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Have we got a deal?

Negotiating is part of everyday life. In this issue of Skill Up!, we've put together the words and phrases that will help you discuss details, reach compromises and find solutions.

In Word Bank (pp. 4–5), you can learn general vocabulary for types of negotiations, and words commonly used in negotiations. In the dialogues in the In Context section (pp. 6–11), you'll find phrases you can use for presenting proposals, asking the right questions and responding to concerns. The key phrases from the dialogues are listed on pages 12–13. In the grammar section (pp. 20–21), we focus on using conditional sentences, which are very useful for bargaining and suggesting compromises. Try the test at the end of the booklet, on pages 22–23, to see how well you know the words and phrases presented in this issue.

Don't forget to read the Skill Up! boxes for tips on how to improve your communication skills in English. You'll find these boxes in the Business Spotlight magazine, too.



The most effective way to learn a language is not by learning grammar and vocabulary separately, but to learn in chunks — groups of words that form meaningful units. When we can process chunks, rather than individual words, communication becomes faster and more efficient. Practise "chunks" from the Phrase Bank and Collocations pages by making a note of those you think will come in use-ful in your job.

Foto: Oliver Kuhl Illustration: Bernhard Forth

Contents

Word Bank Key vocabulary	4–5
In Context Needs and priorities Getting down to business The outcome	6–7 8–9 10–11
Phrase Bank How to say it	12–13
False Friends The price is right	14–15
Collocations It's a deal!	16–17
Idioms Think on your feet	18–19
Grammar Check Conditionals	20–21
Test Test yourself!	22–23

You'll find the answers on the following pages and on page 23.

Knowledge check

What do you know already?

- Something you hope to achieve is your .
- Which short question can you use to make sure you have understood? .
- What is the English word for sparen? .
- You can "make a deal" or "strike a deal". Write down four more verbs that you can use with "deal". .
- What can you say when you want to bring a negotiation to a close? .

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Key vocabulary

Here, we present essential vocabulary for negotiating and taking about different types of negotiation.



Types of negotiation

adversarial negotiation [əd'ves:ri:əl] → kontradiktorische Verhandlung	advantage → Vorteil
bad faith negotiation → Verhandlung entgegen Treu und Glauben	benefit → Nutzen; Vergünstigung
bilateral negotiation [bi'læ'terəl] → bilaterale Verhandlung(en)	budget → Budget
collaborative negotiation → gemeinsame Verhandlung	commission → Provision
exploratory negotiation [ik'splɔ:rətəri] → Sondierungsgespräch	common ground → Gemeinsamkeit; gemeinsamer Nenner
face-to-face negotiation → Verhandlung unter vier Augen	compensation → Vergütung
high-level negotiation → Verhandlung(en) auf hoher Ebene	concern → Anliegen
international negotiation → internationale Verhandlung	concession → Zugeständnis
marathon negotiation [ˈmæ.rəθən] → Verhandlungsmarathon	condition(s) → Bedingung(en)
preliminary negotiation → Vorverhandlung	confidentiality → Vertraulichkeit
salary/wage negotiation → Gehalts-/Lohnverhandlung(en)	contract → Vertrag
takeover negotiation → Übernahmeverhandlung(en)	counter proposal → Gegenvorschlag
	deadline → Frist
	delay → Verzögerung
	delivery → Erfüllung
	disadvantage → Nachteil
	discount → Rabatt
	draft → Entwurf
	exclusivity → Exklusivität
	final offer → letztes Angebot
	goal → Ziel(vorgabe)
	guarantee → Garantie

Key nouns

insurance → Versicherung
item → Punkt
mutual gain [ˈmju:tl ɡeɪn] → gemeinsamer Gewinn
objective → Ziel(setzung)
outcome → Ergebnis
party → Partei; Partner(in)
payment → Zahlung
penalty clause → Strafklausel
policy → Strategie
pricing → Preisgestaltung
procedure → Vorgehen(sweise)
profit margin → Gewinnspanne
promise → Zusage
proposal → Vorschlag
query [ˈkwɪəri] → Rückfrage
rebate [ˈri:beɪt] → Nachlass
requirement → Voraussetzung
retainer → Vorschuss
scope → Geltungsbereich
sticking point → Knackpunkt
supplier → Lieferant(in), Anbieter(in)
tender → Offerte
terms → Bedingungen
unit price → Einheit, Stückpreis

Illustration: Bernhard Forth



WARNING!

