

Lesson plan two: 7 essential negotiation tactics

Want to negotiate more effectively in professional and personal settings? Talk less and listen more.

Level: Pre-advanced / advanced ESP students

Timing²⁸ : 1:30 to 3 hours

Description / General objective: This text is presented primarily to tackle one of the basic life skills which we all need in order to smooth the talking channel between us and others. By the end of the lecture , students will be able to learn and acquire some vital communicative etiquettes that will help them deal with any confrontation they can encounter. Mastering some of those tactics clears up the way for anyone who wants to be an effective successful negotiator.

Target language points²⁹ :

- **Vocabulary:** Crossing the odd word, word formation (prefixes, suffixes), prepositions, link words (cause / effect).

Phases / Steps	Strategies	Objectives	Aids	Procedures	Observations	Assessment
Pre-reading Warm up activity	Class-discussion	To refresh their minds and pave them the way for what is coming.	BB Handouts (Pictures, Texts)	T: Today we are going to read about one of the crucial topics in nowadays' world. It is significant because all of us elsewhere need to know about it ; at home (parents /children, wives / husbands...), at school or university (students / teachers, teachers		

²⁸ **Time allocation** : It depends on teacher's objectives , students' level, needs and abilities.

²⁹ In this text , the teacher can deal with some points as : **Grammar** : Comparison , gerund , present simple, or interrogative sentences.

	<p>Questioning</p>	<p>To set them to interact together to answer some questions.</p> <p>To lead them to predict the subject</p>	<p>/administrators...), at street (young / old , friends...), at work (employers / employees , workers / workers...).</p> <p>For e.g. at business the relation between managers / partners, managers / clients...)</p> <p>In all these categories one sharing aspect is recommended. Well, let's first do the following activities to get a wide view about it.</p> <p>Teacher distributes the first handouts ,which contain questions / statements , to be answered and discussed.</p> <p>1)- Before you read , answer these questions with your partner .</p> <p>a-Does effective communication play a major role in business ? yes / no</p> <p>b- Do you need some skills to better communicate with your partners or clients ? yes / no</p> <p>-if “yes” , what are they ? -if “no” , justify why ?</p> <p>2)- Again, discuss these statements with your partner. Put true (T), or false (F)</p>		
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<p>Presentation activity</p>	<p>Prediction</p>	<p>To lead them to guess / anticipate the subject.</p>	<p>Pictures</p>	<p>a-Communication is an art which requires understanding some principles. b-Face to face (verbal) communication is a traditional way that should be reduced</p> <p>c-A good speaker is first of all a good skilful listener. d-Nowadays, most people use different communicative channels like phones, e-mails, or faxes</p> <p>e-A successful negotiator does not accept or welcome feedbacks or critiques from their audience (listeners)</p> <p>f-To convey your message properly, you should be clear, concise and precise.</p> <p>g-To negotiate more effectively , you need to show your interest, sincerity , and sympathy.</p> <p>After having students discussed those points, the teacher distributes some pictures so that to facilitate it for them to guess the topic to be treated .This is regarded as a follow up activity to the above one (questioning) mainly for</p>		
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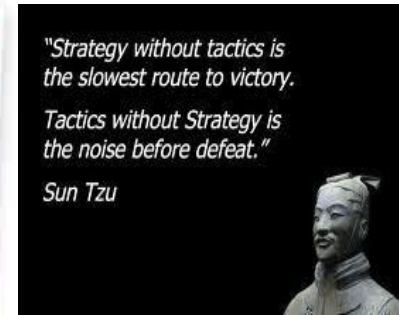
<p>While-reading Practice activity</p>	<p>Vocabulary building</p>	<p>To present the topic and read about it.</p> <p>To recognise word's connotations</p> <p>To differentiate similar words</p> <p>To cross the intruder with justification.</p>	<p>BB</p>	<p>those who will not easily arrive at the text' theme.</p> <p>Together, they analyse those attached pictures.</p> <p>Through his /her interaction, the teacher drives them to :</p> <p>3)- Give a title to this text ,before they are engaged in reading.</p> <p>Teacher writes it on the BB.</p> <p>He / she then distributes the third handouts (the text) and asks them to read it .</p> <p>4)- Find / cross the odd word out in each list, then say why it is different .Use dictionaries if necessary.</p> <p>a-To negotiate- to do a deal – to hold talks- to interview b-A listener – a hearer – a speaker – a recipient. c-A skill- a question –a criticism – a disagreement . d-Personal- professional- scandal-essential.</p>		
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		<p>To help them use dependent prepositions (with verbs / and or adjectives)</p> <p>To check their knowledge on word's formation.</p>	<p>5)-In the text, there are words like : Learn <u>about</u> , react <u>to</u> , respond <u>with</u></p> <p>a-How do we call these underlined words?</p> <p>-Find other examples (similar structures) in the text</p> <p>-Fill in the following sentence with : about – up – to- with –at – into .</p> <p>1-She is very goodnegotiating -Don't get angryyour audienceif a kind of misunderstanding occurs</p> <p>-How do you feelyour strategiesto conduct effective meetings? -Generally, business discussions end.....with satisfaction.</p> <p>6)- Divide the following words into roots and affixes : Showing – negotiation – effectively – misunderstanding- non-confrontational</p> <p>7)-<i>“When used effectively , emotion labelling is one of the most powerful skills available to negotiators because</i></p>		
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<p>Post-reading</p>	<p>Recognising discourse features and their functions</p> <p>Appreciating</p> <p>Summarising</p>	<p>To see their understanding of the text' organisation</p> <p>To assess their comprehension and to know their reactions</p> <p>To evaluate their summarising skills, to see how</p>	<p><i>it helps identify the issues and feelings driving the other person's behaviour."</i></p> <p>a-How many parts (simple sentences) does this sentence contain ?</p> <p>b-What are they ?</p> <p>c-How are they joined together ?</p> <p>d-What relation does it exist then between them ?</p> <p>e-Replace the word "because" by an alternative.</p> <p>8)-a- Do you think this topic is crucial ? Why?</p> <p>- b- Do you like it ?</p> <p>9)- Summarise the text in your own sentences</p> <p>10)- a-If you feel it , say it</p> <p>b- In business, communication is everything.</p> <p>c-Effective negotiation requires skills and finesse.</p> <p>In pairs or in groups discuss either the</p>	<p>It is done orally</p>	
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		<p>they condense a text and how they put well their ideas in writing .</p> <p>To re-invest what they have seen before, in writing</p> <p>To express themselves overtly ; to be able to agree or disagree with some one's view.</p>		<p>three statements or choose one of them. Get helped by the text or the activities you have</p> <p>Done earlier.</p> <p>11)- Debate individually or in pairs the following opinion :</p> <p><i>Successful people talk less and listen more.</i></p> <p>Take one side (for , or against) this. Feel free to provide your own ideas and reactions</p>	<p>It can be speaking / or writing activity (Integrating skills)</p>	
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Pictures used in pre-reading phase³⁰



