

# How to Negotiate



## I. WARM-UP

### Vocabulary

Try to guess the meanings of the underlined words through their contexts.

1. The manager admitted that the proposal was great; however, he has to think it over before approving it.
2. Mr. Chua's business opponent sent him an invitation.
3. Bill has negotiated with the top businessmen in the world.
4. To be successful, you must have a certain business strategy.
5. Talking with your colleagues causes a delay to the completion of work.

## II. DIALOGUE BOX

### MEMO

There has been a delay with Ching Company's order. They said they need more time to think it over, but I have heard that there is a new company who I consider to be our opponent. They are negotiating a much lower price with them. They even offered a 5% discount. We need to do everything we can to keep this account.

I will be announcing the schedule for our meeting with the president. However, before we have the meeting, I want you to plan some new strategies on how to keep future clients.

# How to Negotiate

## III. LANGUAGE BOX

In negotiations, the first conditional form (**if + present + future**) is used when we are more certain. The second conditional form (**if + past + would infinitive**) is more tentative:  
ex. If you agree to the new working conditions, we'll sign the contract now.

There are several ways to express a condition without using an if-clause.  
A simple conditional with Suppose / Supposing + a verb in the present or past tense:

ex. *Suppose they don't accept, what will you do? (if they don't accept...)*

1st conditional form (**if + present + future**)

If + you + agree to the new working conditions, we'll sign the contract now.

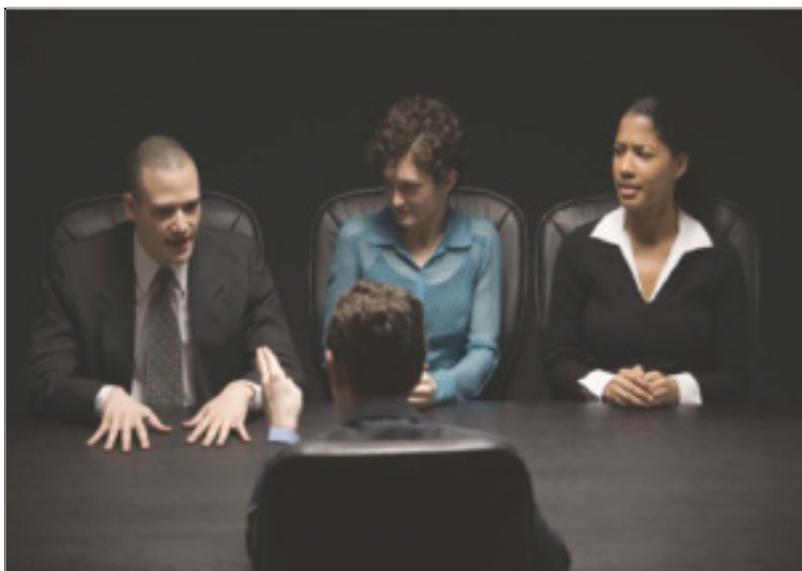
2nd conditional form (**if + past + would infinitive**)

If + you + accepted 5%, we'd be prepared to negotiate the second point.

How do you manage changes in the company?

## IV. SAY IT! Role-play with your teacher the situation below.

You have been offered a higher position in the company you work for. But, you are dissatisfied with the conditions that apply. How will you negotiate with the manager?



### QUESTIONS

1. Was there a time when someone offered you a great deal?
2. Have you ever negotiated a deal with someone?

# Presenting Yourself in an Interview



## I. WARM-UP

### Vocabulary

Pick the word that best fits the context.

*work atmosphere*      *proactive*      *motivated*  
*investment*      *enthusiastic*

1. As a team leader, you must be \_\_\_\_\_ about your job.
2. Workers are \_\_\_\_\_ to render their services if they are praised.
3. In order to survive the competition a company should be \_\_\_\_\_, not reactive.
4. A house and lot is a good \_\_\_\_\_.
5. A positive \_\_\_\_\_ produces positive results.

## II. DIALOGUE BOX

**Bea is an economist who is applying for a new job in an international investment bank.**

**SAM** : Let's talk about team work. How would you achieve a good working atmosphere in a multinational company?

**BEA** : The first task is to make sure that everyone knows what is expected from them. In that sense, I think I'm quite a communicative person. I'm highly motivated and goal-oriented. If my team is getting the results, then I can be a very enthusiastic leader. I strongly believe that a good leader should be very demanding. But I'm also realistic - the perfect atmosphere probably doesn't exist.

