

You think...



But you say...

- 1 I need to discuss that with my manager. (would) _____
- 2 That is very difficult for us. (would) _____
- 3 I want to start by explaining our position. (would like) _____
- 4 Can I just make one point? (could) _____
- 5 Sorry, can I just finish? (could) _____
- 6 We expect you to pay in advance. (would) _____
- 7 That's fine. (would) _____
- 8 What can you offer us in return? (could) _____

Diplomacy

Worksheet

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ACTIVITY

Pairwork: speaking

AIM

To speak diplomatically when negotiating.

GRAMMAR AND FUNCTIONS

Would and *could* for polite requests in negotiations

VOCABULARY

Negotiation: *to offer (something) in return, to pay in advance, to interrupt, to explain one's position, to make a point*

PREPARATION

Make one copy of the worksheet for each student in the class.

TIME

20 minutes

PROCEDURE

- 1 Introduce the idea of language appropriacy by asking students how they would ask a) a friend and b) the bank to lend them some money.
For example:
a) *John. Can you lend me £10 for a taxi?*
b) *Good morning. Would it be possible to arrange a loan to buy a car?*
- 2 Tell them that they are going to look at ways of expressing themselves more diplomatically in different situations.
- 3 Give a worksheet to each student and ask them why the phrases in thought bubbles would not be appropriate in a formal business negotiation (they are too direct).
- 4 Ask students to work in pairs to match the phrases in the thought bubbles with their spoken equivalent in the sentences under the heading 'But you say...'. Explain that they should put the letter next to the speech bubble in the corresponding sentence box at the bottom of the worksheet.
- 5 When they have finished, go through the answers with the whole class.
- 6 Focus the students' attention on the sentences. Ask them to rephrase the sentences, using *would* or *could* to complete the process of making 'correct and diplomatic' sentences. Check the answers with the whole class.

FOLLOW-UP

Ask the students to look at this short informal letter to a colleague and then to write a similar, but more formal letter to a customer.

*Dear Diana**I got your note about the coffee cups. If you want some, you'll need to fill out this staff order form. Be quick because the offer of 10 per cent discount only lasts until the end of the month.**Best wishes**Stan*

ANSWERS

1g 2a 3f 4c 5b 6d 7e 8h

But you say ...

- 1 I would need to discuss that with my manager.
- 2 That would be very difficult for us.
- 3 I would like to start by explaining our position.
- 4 Could I just make one point?
- 5 Could I finish?
- 6 Would you pay in advance?
- 7 That would be fine.
- 8 What could you offer us in return?