³⁰ Pictures found in : www.google.com

Lesson plan three: Importance of customer feedback form

Level: Pre-advanced / advanced ESP students

Timing³² : 1:30 to 3 hours

General objective: This text is suggested basically to draw students' attention to another important fact in successful communication with others, mainly in business. It can help them develop a positive attitude towards expressing themselves. That is, being assertive in asking for or giving feedbacks. This latter mirrors other's views which help us move forward. By the end of this text, students will learn to be open-minded, to welcome positive critiques from others, and to act accordingly in order to fulfil their life-goals.

Students will be able to grasp that feedbacks are not signs of failure, contrary, they are key codes and corner-stones to success.

Target language points³³

- **Grammar** : Comparison
- **Vocabulary** : Derivation (prefixes , suffixes), adjectives,

Phases / Steps	Strategies	Objectives	Aids	Procedures	Observations	Assessment
Pre-reading Warm up	Skimming the title and the first paragraph	To read and survey quickly so that to		T: Today's text is about a vital means people can use to express their opinion about products freely.		

³² **Time allocation** : It depends on teacher's objectives , students' level, needs and abilities.

³³ For this third text, the teacher can select other points as : **Grammar** : Present simple, passive sentences , imperative sentences, articles, interrogative sentences , or pronouns.

Vocabulary : Prepositions

<p>activity</p> <p>Presentation activity</p>	<p>only</p> <p>Anticipating the subject</p> <p>Class discussion and interaction</p>	<p>anticipate the topic.</p> <p>To help them well figure out the notion of <i>a customer feedback form</i></p>	<p>Handouts (Texts)</p> <p>BB</p>	<p>T gives the text, then asks them :</p> <p>1)- Skim swiftly through the title and the first paragraph and pick out 6 key words ,then guess the text's subject.</p> <p>Sts's answer may be : customer , feedbacks, essential, business, clients, Internet.</p> <p>T: From this title and the core vocabulary you have taken from the first paragraph</p> <p>2) This text is about....yes....what ?</p> <p>Sts answer</p> <p>Teacher :</p> <p>3)-What is then a customer feedback form ?</p> <p>Via discussion and interaction, they (teacher and students) can analyse it.</p> <p>a-A customer³⁴ . (n) : <i>is someone who buys goods or services from a shop / store or business ,or who uses a bank.</i></p> <p>b-Feedback .(n) : <i>advice, criticism or information about how good or useful</i></p>	<p>This question (nr :2) is in a form of statement, rather than a direct question of : What is this text about ?</p>	
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³⁴ Definitions of those items are quoted from Oxford dictionaries (6th edition ,2000 ; 7th edition ,2006) .