When you need to give a negative response, you can put a warning at the beginning of the sentence like this:

- I'm afraid that's not going to be possible.
- I'm afraid gives the other person the feeling that it's not in your power to do anything about the situation.
- Other common warning signals are: "unfortunately", "to be honest", "actually" and "well".

Types of negotiator

cautious [ˈkɔ:ʃəs] → vorsichtig, zurückhaltend
confident → selbstbewusst
cut-throat → halsabschneiderisch
demanding → fordernd, anspruchsvoll
devious [ˈdi:vɪəs] → hinterhältig, undurchsichtig
direct → direkt
experienced → erfahren
honest → ehrlich
hostile [ˈhɒstəl] → feindselig
open → offen
rude → unhöflich, rüpelhaft
successful → erfolgreich
trustworthy → vertrauenswürdig

compromise with sb. on sth. → mit jmdm. einen Kompromiss über etw. schließen
confirm sth. → etw. bestätigen
consider sth. → etw. erwägen
demand sth. → etw. fordern
disagree with sb. on sth. → sich mit jmdm. über etw. nicht einigen
draw sb.'s attention to sth. → jmds. Aufmerksamkeit auf etw. zielen
draw up a contract → einen Vertrag aufsetzen
establish rapport with sb. [reɪˈpeɪ] → ein gutes Verhältnis zu jmdm. aufbauen
give in to sb. → jmdm. nachgeben
go over sth. → etw. durchgehen, überdenken
go through sth. → etw. durchsehen, überprüfen
guarantee sth. → etw. garantieren
haggle with sb. over sth. → mit jmdm. um etw. feilschen
have (the) authority to do sth. → ermächtigt sein, etw. zu tun
make an offer → ein Angebot machen
mediate sth. [ˈmi:di.eɪt] → etw. vermitteln, herbeiführen
negotiate sth. [ˈni:ɡəʊʃieɪt] → etw. verhandeln
outline sth. → etw. umreißen
owe sb. sth. [əʊ] → jmdm. etw. schuldig sein
postpone sth. → etw. auf, verschieben
propose sth. → etw. vorschlagen

Key verbs

achieve sth. → etw. erzielen
agree with sb. on sth. → sich mit jmdm. auf etw. einigen
aim for sth. → etw. anstreben
amend sth. → etw. (ab)ändern
assure sb. of sth. [əˈʃʊ:ə] → jmdm. etw. zusichern
bargain (sth.) [ˈbɑ:ɡɪn] → etw. (ver)handeln; mit sich handeln lassen
come up with sth. → (eine Idee) haben, (einen Vorschlag) machen
comply with sth. → etw. erfüllen

Needs and priorities

On the next six pages, we present dialogues, key phrases and expressions for negotiating.



THE SITUATION:

Yves, Geeta and Leo are having a meeting. The three young entrepreneurs own 'Stylin', a start-up in the online fashion industry.

1. New office space

Yves: Let's move on to the main issue. We're still looking for a contractor to do the fit-out of the new office. Is that correct?

Geeta: Yes. We have bids from two companies. There's a clear favourite, but they've submitted the more expensive bid. I think we should sit down and talk with them as soon as possible.

Leo: I agree. This really is a matter of urgency. We're already having to turn down orders because we don't have space for more staff. We're not going to be able to continue growing and we might even lose customers if we don't settle this soon.

