* **Discuss the following questions:**

What qualities make a good negotiator?

Do you have to negotiate?

Do you like negotiating? Why/why not?

Do you know the social rules in the context of a buyer-customer negotiation?

Do you think that making goodwill gestures is a good idea?

Do you think people should tell the complete truth when negotiating?

* **Can you match the sentence beginnings (1–8) with the correct endings (a–h)?:**
1. After 48 hours of intensive negotiations in which he slept for …
2. One of the problems of protracted negotiations is that achieving agreement can come …
3. After tense negotiations between the hijackers and air traffic control in Cyprus,
4. The agreement on limiting television violence represents the climax of several months of intense …
5. The painting has been withdrawn from sale and acquired by the National Gallery…
6. Then violence broke out, and it took six months …
7. The deal was struck only after eleventh-
8. He’s a tough negotiator …
9. …the plane was allowed to land at Larnaca airport.
10. …hour negotiations between the US, the European Union and Japan.
11. … only one hour, Mr. Smith said: “It has been both tough and incredibly complicated.”
12. … of delicate negotiations to put the process back on track.
13. … negotiations between television executives and the National Parent Teacher Association.
14. … to be more important than anything else, including the final decision.
15. … and likes bargaining about everything.
16. … after last-minute negotiations with the auctioneers, Sotheby’s.
* **Can you match the sentence beginnings (1–5) with the correct endings (a–e)?:**
1. Boeing offered the idea of a 600-plus seat jet to airlines last autumn.
2. The country’s trade negotiators are trying all sorts of tricks to protect their farmers,
3. The TV presenter gave his bosses an ultimatum that he would leave the show…
4. The company said they would fire all of us if we didn’t accept the deal…
5. Over the past two years, Mersey Docks has made a number of “final” offers,
6. … for example, allowing only whole chickens to be imported, not chicken parts.
7. But European plane industry executives are convinced that Boeing is bluffing.
8. … the last one being 28,000 to each docker involved in the dispute.
9. … if Miss Taylor was allowed to stay as co-presenter.
10. … but we called their bluff – we refused and six months later we still have our jobs!