

❖ Lesson 3

- Negotiations
- Giving Negative Comments

Warm-up Questions:

What subject did you recently negotiate on with the people below?

- Family
- Boss
- Other
- Friend
- Client

Challenge!

Work in pairs. Try to negotiate with each other.

■ Role A: Seller

You want to sell some of your belongings for high prices.

■ Role B: Buyer

You want to buy them for lower prices or want to reject buying anything with negative comments about the items for sale.

Lesson 3:

Negotiations

Useful Expressions for Negotiations

■ Price negotiations 價格交渉

1. **Generally speaking**, customers would go for a lower price if the quality were similar.
2. **From a consumer's point of view**, I'd go for a product with a better image.
3. **It seems to me that** negative information grabs more attention from consumers.
4. **I could be wrong**, but a brand image is created by TV commercials.
5. **I think we should** simplify the delivery procedures.
6. **It might be a good idea to** get some financial advice from a professional.

Useful Expressions for Negotiations

■ Time Negotiations 日程の交渉

5. A: I was wondering if you could make the delivery date a week earlier.

B: The earliest we can manage to move it up is three days.

6. A: Can you deliver this by 9 a.m.?

B: We can't guarantee by 9 but we'll make it in the morning for sure.

A: It has to be 9, otherwise no one will be at the address to receive it.

7. A: Could we reschedule our appointment for Monday at 2 to Wednesday at 4?

B: Let's say Wednesday at 4:30. I'll be in a meeting until 4 or maybe 4:20.

8. A: I'm afraid I need to ask you to extend the deadline for the project.

B: How long of an extension do you need?

A: A week or week and a half will probably do.

Useful Expressions for Negotiations

■ Negotiations on exchanging goods 商品交換の交渉

9. The color of the product **isn't what we ordered.**
10. **I'd like to receive** brand new equipment **rather than** having the old equipment repaired.
11. One third of the shipment we received today **was damaged.**
12. I bought an MD player just a few weeks ago and **I'm already experiencing some problems with it.**

■ Negotiations at the workplace 職場での交渉

13. **How can I change your mind on** commuting by car?
14. **I feel more comfortable doing** it my way **if you don't mind.**
15. **Would you reconsider** your decision about my proposal?
16. **Could I possibly** use the copier before you? I'm in a rush for my appointment.

Lesson 3:

Giving Negative Comments

Giving Negative Comments 「指摘する」

～ 言葉のトーンを和らげる ～

When you're giving a negative comment or a piece of advice to someone, it's nice to soften your language. Some people believe that Western people are always so direct in their language, however, this belief is not true when it comes to giving a negative comment.

Look at the following dialogs and see how the language is softened.

Situation: You're meeting a representative from one of your prospective business partners who's offered you a proposal for a new idea. You're going to tell him that you didn't accept the proposal because it wasn't so new and because some other people had already offered newer ideas.

■ Dialog 1: So direct it almost sounds rude 直接的すぎて攻撃的な指摘

Representative: Have you had a chance to look at our
proposal?

You: Yes, but your proposal includes nothing new to me. Other companies are offering more interesting ideas.

Look at the following dialogs and see how the language is softened.

■ Dialog 2: Clear but polite 明確だがやわらかい指摘

Representative: Have you had a chance to look at our proposal?

You: Yes. Thank you so much for responding to our demand on such short notice. I really appreciate your effort. Now, about the things in your proposal… I'd have to say that they don't seem so new since other people have already offered newer ideas.

Look at the following dialogs and see how the language is softened.

■ Dialog 3: Indirect and polite やわらかく間接的な指摘

Representative: Have you had a chance to look at our proposal?

You: Yes. Thank you so much for the well-organized booklet of your proposal. I easily understood it because of all the visuals you included. However, I was hoping to see something a little more different in your proposal.

★ Class Work

1. What are the differences among the three dialogs?
2. What makes the language too direct and almost sound rude?
3. What makes the language sound soft and polite?
4. How do you soften your language in your workplace?
5. What differs in softened language in Japanese?

More Examples for Softening Negative Comments

- *Make your own sentences using the bold-faced phrases where possible.*

■ Clear but polite

1. **I'm afraid** it's **a little** more expensive than we thought.
(It's too expensive.)
2. **It looks like** the outcome didn't meet our expectations.
(We didn't get what we wanted.)
3. **There seems to be a mistake** in the figures you sent me.
(You made a mistake.)
4. **You might want to** rethink the glasses. (Change the glasses. They are not nice.)
5. **Perhaps you could** refer to page 7 in the contract.
(Read page 7. It's written right there.)

More Examples for Softening Negative Comments

- *Make your own sentences using the bold-faced phrases where possible.*

■ Indirect and polite

1. This report **could be much better**. (It's a poorly-written report.)
2. **Maybe we can** finish this later. (Don't do this now.)
3. **Would you like to** take a break?
(Are you awake? You're not focusing.)
4. **Would you be interested in** taking a time management course?
(You need it.)
5. **I wish I** had a faster computer. (My computer is slow.)

★ Class Work

- *Soften each negative comment.*
1. The cafeteria food at work tastes terrible.
 2. You were late for the meeting. What happened?
 3. I don't like the way you prepared the meeting room.
 4. I don't understand what you're saying.
 5. Our manager isn't good at public speaking.

★ Pair Work

- *Give a negative comment politely to your partner on the things listed below.*
1. Spending too much money on his/her clothes
 2. Drinking too much every day
 3. Speaking too loudly in a quiet restaurant
 4. Coming late to the meeting
 5. Coughing a lot

★ Final Practice and Acting It Out ★

- Work in pairs. Each pair is going to perform one negotiation from the situations below.
- Take 10 minutes to prepare your negotiation and then act it out to the class.

★ Final Practice and Acting It Out ★

■ Situation 1:

A company worker wants to convince the boss to raise his bonus because he has to work overtime without any extra pay almost every day. The boss wants to convince the worker to work more efficiently so that he can reduce his working hours.

■ Situation 2:

Company A wants to ask a supplier for a discount on a product they want to buy from them. The supplier will agree to a discount if Company A increases the volume of their order.

★ Final Practice and Acting It Out ★

■ Situation 3:

A teenager wants to work part-time at a Karaoke shop. The parents want the teenager to make sure he/she comes home by 10 p.m.

■ Situation 4:

A husband wants his wife to increase his monthly allowance from 30,000 yen to 50,000 yen. The wife wants her husband to take care of their children on Sundays so that she can spend more time by herself.

■ Situation 5:

You want to buy a living room furniture set. Negotiate prices.