Yves: Yes, Leo. I understand that. OK. Let's see if we can set up a meeting with the contractors this week, or early next week. Geeta, you're in charge.

on time and on budget. They guarantee absolute completion, meaning we won't be left with an almost-finished office and a long snag list.

Yves: OK. Sounds good. And just how much more expensive are they than the other contractor?

Geeta: Roughly about a third.

Leo: It's probably worth it, especially if we can start working in our new premises by the end of the year.

Yves: True.

completion → Fertigstellung

premises → (Firmen-)Gebäude

snag list → Mängelliste

Phrase Bank

For a list of all the key phrases used in the dialogues, see pages 12–13.

3. Our interests

Leo: OK. We want exceptional quality, we want to be in by the end of the year and we don't want any hassle. But, we definitely can't spend more than a million.

Geeta: Agreed. It doesn't sound like we're willing to compromise on anything, does it?

Yves: Don't forget that we're looking into other business areas and that we may need more offices. We should mention that at an opportune moment.

Illustration: Bernhard Forth

hassle → Theater (fig.)

look into sth. → etw. untersuchen

opportune moment: at an -

→ in einem günstigen Augenblick

take sth. on → etw. übernehmen

2. A bit of background

Yves: So, Geeta, could you give us a bit more background on the companies, please?

Geeta: Sure. BSU have got loads of experience. They have projects all over Europe and have a great reputation. You know the new restaurant in the old post office building? They did that. They pride themselves on finishing projects



BREAKING THE ICE

Before any negotiation, try to find out as much as you can about your counterparts. Look out for similarities you have, which you can use to help break the ice.

Getting down to business

Here, we present dialogues, key phrases and expressions for establishing trust with business partners and making a proposal.



4. The other party

Scott: I hope we get this project. I like the design — there are some really cool details.

Akin: I know. It's pretty exciting. It would be great for our portfolio, and the timing couldn't be better.

Tristan: Plus, it's on home turf, so we wouldn't have to relocate anyone. It would certainly make up for that project in Paris that didn't work out.

Scott: Do you think they're going to try and squeeze us on the price?

Akin: [laughs] Of course! But don't worry. I've done my homework.

Tristan: Right, here we are. Let's do this.

- exciting** → spannend
- home turf: be on -** → ein Heimspiel haben
- make up for sth.** → etw. wettmachen
- relocate sb.** → jmdn. an einen anderen Standort versetzen
- squeeze sb. on sth.** jmdl. bei etw. drücken

8 SKILL UP!



THE SITUATION: Scott,

Tristan and Akin, from BSU, are on their way to meet with Yves Geeta and Leo at the Stylin' offices.

5. A warm welcome

Yves: Hi. Welcome to Stylin'! I'm Yves and this is Leo. And I think you already know Geeta.

Akin: Yes, we've talked on the phone. Nice to meet you in person, Geeta. I'm Akin. I'm the project manager. This is Scott, our construction manager and Tristan, our commercial manager.

Leo: Great to meet you all. Thanks for coming. We've organized a light snack in case you didn't have time for lunch, so help yourselves. Can I get anyone a coffee? Or tea?

Illustration: Bernhard Forth

6. The proposal

Geeta: We've asked you here today to go over the details of your bid and find a way for us to work together. As you've probably guessed, we'd like to concentrate on the budget. As it stands, it's too high. In fact, one of the other bids was at least 30 per cent lower.

Tristan: I appreciate that the budget is a concern. Our bid was calculated according to the materials and furnishings the architect suggested. We'll do a value engineering study to identify where we can push the price down. The cost of lighting, for example, is £50,000. We can find lighting solutions for a third of the price.

Yves: Won't the quality suffer?
Tristan: Not at all. Value engineering is about achieving the desired quality in the least costly way.

Scott: I'd love a coffee, thanks.

Akin: For me too, please.

Tristan: Can you make that three?

Leo: Sure. I'll be back in a minute.