**SAM** : Yes, but what about multinational teams?

**BEA** : I must admit I'm not so experienced when it comes to dealing with different nationalities, but I don't think my approach would be all that different, not if you're dealing with professionals. I think good communication would be my main priority.

**SAM** : Could you describe a recent situation in which you convinced a group to do something?

**BEA** : Yes, a few months ago I was able to convince a group of rather conservative European bankers that they should be more proactive in their work.

# Presenting Yourself in an Interview

## III. LANGUAGE BOX

I'm quite reliable. I don't usually forget things.  
 I'm quite dependable. I always finish my work on time.  
 I can be rather demanding in terms of my expectations of the team.  
 I can be rather helpful when it comes to the brain storming of ideas.

The following are important when describing personal qualities

### **find + it + adjective + an infinitive**

(Expresses how a person feels about a particular task)

*I find it difficult to work with them.*

*I find it easier to write at home.*

Adjectives are used to reinforce the meaning of a noun or when we talk about something that is special or unique. Intensifying adjectives include: complete, entire, extreme, perfect, real, sheer, total, utter, absolute.

*You'll have to help me with this. I'm a total beginner.*

A restrictive adjective defines, identifies, specifies, or limits the noun it modifies. Restrictive adjectives include: chief, exact, first, main major, only, principal, sole.

*He couldn't give a specific reason for the malfunction.*

## IV. SAY IT! Imagine that you are going to be interviewed by a consultant for a new job.



### QUESTIONS

- What would you say about your ability to work in an international environment, with different conditions and practices in different countries?
- How would you establish clear and reasonable objectives?
- What are the DOS and DONTs in an interview.

# Getting Away From It All



## I. WARM-UP

### Vocabulary

**Pick out the word that would best fit the context.**

*potential*  
*business trip*

*rescheduled*  
*supplier*

1. The CEO's \_\_\_\_\_ has been \_\_\_\_\_ due to the typhoon.
2. We need a new textile \_\_\_\_\_ for our new designs.
3. The committee has already spotted a \_\_\_\_\_ chairperson to manage the Finance Department.

## II. DIALOGUE BOX

To: Mr. Takumi Mori

I have just returned from a business trip. Last Wednesday, I left for Canada to visit Sanyang Electronics, a potential supplier of electrical parts for our company. I would like to inform you that our meeting will be rescheduled. My secretary will email you the details.

Regards,

Mr. Suju Yanamata

Auto Parts Company

# Getting Away From It All

## III. LANGUAGE BOX

When we want to add extra emphasis, especially when we introduce new information or to contrast with a previous statement, we can use the following forms, which are known as “**cleft sentences**”.

Beginning a sentence with *it + to be* stresses the words we want to emphasize or contrast:  
*It's Peter who's really interested in the idea.*

Beginning a sentence with *What* focuses the attention on the final part of the sentence:  
*What I need is an aspirin.*

You can also use the expression *The thing (that)...*  
*The thing that most interested me was their production system.*

You can sometimes replace *The thing* with *All*:  
*All we're asking for is a firm commitment from you.*

You can also stress the word(s) you want to emphasize  
*It's Peter who's really interested in the idea.*

The thing (that)..  
*The thing that most interested me was their production systems.*

All  
*All we're asking for is a firm commitment from you.*

## IV. SAY IT! You are to organize an annual conference and you need to report some details from your business trip. Use the expressions from the language box.



### QUESTIONS

1. How often do you travel for business purposes?
2. Cite the latest business trip you've had.
3. Were there some business trips that were unsuccessful?

# Climbing the Corporate Ladder



## I. WARM-UP

### Vocabulary

**Pick out the word that would best fit the context.**

*key practices*  
*competent*

*obstacles*  
*reluctant*

*implement*

1. Ms. Shin seldom smiles; other employees are \_\_\_\_\_ to talk to her.
2. What the company needs is \_\_\_\_\_ workers.
3. Don't think of problems as \_\_\_\_\_ to your success.
4. Everyone has to follow the \_\_\_\_\_ to help create a productive and competent workers.
5. The chairperson has to \_\_\_\_\_ a new regulations which are helpful to the company's development.

