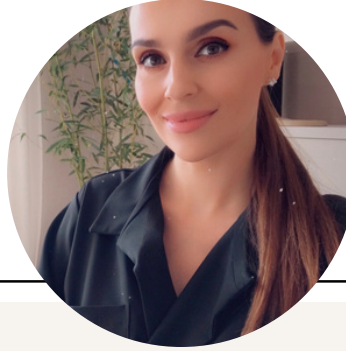


USEFUL PHRASES USED IN NEGOTIATIONS



ANGIELSKIPOWER



FEEL THE POWER!

For some, negotiation is associated only with the world of business. For others it means trying to get what you want (only for your own benefit) at all costs... and I could not disagree more!

It'll be so much easier to understand it, once we start with the meaning of it:

Negotiation is the art of talking and mostly: **listening carefully to the other person in order to use the right arguments later on.**

I couldn't find a sufficient explanation in one sentence so allow me to list the most crucial aspects of what it means to me:

- listening and asking effective questions (so it's not necessarily about having all the answers)
- taking advantage of opportunities, removing obstacles, looking for solutions
- **using the language of benefit**
- being steadfast and consistent despite highly changeable and turbulent circumstances

and last but not least:

- bringing people and ideas together instead of imposing your will.



THE LANGUAGE OF BENEFIT

The language of benefit (język korzyści) is a type of communication that is focused on highlighting the advantages and benefits of a particular product, service, or idea. It is often used in marketing and sales but using it in everyday life is such a game changer!

To use it precisely, you should know the difference between

a feature (cecha)

(a characteristic or aspect of the product - it can be physical or functional, and can include things like size, shape, color, materials, functionality, performance, or compatibility)

an advantage of something (zaleta)

(positive aspect of the product, for example: innovative)

a benefit of something (korzyść)

(what the other person will earn/gain through it)

Znane również jako: CE - ZA - KO.

Example: Why would one buy a flat in Świeradów Zdrój?

Feature: It's meant for living or renting. Has 2 rooms, 64m².

Advantage: Fast commuting from Wrocław (which is great if you or your potential clients live there), beautiful view of the mountains.

Benefit: Rentability! The popularity of the place is growing so it may appreciate in value over time, making it a good investment.

KNOW EXACTLY THE OTHER PERSON'S NEEDS and DESIRES!

THE LANGUAGE OF BENEFIT

Before you go and ask someone to give you something / do something for you - make sure you know what language you should use to convince that person (the language of benefits - benefits FOR THAT PERSON).

Example: If you plan to ask your boss to ask for a pay-rise, don't say that you work long hours because that's not really a benefit for him. If you plan to ask your partner to take care of the kids don't say that you want to rest - because that is not his benefit :)



Ask yourself

WHY SHOULD HE/SHE BUY STH FROM ME?

.....

WHY SHOULD MY BOSS GIVE ME A PAY-RISE?

.....

WHY SHOULD MY HUSBAND TAKE CARE OF
THE CHILDREN?

.....

WHY SHOULD MY PARTNER DO THE DISHES? /
CLEAN THE HOUSE?

.....

STARTING OFF A MEETING

Starting off a meeting is an important step in setting the tone and direction for the rest of the meeting. Here are a few tips for how to start off a meeting effectively:

1. greet everyone (introduce yourself if necessary) and of course start off with a small talk
2. explain the purpose of the meeting

- "What we are looking for is..."
- "Our main concern is..."
- "There is one main topic we would like to discuss..."
- "Our main focus today will be on..."
- "Here's what we'll be discussing during the meeting..."



APPRECIATION

Showing appreciation at the beginning of a meeting (and even throughout the meeting) can have several benefits:

1. **Boosts morale:** Showing appreciation for others' contributions and efforts can help to boost morale and increase motivation. When people feel valued and appreciated, they are more likely to be engaged and committed to the work at hand.
2. **Improves relationships:** Expressing appreciation during meetings can help to strengthen relationships, set the right atmosphere and build trust. When people feel appreciated and recognized, they are more likely to feel connected to their colleagues and to work well together.
3. **Enhances collaboration:** Appreciation can create a positive and supportive atmosphere that fosters collaboration and teamwork. When people feel that their contributions are valued, they are more likely to be open to new ideas and to work together to find solutions.
4. **Promotes a positive culture:** Expressing appreciation during meetings can help to create a positive and supportive culture within the organization. This can be especially important in a remote or virtual setting, where it can be more challenging to build personal connections.

Overall, expressing appreciation during meetings is an important way to show respect and recognition for others, and to create a positive and supportive work environment so make sure you don't belittle it!

VOCABULARY:

appreciation - wyrazu uznania, docenianie kogoś

several - wiele

benefits - korzyści

boost - zwiększać

contributions - wkład (pracy)

effort - wysiłek

be more likely to V - być bardziej prawdopodobnym (że się coś zrobi)

improve = **enhance** - ulepszyć

promote - promować

remote setting - zdalny układ/środowisko

overall - ogólnie

recognition - uznanie

belittle - bagatelizować

APPRECIATION - USEFUL PHRASES

- "I really appreciate your insights on this issue."