Yves: Actually, we got lunch from that new place down the road. That was one of your projects, wasn't it?

Akin: Yes, it was. It turned out quite nicely, I think.

Geeta: You can say that again. It's gorgeous!

construction manager → Bauleiter (in)

get sb. sth. → jmdm. etw. holen

gorgeous → fantastisch



I HAVE A QUESTION

During a negotiation, you need to be able to communicate your ideas clearly and understand quickly what your business partner is saying. One key skill in this process is asking the right question at the right time:

- Could I just ask a question at this point?

appreciate sth.

→ jhr: für etw. Verständnis haben

bid → Angebot

furnishing → Einrichtung, Ausstattung

go over sth. → etw. durchgehen

value engineering → Qualitätssteigerung

Phrase Bank

For a list of all the key phrases used in the dialogues, see pages 12–13.

The outcome

On these two pages, we present phrases for responding to proposals and asking the right questions.



7. Saving costs

Leo: Even if we manage to take £50,000 off lighting, that's still nowhere near the kind of savings we need to make.

Tristan: You're right, but we'll also be able to reduce the cost of the flooring, sanitary ware and tiling, and even furniture.

Yves: Do you have the figures with you? How much do you think we could save in total?

Tristan: You're looking at saving around £200,000.

Leo: OK, we're getting closer.

Tristan: We also estimate that the project will take us only four months, meaning you'd be in the new offices at the beginning of November. It would also mean a substantial reduction in labour costs.

Geeta: Well, that would definitely suit us.

Tristan: I thought so. I imagine it would also mean you'd be able to deal with the increase in Christmas orders.

flooring → Bodenbelag
sanitary ware → sanitäres Zubehör
saving → Einsparung
suit sb. → jmdm. passen
tiling → Fliesenarbeit(en)

8. Clarifying

Leo: How can we ensure the quality of the alternative materials and furnishings?

Scott: Well, what usually happens is that you or your architect approves them before we go ahead and fit them.

Leo: OK. That seems reasonable.

Yves: This is all good, but I'd still like to see the budget closer to the million mark.

Tristan: [doesn't say anything]

Yves: As you know we've expanded rapidly and we predict that we'll continue to grow for the next couple of years. We've been talking about opening an office in Berlin.

Illustration: Bernhard Forth

Would you consider a discount were we to do a second, and possibly third, project with you?

Tristan: Oh, definitely. But we could only offer a discount when the time comes and not now, I'm afraid.

9. Win-win

Tristan: [to Geeta and Leo] What do you think, guys?

Geeta: I'm convinced that BSU will do a brilliant job. It's obvious that they're extremely experienced.

Leo: We're only slightly over the million mark now, but if we can move in two months earlier than planned, that's going to save us money, too.

Tristan: Plus we'll be able to make the most of the Christmas shopping season.

Geeta: Gentlemen, I think we've got a deal.

Scott, Akin and Tristan: Fantastic!

Yves: So, as I understand it, as soon as we give you the go-ahead,

discount → Preisnachlass, Rabatt
fit sth. → etw. montieren
furnishing → Einrichtung, Ausstattung
predict sth. → etw. prognostizieren



KEEP IT SHORT AND SIMPLE

Keep your summaries short and simple. Long summaries confuse others and make life more difficult for you.

you'll begin value engineering and run any changes past our architect.

Akin: Correct.

Yves: Thank you for the frank discussion. We are very much looking forward to working with you.

Akin: Likewise. We love the design. You're going to have a really cool office.

brilliant → großartig

frank → offen

go-ahead: give sb. the - ifmt.

→ jmdm. grünes Licht geben

past: run sth. - sb.

→ etw. jmdm. (zur Genehmigung) vorlegen

value engineering → Qualitätssteuerung

Phrase Bank

For a list of all the key phrases used in the dialogues, see pages 12–13.

