**BE81: Conflict: Language Review & Skills: Conditionals and Negotiating (Dealing with Conflict)**

* **First conditional**

*If +* present simple, *will* + infinitive without to This describes a possible situation and its probable result.

**If** he **bullies** anyone again, he**'ll** **lose** his job. **If** sales **increase**, we**'ll make** more profit.

* **Second conditional**

*If +* past simple, would + infinitive without to This describes an unlikely situation and its probable result.

**If** he **made** more eye contact, he**'d be** a better negotiator.

* **Conditionals and negotiating:** Conditionals are often used when negotiating. We use conditionals for offers.

**If** you **sign** the contract today, we'**ll** **give** you a 10% discount. (firm offer)

**If** you **ordered** 100 cases, **we'd** **give** you a larger discount. (less firm offer)

**A: Correct** the grammatical mistakes in these sentences.

1 If you pay in dollars, we would deliver next week. 2 If I would have his number, I would phone him.

3 If the goods will arrive tomorrow, I'll collect them. 4 If the cars would be more reliable, more people would buy them.

**B: Combine phrases** from Columns A and B to make conditional sentences. More than one answer is possible in each case.

EXAMPLE: *If you place an order today, we’ll offer a large discount*

1 offer more flexible payment conditions a) offer a large discount

2 pay all the promotion costs b) give you 90 days' credit

3 place an order today c) make you an exclusive agent

4 pay in dollars d) give you a signing-on bonus

5 place firm orders in advance e) despatch immediately

6 provide good technical support f) accept the deal

7 offer us a unit price of $22 g) reduce the price by 20%

8 sign the contract now h) increase the order

**C: Listening: 2.55** Listen to two people negotiating. Look at the audio script and underline the sentences in which the speaker makes an offer, but is not sure it will be accepted.

Now circle the sentences in which the speaker makes a firm offer.

A: If I reduced the price by seven per cent, would you give me a firm order?

B: Mm, I don't know... Only 7%? I was hoping for a little more. If we increased our order, would you give us a bigger discount?

A: OK, how about this ... If you increase )'Our order to 1,000 units, we'll give you a 10 per cent discount. That's fair, isn't it?

B: A thousand units ... mm ... OK, 1,000 units, 10 per cent discount. Agreed.

A: Good.

B: What about spare parts? Can you supply them pretty quickly?

A: We can probably get them to you within a week. How about that?

B: That's fine. I think we've covered most things except terms of payment. If you give us 90 days' credit, we'll sign the order today.

A: Ninety days? Mm, er, we might find that a little difficult.

**D: Discuss** these questions in pairs. What would you do if:

1 your boss asked you to move abroad? *I would ask for a raise* 2 you saw a colleague bullying another colleague?

3 you saw a colleague stealing something? 4 your boss took credit for your ideas?

5 you saw two colleagues having an argument?

**A: Skills:** Which of these are good ways of dealing with conflict in a negotiation?

1 Avoiding eye contact. 2 Smiling a lot. 3 Sitting back and appearing relaxed.

4 Saying something humorous. 5 Saying nothing for a long time. 6 Speaking calmly and slowly.

7 Saying 'I see what you mean'. 8 Finding out why the other side is unhappy. 9 Focusing on the issues, not on personalities.

**B: Listening: 2.56** Rachel, an American executive, works in a sales office in Geneva,

Switzerland. She is negotiating a salary increase with Scott, a director of the company.

1 What do these figures refer to? a) $60,000 b) $120,000

2 List the arguments that: a) Rachel uses to get an increased salary; b) Scott uses to avoid paying her the salary she asks for.

3 What solution do they finally agree on?

**C: Listening: 2.56** Listen again and complete these extracts.

1 I think I'm \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a lot more than that to the company. My work's greatly undervalued at the moment.

2 I've done really well in the last two years. I've exceeded my \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by almost 40% ...

3 Put yourself in our shoes. We're facing a difficult \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_situation, you know that.

4 OK, I understand what you're \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I can see your point of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

5 Let me suggest a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. How about if we give you a n increase to, say, $80,000 now and promise to review your salary in six months' time?

6 I'm pleased to hear it. I think we've \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ everything.