiate on that. A process of negotiation involves several steps to reach a beneficial outcome over one or more points. A round of negotiations is one of a series of meetings to negotiate over a topic.

Adjectives

Long negotiations can also be described as lengthy. If a satisfactory outcome is reached at the end of negotiations, they can be described as successful or fruitful. However, if that outcome is not reached, they are unsuccessful or fruitless. Constant negotiations are conducted with regularity over a long period of time. Negotiations that are taking place now can be described as ongoing. Those that will happen in the future, are upcoming or forthcoming.

Tough negotiations are difficult to conduct. Delicate ones are those that can easily fail. Complex negotiations entail a lot of details and parties with interests and aims that are hard to reconcile. Intense negotiations demand a lot of effort, hard work and energy. In high-level negotiations

important people or those in powerful positions participate. Two people, groups or countries participate in bilateral negotiations.

To achieve a settlement or compromise with someone, especially after a period of negotiation is to arrive at, come to or reach an agreement. When you engage in a negotiation process to reach an agreement, you work towards it. To draft an agreement is to write down a document including what has been agreed. To enter into an agreement is to start to become involved in an official agreement or contract.

If the parties do what they have agreed to do, they stick to, keep to, comply with or honour the agreement they entered into. However, if they fail to comply with the agreement, they break, go back on or breach the agreement. If they parties put an end to an agreement, they cancel or terminate it.

Steps of the Negotiation Process

1st step: Preparation and Planning. It is about collecting information, identifying goals, interests, positions, possible concessions and least desired possible results. The parties also agree on ground rules and negotiator think of strategies to reach their goals.

2nd step: Information Exchange. The parties give each other information about their goals, interests and concerns.

3rd step: Clarification. This is when the parties clarify and justify their position or demands.

4th step: Bargaining. This is the moment when offers and counter-offers are exchanged.

5th step: Closure and Implementation. Agreement is reached and negotiations conclude. What follows is the implementation of the decisions agreed upon.

Identifying priorities

The HIT mnemonic rule is used to help identify priorities. The letter "H" stands for "have to have". Reaching this goal is a must for a successful negotiation. The phrases used in a negotiation to express the "have to have" goals are "we must...", "our main priority is..." and "it's key to..."

The letter "I" stands for "intend". This point is one that a negotiator would like to get but it is not critical. The phrases used in a negotiation to talk about them are "What we'd like to achieve is..." and "we intend to get...".

The letter "T" stands for "tradable" and it is a point that a negotiator is willing to exchange for something that the other party can offer. One typical phrases to indicate a tradable is "I can trade this off for...".

Setting "Have to Have" goals

When a negotiator defines "Have to Have" goals, the use of the SMART acronym is useful to clarify them.

"S" stands for specific. This means that goals should be clear and negotiators should be specific about what they want to accomplish.

"M" stands for measurable. This means that the goal can be measured and that the metrics should be clear.

"A" stands for Achievable. This is about defining a goal that is attainable.

"R" stands for relevant. This involves setting an objective that makes sense with the organization's goals.

"T" stands for time-bound. Timing should be realistic and a target date is imperative.

Preparation and Planning - Key concepts

BATNA stands for "best alternative to a negotiated agreement" and it is the most convenient course of action a party can take if negotiations break off. Verbs that collocate with BATNA are create, determine, estimate and reveal.

The bottom line or reservation price is the least favourable point that a negotiator will accept. Verbs that go with "bottom line" are get and set.

ZOPA, which stands for zone of possible agreement, is a bargaining range where deals are made. Verbs that go with ZOPA are find, calculate, create and identify.

A bargaining chip is something that gives one of the parties an advantageous position or something that can be traded for something the other party has.

A sweetener is an add-on to make an offer more appealing to the other party.

The starting point is the position adopted by one of the negotiators at the beginning of a negotiation. The target point of aspiration is the point at which one of the parties has reached its goals and is willing to close a deal. The resistance point is a point after which negotiations will not proceed.

Tactics

Jumping on the bandwagon involves persuading the other party that everyone is doing it or, for example, that everyone wants your product.

"You go first" is about letting the other party share their desired outcome first.

Pulling at someone's heartstrings is about using the power of the business relation to obtain concessions.

Two heads are better than one involves convincing the other party to work together to find a solution that is mutually beneficial.

To take time out is to stop negotiations temporarily, typically to reduce tensions, to collect information or to evaluate things carefully.

Starting Negotiations

Face-to-face negotiations typically start with welcoming phrases such as "Welcome to" and the name of the company where negotiations are conducted or "Thank you for coming to visit us". Visitors may reciprocate by saying "I'm grateful for this chance to talk things over".

Introductions can be made, like this, "This is Jason Moore" or "May I introduce you to Jason Moore".

Before the parties get down to business, they usually engage in small talk. Its importance should not be underestimated as it may affect the parties' mood and result of the negotiation. To make small talk one of the parties can ask a question, for example, "Have you come to Madrid before?". A compliment may also work, like this, "I couldn't help noticing that you are wearing a smart watch. That model is terrific!". A plea for help or advice is

possible as long as the assistance or advice does not demand much from the other party. For instance: "The hotel where I'm staying at is too noisy and I couldn't rest much last night. Is there one you can recommend in this area of this city?". You may also share something about yourself to try to find common ground, like this, "Janet mentioned that you're into horse riding. I've taken it up recently".

After engaging in small talk, one of the parties will usually propose setting the agenda by saying "What are the critical points for you" or "what if we start by clarifying what is needed and then we can move forward?"

If the procedure has not been agreed, that is the moment to do so by saying "How would you like to proceed?"

The parties will also express what they intend to get out of that negotiation. As an illustration, "Our aim is to..." or "What we want to achieve is..."

Cleft sentences

To emphasize information or to draw the other party's attention to a specific element, negotiators can use cleft sentences. In those sentences one element is moved from its usual place to a different one just to give it more visibility and emphasis.

For example:

- We need better working conditions in our Indian factory. (ordinary pattern sentence)

These are possible cleft sentences based on the normal pattern sentence above:

- What we need is better working conditions in our Indian factory.
- All we need is better working conditions in our Indian factory.
- The thing that/which we need is better working conditions in our Indian factory.
- It is better working conditions in our Indian factory what we need.

This cleft sentences start with “what”, “all”, “the thing that/which” and “it”. They can also start with "the one thing that/which" or "the only thing that/which". Cleft sentences can be in any verb tense.

They can also follow this pattern: what + subject + do/does/did + is/was + (to) + infinitive verb

For example:

- Our company applies the highest standards of service. (ordinary sentence pattern)
- What our company does is to apply the highest standards of service. (cleft sentence)

The word “to” is not necessary.

Negotiating over the phone

One of the disadvantages of negotiating over the phone is that the parties can't rely on body language to have a better understanding of the other party's position or intentions. However, the following phrases may improve communication between the parties.

At the beginning of a phone negotiation, one of the parties may ask "Are you busy at this moment?". To check if the party has had the chance of

checking the agenda, one of the parties may ask: "Are you available now to go over the agenda I sent you yesterday?" If the other party has not read the agenda, the following suggestion may be made: "Would you like to reschedule this call so you have time to go over the agenda?" or "Shall I call you later?"

If something in the conversation makes one of the parties suspect that something is not right, the following question may clear up that doubt: "Have I phoned you at a bad time?"

If the parties are sharing a file, one of them may check that they are all looking at the same version by asking: "Do you have the latest file?"

If one of the parties sounds concerned, angry or worried, the other party may say: "I hear a change of tone. Is everything right?" or "I can tell from your voice that you aren't pleased. Is anything the matter?"

If one of the parties sounds distracted or lost, the other one may ask "Would you like to go clause by clause?" or "Is there anything you think we should analyse further?"

Listening skills

Listening involves more than being an attentive negotiator. It is also about showing interest and commitment.

There are many techniques that negotiators can tap into.

Paraphrasing

It is about reformulating what someone said using your own words, often in a simpler and shorter form. This technique is used to show that you are listening and to check understanding.

Negotiators can paraphrase their negotiating partner's facts, opinions and feelings.

Useful phrases:

- I think what you meant to say was...
- If I hear you correctly,...
- Are you saying that...?
- Did I understand you when you said that...?
- It sounds like...
- So you think that..., right?

Mirroring

It involves stating what someone said again repeating the other party's words. This technique can encourage the other party to keep speaking.

Useful phrases:

- It sounds like...
- I hear you saying that...

Reframing

This technique entails restating the other party's words using neutral language. Words with a negative connotation should be left out. It is useful to change the perspective.

Summarizing

It is used to confirm information and to understand the other party's viewpoint and interest better.

Useful phrases:

- Let me sum up to check my understanding.
- I'd like to summarize what you've just said to see if I got it right.
- Could I go over the incident just to be on the safe side?
- Perhaps a quick recap of what you told me will help me get my head around it.
- Let's go through the main points.
- In short, what happened was...
- Just to recap...
- To put it in a nutshell,... (informal)

Clarifying

It is about asking questions to clear up doubts.

Useful phrases:

- Back up a second. I didn't understand what said about the German project.
- Let me see if I got it right. Are you saying that we should shelve the project?
- Wait a minute, please. I'm not following you.
- Does that mean that Laura will be responsible for that phase of the project?
- Are you proposing a better deal?
- Are we talking about the same location?
- Sorry but could you explain the plan in a little more detail?
- I'm afraid it's still not clear to me. Could you be more specific?
- So, in other words, the tariff restrictions will have a negative impact on our operation. Is that right?

Types of questions

Probing

It is about asking questions to obtain more details on a certain topic. Some typical probing questions start with "what if" or "would you consider". For example:

- What if we evaluate other suppliers? (what if + subject + infinitive verb)
- Would you consider increasing your order (would you consider + gerund)

Open ended-questions

These questions demand longer and more detailed answers, which may be related to the other party's knowledge, opinions, needs or feelings. They usually start with a wh-word, such as, why, what, who, where, when and how.

Useful phrases:

- Please, tell me...
- Help me understand...
- What do you think about...?
- Please explain to me...

Close-ended questions

They are asked to confirm facts, gain the other party's commitment or to ensure the negotiator's understanding of a matter. The answer is usually of a yes/no type. Example: "Have you used this type of product before?".

Leading questions

Their purpose is to make the other party answer in a certain manner or to arrive at a certain conclusion or point of view. They can be used as a persuasion tool, to give two options that are satisfactory for the negotiator who asked it. For example: "Would you like to increase the order so you can take advantage of the discount we are offering?".