

Contents

PAGE	UNIT TITLE	TOPICS	USEFUL LANGUAGE AND SKILLS
5	1 Preparation	Setting objectives The HIT table The successful negotiator	Asking for information Planning a meeting Providing explanations
14	2 Setting objectives	Prioritizing objectives Drawing up the agenda Getting to know the other side	Arranging a meeting Stating and asking about interests Agreeing agenda points
22	3 The meeting	Invitation to a meeting Last-minute changes to the agenda The meeting's goals The best approach	Sending a cover letter/email Amending and confirming the agenda Stating goals at a meeting Meeting and greeting
30	4 Proposals	Making a proposal Responding to a proposal Offering a counterproposal	Presenting proposals and counterproposals Clarifying information Expressing possibilities and impossibilities Linking offers to conditions
41	5 A new offer	Types of negotiation Clarifying positions Introducing new ideas Resolving differences	Enquiring about offers Expressing opinions Suggesting a solution
50	6 Dealing with deadlock	Handling conflict Dealing with differences Settling matters	Expressing agreement and disagreement Asking pertinent questions Making and obtaining concessions Encouraging agreement
59	7 Agreement	Finalizing the agreement Setting up an action plan Closing	Describing current and future situations Conveying commitment Stating progress made Setting deadlines Summarizing

PAGE	APPENDIX
68	Test yourself!
70	Partner files Partner A
72	Partner files Partner B
74	Answer key
80	Transcripts
87	Useful phrases