## II. DIALOGUE BOX

Dear managers,

I'm sharing some key practices which would help employees to become competent. You should aim to implement these as soon as possible:

- Avoid ignorance and laziness as these are the key obstacles to good performance. Time is precious.
- Do not be reluctant to change your way of doing things. You can always ask your co-workers for advice.
- Be flexible. You might be transferred to a new department on short notice.

Best regards,

Carmen Johansen  
Sales Director

# Climbing the Corporate Ladder

## III. LANGUAGE BOX

Use **when** to express a sequence

*I'll email you + when + I have some news.*

**(noun / pronoun) (noun)**

Use **when** to show that an event happens at the same time as something else.

*Sally phoned + when + I was in a meeting.*

**(verb) (noun / pronoun)**

### GRAMMAR FOCUS

We can use **when** to express a sequence or to show that an event happens at the same time as something else:

*ex. I'll email you when I have some news.*

**While** and **as** also show that something happened at the same time as something else:

*examples: I read over the agenda of the meeting while I was waiting.*

*As Gwen was preparing the agenda, Anton gave her some challenges.*

We also use **as** to show that something changes over time in connection with something else:

*ex. Your responsibilities will increase as you move up the company ladder.*

## IV. SAY IT! You are offered a higher position. The management was impressed by your performance. You were given a task to discuss best practice in a meeting.

**How will you discuss best practice?**



## LESSON E5

# Writing a Report



## I. WARM-UP

### Vocabulary

Choose the word that best fits the context.

*inevitable*  
*enforce*

*recommendation*  
*explained*

*tardiness*

1. Xavier thinks that there is a need to \_\_\_\_\_ a new rule on absence.
2. The most common and overused reason for employees' \_\_\_\_\_ is being stuck in a traffic jam.
3. The CEO's \_\_\_\_\_ led to the company's success.
4. Noel was absent from work for three consecutive days and when asked why, he \_\_\_\_\_ that he was sick.
5. Being absent from work sometimes is \_\_\_\_\_. No one knows what lies ahead.

## II. DIALOGUE BOX

### Report on Frequent Absences among Employees

#### Executive Summary

As shown in the attendance list, almost 50% of the employees have been absent. This has caught the attention of the Academic Office. Students' complaints sheets are piling up, and have drastically increased compared to the last few quarters. Most of the complaints are about the absent teachers.

#### Introduction

The purpose of this report is to remind teachers about the institutes' attendance policy. If there are the same amount of complaints next quarter, the Academic Department Heads will take disciplinary action. Inevitably they will be forced to investigate the following:

*the instructors involved with the most absences*  
*the instructors' reasons of absence*  
*the implementation of a revised attendance policy*

#### Findings

Almost 50% of the instructors have been absent on Mondays, in both the first and second class periods. The following points summarize our key findings. To be specific, Monday mornings, 08:10-09:00 and 09:10-10:00 were the times with the most absences. Secondly, there were a lot of absences on Fridays. Instructors were usually absent in the last period, 04:00-05:00 in the afternoon. Most instructors explained in writing that they were not aware that they have classes at those times. On Fridays, most of the teachers explained that their students didn't show up for almost half an hour, therefore it was suggested that they leave.

#### Conclusions

These incidents have raised many complaints on both the students' and the teachers' behalves. According to the teachers, they were not given notice about absences and tardiness ahead of time.

#### Recommendations/ Implementations

Due to this, each teacher will have to confirm their schedules for the following week in person, at the Academic Office. During last periods, every teacher must stay in their assigned room until 04:45. After that time, if the student is still not present the teacher may leave.

# Writing a Report

## Comprehension Check

1. What is the report above mainly about?
2. What is the concern of the person who made the report?
3. If you were the person who made the report, what actions would you take towards these incidents?
4. What action would you consider to avoid these incidents happening again?

## III. LANGUAGE BOX

### *How to write a report*

1. *Write an Executive Summary*  
- give an overview of the report
2. *Introduce*  
- explain the purpose of the report
3. *List the findings*  
- write the gathered information
4. *Conclude*  
- talk about the reactions of the findings
5. *Make some recommendations*  
- give some advice

**IV. SAY IT!** You are the Quality Assurance Manager of a Food Company. Lately, your company has been receiving complaints from both regular and new costumers about the packaging of some of the items that have been delivered to them. The CEO of the company asked you to make a report to your members about this incident.

