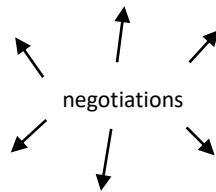


Negotiations - The Client



BEFORE WATCHING

What comes to your mind when you think of successful negotiations?



Watch the video and answer the questions:



Michael
the manager of the branch
in Scranton



Jan
Michael's supervisor



Christian
a prospective client

PART 1 It's actually a big deal.

- What is the meeting going to be about?
- Why is it critical for Dunder-Mifflin to seal the deal?

PART 2 You're going to let me do the talking, we'd agreed on that.

- What is Jan's attitude? Does Michael seem to be on the same wavelength?
- What should Jan and Michael have done differently?

PART 3 Thank you very much for meeting with us, have you been waiting long?

- Which topics came up? What do you think of them? Are they safe?
- Which other small talk topics should be avoided?

PART 4 I almost had Awesome Blossom coming out of my nose!

- What's Michael's strategy? Does it work?
- How does Jan react to Michael's ideas?
- What else could Michael do to care for a friendly atmosphere? Which small talk topics should be encouraged?

PART 5 Truth or dare?

- What's Michael's strategy? Does it work?

PART 6 You have to meet me halfway, ok?

- Is the meeting successful? What makes you think so?

AFTER WATCHING

How can you summarize the video? Which strategies proved to be successful? Would you ever decide to use them?

Go to Quizlet for more practice: https://quizlet.com/_4ynsdc