How to say it

In this section, you'll find a selection of phrases and expressions used in the dialogues on the previous pages (pp. 6–11). The numbers (1–9) after each of the phrases refers to the dialogue it was taken from.

Introductions

- I'm Yves and this is Leo. And I think you already know Geeta. [5]
- I'm Akin. I'm the project manager. [5]
- This is Scott, our construction manager... [5]

Extending a warm welcome

- Welcome to Stylin'! [5]
- Great to meet you all. Thanks for coming. [5]
- We've organized a light snack, ... so help yourselves. [5]

Making connections

- That was one of your projects, wasn't it? [5]

Giving compliments

- You can say that again. It's gorgeous! [5]

Presenting proposals

- We'll do a value engineering study to identify where we can push the price down. [6]
- We can find lighting solutions for a third of the price. [6]

Clarifying information

- Is that correct? [1]
- And just how much more expensive are they than the other contractor? [2]

Expressing possibilities

- We should mention that at an opportune moment. [3]

Expressing opinions

- It's probably worth it, especially if... [2]

Expressing reservations / concern

- This really is a matter of urgency. [1]
- We're not going to be able to continue growing. [1]
- As it stands, it's too high. In fact, one of the other bids was at least 30 per cent lower. [6]

Responding to concerns

- Yes, Leo. I understand that. [1]
- I appreciate that the budget is a concern. [6]
- You're right, but we'll also be able to reduce the cost of the flooring, sanitary ware and tiling, and even furniture. [7]

Responding to proposals

- That's still nowhere near the kind of savings we need to make. [7]
- OK, we're getting closer. [7]
- But I'd still like to see the budget closer to the million mark. [8]
- Would you consider a discount were we to do a second, and possibly third, project with you? [8]

Providing reasons / explanations

- We're already having to turn down orders. [1]
- BSU have got loads of experience. They have projects all over Europe and have a great reputation. [2]
- It would be great for our portfolio, and the timing couldn't be better. [4]
- Our bid was calculated according to the materials and furnishings the architect suggested. [6]

Asking the right questions

- Won't the quality suffer? [6]
- Do you have the figures with you? [7]
- How much do you think we could save in total? [7]
- How can we ensure the quality of the alternative materials and furnishings? [8]

Disagreeing / Saying no

- Not at all. [6]
- But we could only offer a discount when the time comes and not now, I'm afraid. [8]

Suggesting solutions

- I think we should sit down and talk with them as soon as possible. [1]

Pointing out the benefits

- Plus, it's on home turf, so we wouldn't have to relocate anyone. [4]
- It would also mean a substantial reduction in labour costs. [7]
- I imagine it would also mean you'd be able to deal with the increase in Christmas orders. [7]
- If we can move in two months earlier than planned, that's going to save us money, too. [9]

Summarizing

- So, as I understand it, as soon as we give you the go-ahead, you'll begin value engineering. [9]

Bringing negotiations to a close

- Gentlemen, I think we've got a deal. [9]
- Thank you for the frank discussion. [9]
- We are very much looking forward to working with you. [9]



PREPARE AND PRACTISE

Before your next negotiation in English, prepare key phrases and sentences and practise them, as you would for a presentation, until you feel confident that you can use them fluently.

The price is right

There are many words in German and English that sound similar but have very different meanings. They are called "false friends".



Skill Up! Audio

You can do an exercise on Business Spotlight Audio.



What's **Prospekt** in English?

Prospekt = **brochure**

- As you can see in the current brochure, we have extended our product line.

It's **not** **prospect**!

prospect = **Aussicht, Chance**

- Ella's applied for an exciting position with excellent promotion prospects.

What's **Preis** in English?

Preis = **price**

- I'm afraid I'm still not 100 per cent happy with the price.

It's **not** **prize**!

prize = **Preis, Auszeichnung**

- She's not going to win any prizes for diplomacy!

