

B.VI.6

Advanced skills – Organising meetings, presentations, discussions

Negotiating with convincing arguments and a good strategy – Das Thema „erfolgreich Verhandeln“ erarbeiten

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Verhandlungen ziehen sich durch das ganze Berufsleben. Dabei sind die Situationen vielfältig. So kann es sich um Verhandlungen zwischen Geschäftspartnern handeln, aber auch um Verhandlungssituationen im kleineren Stil, die den eigenen Alltag betreffen: Das Verhandeln um eine Gehaltserhöhung, um Tagelohn im Homeoffice oder um eine Umstellung auf eine Vier-Tage-Arbeitswoche. In dieser Unterrichtseinheit setzen sich die Schülerinnen und Schüler anhand verschiedener (Hör-Seh-)Texte mit dem Thema „Verhandlungen“ auseinander. Sie trainieren ihre Hörverstehens- und Mediationskompetenz, proben aber auch Gelerntes in Rollenspielen, die Verhandlungssituationen darstellen.

KOMPETENZPROFIL

Wissensniveau: B1 (Differenzierungsmaterial für A2)

Dauer: 10 Unterrichtsstunden

Kompetenzen:
1. Hör-(Seh-)Verstehen: Hörtexte und Hör-Seh-Texte verstehen;
2. Sprechen: in Rollenspielen kompetent interagieren

Thematische Bereiche: *negotiations*

Auf einen Blick

1./2. Stunde

Thema: Talking about different aspects of negotiations

M 1 **Easy or challenging? – Talking negotiations** / Bilder beschreiben und Aussagen über Verhandlungssituationen machen (EA)

M 2 **Talking about aspects of negotiating – A visit to the World Café** / Aspekte von Verhandlungen in einem Welt-Café sammeln (UG)

Benötigt:

- Dokumentenkamera bzw. Beamer/Whiteboard für die Projektion der Bilder in M 1
- (Papier-)Tischdecken und Stifte für die Durchführung des *World Cafés*

3./4. Stunde

Thema: Collecting facts about how to negotiate

M 3 **How to negotiate – Elements of negotiations** / Informationen aus einem Hörtext entnehmen und visualisieren, eine Checkliste erarbeiten (EA, GA)

Benötigt:

- ggf. digitale Endgeräte und Internetzugang

5./6. Stunde

Thema: Learning negotiation skills

M 4 **12 Important Negotiation Skills – A mediation** / einen Text ins Deutsche übertragen und Merkkärtchen erstellen (GA)

M 5 **Practising negotiations – A role play** / Verhandlungen in einem Rollenspiel erproben (GA)

M 6 **Was happened or not? – Giving feedback** / eine Rückmeldung zum Verhalten in einem Rollenspiel geben (GA/UG)

Benötigt:

- ggf. Karteikarten, o. Ä., zur Erstellung der Merkkärtchen in M 4

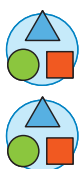
7./8. Stunde

Thema: Finding solutions

M 7 **A failed negotiation – Make improvements!** / in einem Video eine gescheiterte Verhandlung analysieren (EA, GA); das Rollenspiel optimieren (GA)

Benötigt:

- Abspielmöglichkeit für das Video



9./10. Stunde

Thema: Producing an explainer video

M 8 **Bringing everything together – Making explainer videos /** ein Erklär-/Lern-video mithilfe einer Anleitung produzieren (GA)

M 9 **Watching the explainer videos – A feedback sheet /** mittels eines Feedbackbogens Rückmeldung geben (EA)

Benötigt: ggf. digitale Endgeräte und Internetzugang zur Produktion des Erklär-/Lern-videos

Minimalplan

Sie haben nur zwei Doppelstunden zur Verfügung? So können Sie die wichtigsten Inhalte abdecken:

1./2. Stunde: Collecting facts about how to negotiate

M 3/M 4

3./4. Stunde: Learning negotiation skills

M 5–M 7

M 1



Easy or challenging? – Talking about negotiations

Negotiations can be difficult sometimes, right?

Tasks

1. Look at the pictures and describe them.
TIP: If you need help, use the vocabulary provided.
2. Discuss in class: What problems can come up when negotiating? What do you do in a problematic situation? What do you have to pay attention to when negotiating?
TIP: If you need help, answer the questions in the box.



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TIP: Useful vocabulary

(to) have a fight (to) discuss – controversial – cultural background – (to) exchange arguments – (to) yell at sb. – (to) negotiate – (to) give a presentation – headsscarf – (to) give a presentation – headsscarf – (to) yell at sb.

TIP: These questions might help you

- How much information is communicated and how are opinions shared?
- How do the business partners communicate with each other?
- Do they seem to agree with each other?
- How do the business partners resolve their disagreements?



M 3



How to negotiate – Elements of negotiations

Here you get some basic information on negotiating.

Tasks

Digital alternative: You can also complete tasks 1 and 2 online as a *LearningApp*:

<https://learningapps.org/watch?v=p2w6quo2v23>

1. Listen to the audio: <https://raabe.click/negotiationhowto>.
2. Decide whether the following statements are true or false.

Statements	True	False
a) It is enough if one party is happy after the negotiation is over.		
b) Another word for negotiating is cheating.		
c) If you are not well-prepared in a negotiation, it is likely to fail.		
d) The bottom line is a non-acceptable outcome.		
e) A good first impression when opening negotiations is unwanted.		
f) Bargaining is a process of going back and forth of offers, counter offers and concessions.		
g) Closing the deal is the end of the negotiation process.		

3. Now listen to the audio again. Then answer the questions. Key words are sufficient.

a) With whom do we negotiate in our working life? (4 examples)
b) What is a negotiation?
c) What are the five components of a negotiation?
d) What do you have to think of when you prepare for a negotiation?
e) What are the most important aspects about the outcome of the negotiation?
f) Who should phrase their ideal outcome first?
g) What should you never do after closing a deal?

Practising negotiations – A role play

M 5

Now that you know what to do in theory it is time to put your skills into practice.

Tasks

Form groups of four students. Act out a role play on a four-day working week in your company.

1. Every student takes over a role. Read the role description. Try to remember as much as you can on how to negotiate successfully.
2. Practise the negotiation. Everything that is not written on the role card can be invented.

TIP: If you need help, you can use the phrases as support in your negotiation.

Role 1: Marcus Meyer

- You own a company in which solar panels are produced.
- You have a lot of orders that need to be fulfilled.
- You don't have enough skilled employees and it is difficult to find personnel.

Role 2: Tina Pelosi

- You have been working for Mr Meyer for almost five years now.
- There is a lot of work to do and sometimes the weekend is not enough to recover from a stressful working week.
- You think a four-day working week would be great.

Role 3: Frank Field

- You are an employee at Mr Meyers company. You have been working there for twenty years. You like your job.
- You are on the works council of your company.
- You know that a lot of people are in favour of the four-day working week. You have heard a lot of good things from other companies that have introduced this concept already.

Role 4: Juliet Joplin

- You are the head of the production department.
- You don't think that the work that is normally done in five days can be done in four days.
- In your opinion working longer hours on four days could be bad for the health of the workers and might also cause dangerous situations.

These phrases can help you in your negotiation

To make a point	To disagree	To add another point
In my opinion ...	I see your point but...	I would like to add that ...
I think that ...	I disagree with you because ...	Additionally, ...
On the one hand ... on the other hand ...	How can you say that ...	Moreover, ...
	You said that ... but I want to stress that ...	On the one hand ... on the other hand
	On the contrary, I think that ...	

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