

Starting and ending negotiations simplest responses game and key words

Without looking below for now, listen to your teacher and raise the “Starting” card or “Ending” card depending on when you think each thing is said in a negotiation.

Label the sections below with “S” for Starting or “E” for Ending. They are arranged by sections, so if you don’t know one phrase you can look at the ones above and/ or below.

According to our previous discussion,...
Can I begin by explaining our position?
I have considered the proposal in your email and...
The reason why we invited you here today is...

Although I’ll have to check with my boss,...
I’ll put that in writing and email you by the middle of next week.
This is just a formality, but I’ll need to talk to my boss first.

Are we (all) agreed?
Do we have a deal?

Can I just go over what we’ve discussed again?
Can I just summarize what we have talked about so far?
To sum up, what we’ve discussed so far,...

Can we start by hearing your initial offer?
Can you clarify the situation for us?
Can you outline the issues for us?
Can I suggest we start by clarifying the situation?

Did you get up to anything at the weekend?
Did you have a good summer?

Did you have a good journey?
Did you have any problems finding us?
How was your flight?
Is it your first time here in...?

Do we need to discuss anything else?
Do you have anything to add?
Have I missed anything out?
Have we covered everything?
I think we’ve covered everything.
Is there anything we still need to discuss?

Do you think we could have that in writing by the end of the week?
I look forward to doing business with you again soon.
Looking forward to hearing from you soon.
We can follow this up by email.

Does everyone have a copy of the agenda?
There are four points on the agenda.
We can hopefully be finished by...

Due to unforeseen circumstances,...
I know this is not ideal, but...
I know this is rather short notice, but...
I know we agreed... but...

Have you been busy?
How have you been?
How's business?

Long time no see.
How long has it been?

Hopefully our next meeting will be more productive.
I hope we can still do business in the future.
We can continue this conversation when...

I guess it's time to begin, don't you think?
It's about time to discuss the point at hand, if that's okay.
We've got a lot to get through, so...

I can shake on that.
I think we have a deal.
It's a deal.
Where should I sign?
You have a deal.

I can't see any way round this.
There doesn't seem to be much point in discussing this further.
We seem to have come to some kind of a stalemate.

I feel we are making some progress.
I think we've found some common ground.

I hope you can reconsider.
Let me know if you change your mind.
You have my email if the situation changes.

I will confirm that later.
I'd need to see all that written down.
Let's draw up a draft contract with those terms and then...

It was lovely to meet you.
It was really nice to see you again.

It's been great to chat, but...
It's been nice to catch up, but...

We must carry on talking after the meeting, but...
You must tell me more about that later, but...

It's a pleasure to meet you (*name*).
Pleased to meet you (*name*).

It's a shame we couldn't...
Sorry that we weren't able to...

It's been a pleasure doing business with you.
Thank you for your understanding.
Thanks, that was very productive.
We really appreciate your help with this.

Let's get down to business, shall we?
Perhaps we should get started, if that's okay with you.
Shall we make a start?

Let's go over what we agreed.
Shall we go through the agreement one more time?
To recap what we have agreed,...
To summarise our agreement,...

Our goal is...
Our main aim today is...
Our main concern is...
Our main objective is...

Thank you for coming all this way on such a cold morning.
Welcome to...
Would anyone like a drink before we begin?

That brings me onto why we are here today.
That's connected to what I wanted to talk about today, which is...

This might be a good time to have a look at the agenda.
To get down to the point at hand,...
We really should make a start, if you don't mind.

... sends his apologies.
On our side we have...
... will take minutes.

Check your answers as a class, then test each other in small groups in the same way.

Without looking above for now, try to think of or remember phrases with these functions.

Starting

Small talk/ Social language

Getting down to business

The practicalities of the meeting

Setting out the situation/ initial positions

**Ending
Summarising**

Coming to an agreement

Ending with no (clear) agreement

Checking that you've finished

Social language at the end

Talking about the next contact

Use the key words below to help with the brainstorming task above.

Starting

Small talk/ Social language

weekend
summer

journey
finding
flight
here

busy
been
long
business
no

pleasure
pleased

coming
welcome
drink

Getting down to business

time
point
through

chat
catch
after
later

down
started
start

why
connected

agenda
down
make

The practicalities of the meeting

copy
points
finished

apologies
side
minutes

Setting out the situation/ initial positions

according
position
considered
reason

initial
clarify
outline
situation

circumstances
ideal
short
agreed

goal
aim
concern
objective

Ending Summarising

over
summarize
sum

over
through
recap
agreement

Coming to an agreement

check
writing
boss

agreed
have

shake
think
deal
sign
you

Ending with no (clear) agreement

can't
further
stalemate

progress
common

confirm
written
draft

Checking that you've finished

else
add
missed
covered
everything
still

Social language at the end

lovely
nice

shame
sorry

pleasure
understanding
productive
appreciate

Talking about the next contact

writing
business
hearing
follow

hopefully
hope
continue

reconsider
change
changes

Suggested answers

Other phrases are possible, including with the same key words, so please check if you wrote something different.