Fotos: iStock

OTHER FALSE FRIENDS

You mean...	You should say...	Don't say...	As this means...
eventuell – Könnten wir eventuell in Raten zahlen?	possibly – Could we possibly pay in instalments?	eventually	schließlich, irgendwann
bekommen – Ich hoffe, wir bekommen einen Rabatt.	get – I hope we get a discount.	become	werden
sparen – Wenn wir jetzt kaufen, werden wir €2.000 sparen.	save – If we buy now, we'll save €2.000.	spare	übrig haben, jmdn. verschonen

TRICKY TRANSLATIONS

How do you say **verhandeln/handeln** in English?

- If **handeln** means "to become active", it is translated as **act**:
 "We have to act immediately."
 – Wir müssen sofort handeln.
- If **handeln** is how someone does something, you say **behave**:
 "He behaved like an idiot."
 – Er handelte wie ein Idiot.
- If you want to give details of something, you use **be about**:
 "The book is about aviation."
 Das Buch handelt von der Luftfahrt.
- If **handeln** means trying to get the best deal, **haggle** is used:
 "She loves haggling at flea markets."
 – Sie handelt für ihr Leben gern auf Flohmärkten.
- If you do business at the stock exchange, **handeln** is **trade**:
 "Our shares are traded at stock exchanges worldwide."
 – Unsere Aktien werden an Börsen weltweit gehandelt.
- If you do business in a market sector, this is **to deal in sth.**:
 "He used to deal in used cars."
 – Früher hat er mit Gebrauchtwagen gehandelt.
- The verbs **verhandeln** or **aushandeln** are **negotiate** in English:
 "They negotiated for days but didn't achieve anything."
 – Sie verhandelten tagelang, erreichten aber nichts.
 "Were you able to negotiate a good price?" – Konntet ihr einen guten Preis aushandeln?

It's a deal!

How many verbs and adjectives do you know that go with "deal"? Study these business collocations and learn how to use them.



Adjectives with "deal"

back room deal	→ geheime Abmachung
bad deal	→ schlechtes Geschäft
cut-price deal	→ Billiggeschäft, Abschluss zum ermäßigten Preis
exclusive deal	→ Exklusivvereinbarung
fair deal	→ redliches Geschäft
five-year deal	→ Fünfjahresvertrag
good deal	→ gutes Geschäft
lucrative deal (*lukrativ)	→ lukratives Geschäft
major deal	→ bedeutender Geschäftsabschluss
package deal	→ Verhandlungspaket
raw deal /fml./	→ unfairer Deal
rotten deal /fml./	→ faules Geschäft
rough deal /fml. /rɑ:f/	→ ungerechtes Geschäft
secret deal	→ Geheimabkommen
shady deal /fml./	→ zweifelhaftes Geschäft
sweet deal /fml./	→ guter Deal
sweetheart deal /fml./	→ Amigo-/Klingelgeschäft

Good deal!

Arthur: Congratulations! That's not a bad deal.

Nell: [laughs] Thanks! I think we got a pretty sweet deal in the end.

Arthur: I'd say so. A five-year deal at that!

fair
good
sweet

bad
raw
rotten
rough

adjectives + deal

cut-price
exclusive
five-year
lucrative
major

backroom
package
secret
shady
sweetheart

verb + a deal

agree on / to
approve

close
finalize
sign

do
make
strike

hammer out
negotiate
work out

clinch
land
swing
win

block
nix
oppose
pull out of
scupper

Verbs with "deal"