Naprawdę doceniam twoje spostrzeżenia w tej kwestii.

- "Thank you for your hard work and dedication to this project."

Dziękuję za ciężką pracę i poświęcenie dla tego projektu.

- "Your contributions have made a significant difference in the outcome of this meeting."

Twój wkład miał znaczący wpływ na wynik tego spotkania.

- "I'm grateful for your willingness to share your experiences and expertise with me."

Jestem wdzięczny za chęć podzielenia się ze mną swoimi doświadczeniami i wiedzą.

- "Your ideas have really helped to move the conversation forward and I appreciate your input."

Twoje pomysły naprawdę pomogły posunąć rozmowę do przodu i doceniam Twój wkład.

- "I'm thankful for your willingness to go above and beyond."

Jestem wdzięczny za twoje chęci, aby zrobić więcej niż jest spodziewane.

- "Your efforts have not gone unnoticed and I wanted to express my sincere appreciation."

Twoje/Wasze wysiłki nie pozostały niezauważone i chciałem wyrazić moje szczere uznanie.

- "Thank you for taking the time to prepare for this meeting and for bringing such valuable perspectives to the table."

Dziękuję za poświęcenie czasu na przygotowanie się do tego spotkania i przedstawienie tak cennych punktów widzenia.

- "I appreciate your constructive feedback and your willingness to help."

Doceniam twoją konstruktywną opinię i chęć pomocy.

REPLACE NEGATIVE WORDS

You might think that using the word "problem" is not a bad word to use... but believe me, it has already triggered some negative emotions in the very same moment of you reading this sentence! Negotiating can already be a difficult process itself so the least we can do is sugar-coating it with better synonyms. Here are some examples:

koszt

cost, price - investment (inwestycja)

niecierpliwy

impatient - expectant (oczekujący)

problem

problem - challenge (wyzwanie)

obowiązek

duty - pastime activity ;) (sposób spędzania wolnego czasu)

tanie

cheap - economic (ekonomiczny)

wydatek

expenditure - asset (aktywa/coś co generuje przychód/inwestycja)

I use this one whenever I buy a new dress or bag ;)

trudny

difficult - complex (złożone), elaborate (wyszukany)

porażka

failure - lesson (lekcja), trial (próby)



PARAPHRASE

This is a powerful tool for effective communication! Paraphrasing is literally repeating what somebody else said - the act of restating something using your own words. In the context of addressing someone's needs, paraphrasing can be helpful because it shows that you are actively listening and understanding what the person is saying. It can also help to clarify any misunderstandings or confusion, and can be a useful tool for conflict resolution.

For example, if someone asks you to do something and you're not sure you understood the request correctly, you can paraphrase their request to confirm your understanding. **Ask for confirmation that you have accurately understood their message before moving on.** This can help to ensure that you are meeting the person's needs accurately and effectively.

- "So what you're saying is... Have I got this point right?"
- "In other words..."
- "If I'm understanding you correctly, you're saying..."
- "It sounds like you're saying..."
- "When you say (something) - what do you mean?"

Here are a few examples of how you might use these phrases to paraphrase someone's message:

- "So what you're saying is that you need more support with your project."
- "In other words, you feel like you're being left out of the decision-making process."
- "Let me see if I understand correctly - you're saying that you're feeling overwhelmed and unsure about how to proceed."
- "If I'm understanding you correctly, you're saying that you're not happy with the way things are going and you want to make a change."
- "It sounds like you're saying that you feel like you're being taken advantage of and you want to set some boundaries."

CLARIFICATION

It is natural for misunderstandings to occur during communication, especially if you are discussing complex or technical topics. Asking for clarification can help to prevent misunderstandings and ensure that you are on the same page as the other person.

Asking for clarification can also show that you are actively listening and interested in the conversation. It demonstrates that you value the other person's perspective and want to fully understand their thoughts and ideas.

- "Can you please explain that in more detail?"
- "Would that be acceptable?"
- "I'm not sure I fully understand. Could you give me an example?"
- "Could you help me to understand how that works?"
- "Could you clarify what you mean by that?"
- "Could you flesh out your ideas?"

Czy mógłbyś rozwinąć swoje pomysły (podać więcej szczegółów)?

- "Could you expand on that a little bit more?"

Czy mógłbyś to trochę bardziej rozwinąć?

- "Does anything I have suggested seem unclear to you?"
- "How does that sound to you?"



I hope you enjoyed reading this material
as much as I did writing it!
Thank you!

Anna Black



SZUKASZ EFEKTYWNYCH SPOSOBÓW NAUKI ANGIELSKIEGO?

Już od stycznia 2023 zapraszam do moich grup konwersacyjnych z języka angielskiego - spotkania odbywają się 4 razy w miesiącu a tematy uczniowie otrzymują w formie prezentacji, aby móc się wcześniej przygotować. Pokonaj barierę w mówieniu i dołącz do elitarnej grupy uczniów Anny Black!

Cena zajęć : 30zł/60min (płatne raz w miesiącu, odgórnie za 4 zajęcia)

Liczba miejsc ograniczona!

NAPISZ DO MNIE NA INSTAGRAMIE!



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