Small talk/ Social language

Did you get up to anything at the **weekend**?

Did you have a good **summer**?

Did you have a good **journey**?

Did you have any problems **finding** us?

How was your **flight**?

Is it your first time **here** in...?

Have you been **busy**?

How have you **been**?

How's **business**?

Long time **no** see.

How **long** has it been?

It's a **pleasure** to meet you (*name*).

Pleased to meet you (*name*).

Thank you for **coming** all this way on such a cold morning.

Welcome to...

Would anyone like a **drink** before we begin?

Getting down to business

I guess it's **time** to begin, don't you think?

It's about time to discuss the **point** at hand, if that's okay.

We've got a lot to get **through**, so...

It's been great to **chat**, but...

It's been nice to **catch** up, but...

We must carry on talking **after** the meeting, but...

You must tell me more about that **later**, but...

Let's get **down** to business, shall we?

Perhaps we should get **started**, if that's okay with you.

Shall we make a **start**?

That brings me onto **why** we are here today.

That's **connected** to what I wanted to talk about today, which is...

This might be a good time to have a look at the **agenda**.

To get **down** to the point at hand,...

We really should **make** a start, if you don't mind.

The practicalities of the meeting

Does everyone have a **copy** of the agenda?

There are four **points** on the agenda.

We can hopefully be **finished** by...

... sends his **apologies**.

On our **side** we have...

... will take **minutes**.

Setting out the situation/ initial positions

According to our previous discussion,...

Can I begin by explaining our **position**?

I have **considered** the proposal in your email and...

The **reason** why we invited you here today is...

Can we start by hearing your **initial** offer?

Can you **clarify** the situation for us?

Can you **outline** the issues for us?

Can I suggest we start by clarifying the **situation**?

Due to unforeseen **circumstances**,...

I know this is not **ideal**, but...

I know this is rather **short** notice, but...

I know we **agreed**..., but...

Our **goal** is...

Our main **aim** today is...

Our main **concern** is...

Our main **objective** is...

Ending

Summarising

Can I just go **over** what we've discussed again?

Can I just **summarize** what we have talked about so far?

To **sum** up what we've discussed so far,...

Let's go **over** what we agreed.

Shall we go **through** the agreement one more time?

To **recap** what we have agreed,...

To summarise our **agreement**,...

Coming to an agreement

Although I'll have to **check** with my boss,...

I'll put that in **writing** and email you by the middle of next week.

This is just a formality, but I'll need to talk to my **boss** first.

Are we (all) **agreed**?
Do we **have** a deal?

I can **shake** on that.
I **think** we have a deal.
It's a **deal**.
Where should I **sign**?
You have a deal.

Ending with no (clear) agreement

I **can't** see any way round this.
There doesn't seem to be much point in discussing this **further**.
We seem to have come to some kind of a **stalemate**.

I feel we are making some **progress**.
I think we've found some **common** ground.

I will **confirm** that later.
I'd need to see all that **written** down.
Let's draw up a **draft** contract with those terms and then...

Checking that you've finished

Do we need to discuss anything **else**?
Do you have anything to **add**?
Have I **missed** anything out?
Have we **covered** everything?
I think we've covered **everything**.
Is there anything we **still** need to discuss?

Social language at the end

It was **lovely** to meet you.
It was really **nice** to see you again.

It's a **shame** we couldn't...
Sorry that we weren't able to...

It's been a **pleasure** doing business with you.
Thank you for your **understanding**.
Thanks, that was very **productive**.
We really **appreciate** your help with this.

Talking about the next contact

Do you think we could have that in **writing** by the end of the week?
I look forward to doing **business** with you again soon.
Looking forward to **hearing** from you soon.
We can **follow** this up by email.

Hopefully our next meeting will be more productive.
I **hope** we can still do business in the future.
We can **continue** this conversation when...

I hope you can **reconsider**.
Let me know if you **change** your mind.
You have my email if the situation **changes**.

Test each other in pairs:

- Play the same holding up cards game
- Say phrases from one category above until your partner can categorise them
- Say the name of one category and say phrases with gaps for your partner to complete
- Say the name of one category and help your partner make example phrases with key words, gapped phrases, etc

Use that kind of language in roleplay negotiations, first with the lists of phrases to help, then with only the key words to help, and finally with no help.

Write phrases you used or could use in the body of the negotiation in these categories:
Making proposals/ suggestions

Rejecting proposals

Accepting proposals

Reacting to acceptance

Reacting to rejection

Moving the meeting on/ Not getting stuck on a point

Trading/ linking offers and conditions

Giving reasons

Cards to hold up

Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending