



NEGOTIATING

Na kraju niza poslovnih vještina nalazi se pregovaranje jer je pregovaranje ipak najzahtjevnija vještina. (Rješenja zadataka iz lekcije Business English – Lesson 21 – Social English nalaze se ispod Lekcije 22 – Negotiating.)

Možete li smisliti drugi način da kažete rečenice?

- a) It's OK. _____
- b) Your price is too high. _____
- c) This is not acceptable. _____
- d) What do you want? _____
- e) You make no sense. _____

Pogledajmo!

Za početak, osnovni pojmovi koje vežemo za pregovaranje su: **pregovarati (negotiate), pregovarač (negotiator), kompromis (compromise), ustupak (concession), (konačni) dogovor (final agreement, pregovaračka strana (negotiating party), prijedlog (proposal / suggestion), dobra pogodba (good bargain).**

Pregovaranje možemo započeti frazama: **Perhaps we could begin by outlining our initial... Could you tell me a little about... What do you have in mind? How do you feel about...?**

Ustupke i kompromis možemo zatražiti frazama: **Can I make a suggestion/proposal? How about if... Would you be willing to compromise on that? We are willing to make a few concessions.**

Koristeći fraze **Have I got this right? Are you saying...? If I understood you correctly, ...** možemo provjeriti jesmo li razumjeli nešto.

Odbiti ponudu možemo sa: **That's more than we usually offer. That might be difficult for us. I'm afraid...**

Posao sklapamo frazama: **I think we have a deal. It has been a pleasure doing business with you.**



Za kraj, spojite sljedeće dijelove rečenica.

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| a) We are willing to make some concessions | 1. need more time for delivery? |
| b) How about if we bring | 2. if you give us a bigger discount. |
| c) Are you saying you | 3. able to deliver on time. |
| d) I'm afraid we won't be | 4. doing business with you. |
| e) It's a deal. It's been a pleasure | 5. forward the delivery date? |

Nadamo se da ste uspješno riješili ovotjedni zadatak. Rješenja pogledajte u idućoj lekciji Business English – Lesson 23 – Eating out.

Rješenja zadataka iz lekcije Business English – Lesson 21 – Social English.

Nakon što ste savladali korisne fraze, popunite sljedeće dijaloge.

- a) A: Hi, Melinda.
B: Hi, Sharon. Welcome. Please, **make yourself at home**.
A: Thank you.
- b) A: **Could you** open the window, please? It's a bit stuffy in here.
B: Of course.
- c) A: Well, it's been nice talking to you, but I have to rush, I have a meeting in 15 minutes. Now, if I could just find the waiter...
B: Oh, don't worry. **It's on me**.