



Institut de Formation à Distance

ONLINE ENGLISH COURSES

LICENCE 3

Presentation of trainers

Course designers

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Description of the course

- The English course aims at preparing students to professional life through aquisition of knowledge and skills that allow them to communicate.
- For that purpose, the course is based on providing students with skills which allow them to use general English and ESP (**English for Specific Purposes**).



Prerequisites and objectives

- **Prerequisites**

Students should have completed L2 English course

- **Objectives**

This course aims at providing students with the necessary skills to express themselves in English, through conversations, opinions and business letters, ESP courses will allow students to understand and use the appropriate lexical items and expressions related to their fields of study.





● CHAPTER 2



Topics and Skills

- **CHAPTER 2: Negotiating and dealing with problems**

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- **Specific Objectives:**

By the end of this course students should be able to negotiate in order to deal with problems at work.

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Topics and Skills

Introduction

Conflicts in a company often contributes to business failures. To overcome those conflicts, business owners and managers should use management techniques. Here are some tips :

- Start when there isn't conflict
- Think about how your organization is going to deal with conflict when it arises.
- Try to meet the needs of customers who are dissatisfied and employees who think they are not treated fairly.
- Use mediation between employers and employees whenever necessary
- Make sure you have a good customer service
- Talk to the person you have a conflict with, rather than talking with someone else who sides with you
- Manage emotions during conflicts



Topics and Skills

1- Negotiating successfully

When you are taking part in a negotiation, you might get what you want, but sometimes you may not. Here are some phrases that will work for each situation. Remember, be polite, but be firm. You should never lose control of your emotions.

2- Opening statements/beginning the negotiation

We would like to welcome you ...

Today we are going to talk about ...

We are glad that you could come and hope you will enjoy your stay here.

Let's get down to business.

Let's begin the discussion with ...



Topics and Skills

3- Rejecting an offer/compromise

I'm afraid that's out of the question.

I afraid we can not accept that.

I'm afraid that we can not accept your offer because/since/while ...

I'm afraid that those conditions are unacceptable because ...

Your proposal as it stands is not acceptable.



4- Emphasizing a main point

My main concern at this stage is ...

The main thing for me is ...

The main point I'd like to emphasize ...

I would like to emphasize that ...

One point I'd like to emphasize is that ...

That's/This is an important point.

We need to keep in mind that ...

Let me repeat that ...



5-Being firm

I understand what you're saying, but ...

I can see what you're saying, but ...

By and large, I accept your views, but ... I'm afraid that's out of the question.



6- Being flexible

Would you be prepared to ... (if) ...

I'm will to ...

(if) ...

If you agreed to ...

we could reciprocate with ...

Provided that you ...

We see no objection to ...

We would be willing to consider that.

We would be ready to make a concession on ...

We have no objection to ...



7- Suggesting or accepting an offer/compromise

We'd like to make a proposal that will hopefully benefit both sides.

Would you consider ...?

Why don't you ...

What about if we ...?

I think we can accept that ...



8-Clarifying

As I understand it, your offer is ...

If I understand you correctly, ...

Please correct me if I'm wrong, but if I understand you correctly, you are proposing ...

As I understand it, you're saying that ...

So what you're saying is ... Am I right?



9- Tying concessions to conditions

Provided that you ...

We see no objection to ...

Provided that you ...,

I think we could consider ...

I am willing to ... (if) ...

We would be prepared to ... (if) ...

If you agreed to ...,

We could reciprocate with/by ...

On the condition that you ...,

We could be persuaded to consider ...



10-Summing up/concluding/closing

The main points that have been made are ...

It's been a pleasure doing business with you.

I think the members of the group are basically in agreement on the following points ...

We look forward to getting to know you better both socially and professionally.

I think we've reached an agreement on this issue. We are looking forward to exploring opportunities for a profitable business relationship with you.

I think we have meet halfway on this.

Let me try to pull the main threads of this argument together.



Next steps

- I'll be in touch again soon with more details.
- Let's talk next week and see how things are going.



- **Source**

Adapted from:

https://ekool.tktk.ee/pluginfile.php/32703/mod_resource/content/0/negotiation_expressions.pdf



• **Exercise 1**

Choose the best word to fit the gap.

1- It's important to understand how other cultures behave so you don't cause ____.

A offence **B** problem **C** disaster **D** behaviour

2- In some countries it is quite __ to use the correct title when talking to business colleagues.

A offensive **B** likely **C** formal **D** tricky

3- Having good __ may help you to make deals more easily.

A entertaining **B** manners **C** demonstrations **D** handshaking

4- Ian has to be very organised as his work involves meeting tight ____.

A problems **B** responsibilities **C** challenges **D** deadlines

5- Lesley doesn't like having to wait for other people to __ work for her.

A generate **B** solve **C** resolve **D** tackle



6-Paul enjoys working at Small World because he finds the__stimulating.

A installation **B** environment **C** application **D** opportunity

7- If someone looks me straight in the eye without_I tend to think they are honest.

A yawning **B** sighing **C** blinking **D** sniffing

8-Your body____usually gives other people information about how you really feel.

A appearance **B** impression **C** language **D** relationship

9- Bob and Tony are business__and have arranged to meet at the sales conference.

A delegates **B** customers **C** associates **D** officers

10- I've given the latest sales__to Mr Allen but he hasn't had a chance to look at them yet.

A systems **B** figures **C** worksheets **D** facts



● **Exercise 2**

Choose the best word to fit the gap.

1- We are happy to replace the _____ goods free of charge.

A injured **B** hurt **C** destroyed **D** damaged

2- All the cars in this particular range were recalled because of a design__.

A fault **B** mistake **C** error **D** slip

3- The customer complained that the assistant he spoke to had been most_____.

A helpless **B** incapable **C** unhelpful **D** impotent

4- There was a ___ in the order at the factory and the wrong package was sent.

A mix-up **B** mixture **C** mixing **D** mixed-up

5- The delay in despatch was due to circumstances ___ our control.

A above **B** beyond **C** under **D** in



6-There was a serious staff _____ at the time so several shipments were held up.

A shortage **B** reduction **C** decrease **D** contraction

7- The complaint about the cost of the item was soon _____ out.

A dealt **B** sorted **C** taken **D** cleared

8- As we were entirely responsible for the confusion your account has been _____ with the full amount.

A debited **B** added **C** given **D** credited

9- The poor quality of the products was _____ on inadequate supervision of the workforce.

A caused **B** blamed **C** explained **D** put

10-The customer demanded a _____ when he discovered the equipment was missing.

A return **B** repair **C** refund **D** reply