While (during)- reading	Scanning	To scan and read in details	<p><i>something or somebody's work is.</i></p> <p>c-Form .(n / v). Here it is (n) : <i>an official document containing questions and spaces for answers .</i></p> <p>T: From these above definitions, what can we say about a customer feedback form as a whole?</p> <p>A customer feedback form may be an advice ,a criticism or information given by a customer (a buyer) about how good / bad , and how useful / useless your business, company , or product is. It is given in a form of questions that need to be answered .It is simply a written questionnaire .</p> <p>4)-Do you think that this feedback is useful only in business?</p> <p>Sts' answer After, the teacher sets students to read the proposed text, he/ she drives them to :</p> <p>5)- Scan the text and answer the following: a-Why is a customer feedback form important? b- How can you make one on-line? c- Compare between verbal direct feedbacks and this one (the one given in this text).</p>		
	Inferring	To read between the			

	<p>Vocabulary work</p>	<p>lines (in question "c", comparing)</p> <p>To empower their vocabulary ground</p>	<p>Illustrations</p>	<p>6)- Match word in column " A" with their opposites in column " B"</p> <p>7)-From the list below, select the adjectives which best suit the following pictures (illustrations).Link each illustration with its corresponding adjective.</p> <p>-More adjectives can be used to describe an illustration (one picture)</p> <p>List of adjectives :</p> <table data-bbox="1048 906 1464 1050"> <tr> <td>satisfied</td> <td>unsatisfied</td> </tr> <tr> <td>confused</td> <td>angry</td> </tr> <tr> <td>astonished</td> <td>curious</td> </tr> <tr> <td>blameful</td> <td>motivated</td> </tr> </table> <p>Illustrations :</p> <div data-bbox="1066 1126 1617 1262"> </div>	satisfied	unsatisfied	confused	angry	astonished	curious	blameful	motivated		
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confused	angry													
astonished	curious													
blameful	motivated													

Post (after)- reading	Derivation	To derive words	<p>8)- Complete this table</p> <table border="1"> <thead> <tr> <th>Verb</th> <th>Noun</th> <th>Adjective</th> </tr> </thead> <tbody> <tr> <td>-..... -to succeed</td> <td>importance</td> <td>.....</td> </tr> <tr> <td>-..... -to communicate</td> <td>.....</td> <td>satisfied</td> </tr> <tr> <td>-..... -to complain</td> <td>customer</td> <td>.....</td> </tr> </tbody> </table>	Verb	Noun	Adjective	-..... -to succeed	importance	-..... -to communicate	satisfied	-..... -to complain	customer
	Verb	Noun		Adjective											
	-..... -to succeed	importance												
-..... -to communicate	satisfied													
-..... -to complain	customer													
Judging the text's appropriateness	To check out their ability to evaluate	9)- How do you find the writer's selection of this topic ? Do you think it is appropriate (Customer feedback form) to solve some problems in today's world ?													
Dialogue writing	To learn more about , and to better use parts of speech (function	<p>10)- With your partner , use the words below to write a conversation to express your opinion about the Algerian products , nowadays, in terms of quality, price , and people's need.</p> <p>a-Verbs : Agree - disagree - complain - advise -criticise -need - buy - sell – consume-produce.</p> <p>b-Nouns : Clients - sellers - businessmen-</p>													

	<p>Problem-solving</p>	<p>words)</p> <p>To link what they have learnt in class with the outside world.</p> <p>To get familiar with the form of questionnaires.</p>		<p>companies- factories- markets - shops – goods- safety- acceptance .</p> <p>c- Adjectives : Easy - difficult - interesting - expensive -cheap - safe -high - low -satisfied - blameful .</p> <p>d-Adverbs : Well - badly - happily - fast - slowly - always -sometimes - rarely -never.</p> <p>11)- Tell your class about a real -life situation happened to you in a market or a shop where you moved out unsatisfied. In a short paragraph , describe the circumstances of that situation and your reactions to it.</p> <p>12)- Fill in this questionnaire (a form)</p> <p>1- Do you like to give and be given a feedback ?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>2- Do you like to hear both your client’s praise and criticism ?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>3-Do you think your customer opinion is essential for your business ? Say why ?</p>		
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		<p>To help them air out their personal views and responses about something .</p>		<p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>.....</p> <p>Causes.....</p> <p>4- Is the internet the only way to give your feedback ? Give two more examples , if possible</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>.....</p> <p>Examples.....</p> <p>13)-In our life , there are different ways to express ourselves .Some people prefer oral ways like face to face contact, verbal replies or phone calls . Others want to be more silent. They opt for written methods such as ordinary letters ,e-mails, or short messages (sms).However, another group of people keep with no responses . .Always , they have nothing to say or comment, i.e., introverts.</p> <p>You, which group do you join ? What do you prefer ?</p> <p>- Write a paragraph on how you usually express your own ideas, beliefs , and reactions towards something you like , or don't like</p>		
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