agree on / to a deal
→ ein Geschäft vereinbaren

approve a deal → ein Geschäft genehmigen

block a deal → ein Geschäft blockieren

clinch a deal → ein Geschäft abschließen

close a deal → einen Abschluss tätigen

do a deal → ein Geschäft machen

finalize a deal
→ ein Geschäft abschließen

hammer out a deal
→ einen Deal ausarbeiten

land a deal → ein Geschäft an Land ziehen

make a deal → eine Vereinbarung treffen

negotiate a deal
→ einen Abschluss aus-verhandeln

nix a deal → ein Geschäft fallen lassen

oppose a deal
→ gegen ein Geschäft Einwände erheben

pull out of a deal
→ aus einem Geschäft aussteigen

scupper a deal
[ˈskʌpəl]
→ einen Abschluss über den Haufen werfen

sign a deal
→ einen Abschluss unterzeichnen

strike a deal → ein Geschäft abschließen

swing a deal /fml./
→ ein Geschäft machen

win a deal → einen Auftrag gewinnen

work out a deal → einen Vertrag ausarbeiten

Sign the deal

Arthur: Did you actually sign the deal today?

Nell: Yeah, we did. The boss

approved the deal and finalized it.

Arthur: Great stuff. That means they can't pull out of the deal now.

Think on your feet

There are many idioms that you can use to talk about negotiating. You can learn them in the short dialogues below.



Ironing things out

First, the idiomatic way

Will: Will we reach a stalemate like last time?

Inge: My gut feeling is that we'll be able to iron things out today.

Will: Well, I wouldn't count your chickens.

Now, more simply

Will: Will neither party make any progress like last time?

Inge: My natural feeling is that we'll be able to solve all the problems today.

Will: Well, I wouldn't be too confident — something could still go wrong.

reach a stalemate
→ in eine Sackgasse geraten

gut feeling *ifml.*
→ Bauchgefühl

iron things out
→ alle Probleme lösen

(don't) count your chickens (before they're hatched)
ifml. → man soll den Tag nicht vor dem Abend loben



First, read the two versions of the short conversations. Then cover up the idiomatic version and read the simpler version again. Can you remember how to say the same things idiomatically? Check that you've understood them with our translations.

First, the idiomatic way

Angus: I couldn't negotiate my way out of a paper bag!

Dana: That's not true. Just stick to your guns!

Angus: But you also have to think on your feet.

Now, more simply

Angus: I'm not very good at negotiating.

Dana: That's not true. Just refuse to change your mind!

Angus: But you also have to react quickly without any preparation.

negotiate one's way out of a paper bag:
→ etwa: bei Verhandlungen zu nichts zu gebrauchen sein

stick to one's guns
ifml. → nicht nachgeben, festbleiben

think on one's feet
→ schnell umdenken (können)

Fotos: iStock



Skill Up! Audio
You can do an exercise on Business Spotlight Audio.

He's keeping his cards close to his chest



First, the idiomatic way

Angus: Even when my kids negotiate with me, I get a raw deal.

Dana: Yeah, well, kids are tough. You have to try not to cave in so quickly.

Angus: You mean keep my cards close to my chest and bide my time?

Now, more simply

Angus: Even when my kids negotiate with me, I feel I'm treated unfairly.

Dana: Yeah, well, kids are tough. You have to try not to do what they want so quickly.

Angus: You mean keep my plans secret and wait for the right moment?

get a raw deal
ifml. → zu kurz kommen, ungerecht behandelt werden

keep one's cards close to one's chest *ifml.*
→ sich nicht in die Karten schauen lassen

bide one's time
→ klein begeben

change of heart:
a → Sinneswandel

tie up loose ends
→ offene Fragen klären

cover ground
→ eine Menge Themen behandeln

keep one's cards close to one's chest *ifml.*
→ sich nicht in die Karten schauen lassen

bide one's time
→ klein begeben

Conditionals

Knowledge of the basics of English grammar will help you to communicate clearly and confidently. Here, we provide structures you need to negotiate terms and conditions.

With the help of conditional sentences, you can bargain or suggest compromises during negotiations. Conditional sentences contain a main clause and a conditional clause, or "if-clause". (A clause is a group of words that includes a subject and an object.)

The first conditional

The first conditional is used to talk about real possibilities in the present or in the future.

The first conditional, or "conditional 1", is formed like this:

**If + present, ...
will/won't + infinitive**

- If you agree to €24 per unit and payment within 40 days, we **will** sign the contract.
- If we **order** 30,000 pieces, we **will** increase the discount?

The if-clause refers to a condition — something that must happen so that something else can happen. An if-clause can come at the beginning or the end of the sentence. You don't need a comma if the if-clause comes at the end:

- If you agree to our prices, we will accept your delivery terms.
- We will accept your delivery terms if you agree to our prices.

Instead of **will**, you can also use another modal verb + infinitive:

- Can you deliver by next Monday if we place the order today?
- If you order more than 10,000 units, we **might** be able to give you a bigger discount.

"If and will makes me ill!"
Remember not to put **will** in the if-clause.

The second conditional

The second conditional is used for unreal situations or hypothetical events, or events that are unlikely to happen.

The second conditional, or "conditional 2", is formed like this:

**If + past, ...
would/wouldn't + infinitive**

- If we agreed on a price of €50 per item, we **would** sign the contract without hesitation.
- If we **ordered** double the quantity, we **would** increase the discount?
- We **would** agree to your price if you **gave** us better payment terms.

"If and would is not good!"
Remember not to put **would** in the if-clause.

We often use **were** instead of **was** after "if":

- If the price **were** ten per cent lower, we **would** have a deal.
- If the quality **were** better, we **wouldn't** get so many complaints.

In a more formal style, "were" is more common. "Was" is often used in spoken English:

- If I **was** you, I **wouldn't** pay the full amount until they sort out the problems.

The second conditional is often used to give advice:

- If I **were** you, I'd negotiate better terms.
- If I **were** you, I'd start looking for a new supplier.



"WHEN" OR "IF"?

We use **if** (not "when") for things that will possibly happen:

- If you offer us a five per cent discount, we'll place the order immediately. (= There is a possibility that we will get a discount, but we don't know yet.)

We use **when** for things that are sure to happen:

- I will call you **when** I get to work. (= I am going to work and I am sure I will arrive.)

Test yourself!

See how well you know the words and phrases presented in this booklet by doing the exercises below. Cover the answers at the bottom of page 23.



1. Complete the sentences below with the correct words.

- A. This really is a matter of u .
- B. I appreciate that the budget is a c .
- C. We should mention that at an o moment.
- D. Won't the quality s ?
- E. How much do you think we could save in t ?

2. Match the words (A-E) to their definitions (1-5).

- A. bid
B. budget
C. condition
D. go-ahead
E. reduction
1. an amount of money by which something is made cheaper
2. permission to start doing something
3. an offer to do work or provide a service for a particular price
4. the money that is available to an organization and a plan of how it will be spent
5. a rule that you must agree to, sometimes forming part of a contract

3. Replace each German word (in italics) in the sentences below with the correct English word.

- A. The specifications are listed at the back of the Prospekt.
- B. I'd be a lot happier if the Preis were about 20 per cent lower.
- C. Could we eventuell pay in a few instalments?
- D. Couldn't we bekommen a discount?
- E. If we signed a three-year contract, we'd sparen 30 per cent.

4. Choose the correct options to complete the sentences below.

- A. If you order / will order 30,000 pieces, we will increase the discount.
- B. We will / would agree to your price if you gave us better payment terms.
- C. If you agree / agreed to our prices, we will accept your delivery terms.
- D. If the price were ten per cent lower, we will / would have a deal.
- E. Can you deliver by next Monday if we place / will place the order today?

Answers:

1. A. urgency; B. concern; C. opportune; D. suffer; E. total
2. A-3; B-4; C-5; D-2; E-1
3. A. brochure; B. price; C. possibly; D. get; E. save
4. A. order; B. would; C. agree; D. would; E. place

IN THE NEXT SKILL UP!

BUSINESS TRAVEL
We present all the phrases and vocabulary you'll need to help you on your travels.

Illustration: Bernhard Form

¡Vamos! Andiamo! Let's go! Los geht's!



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