

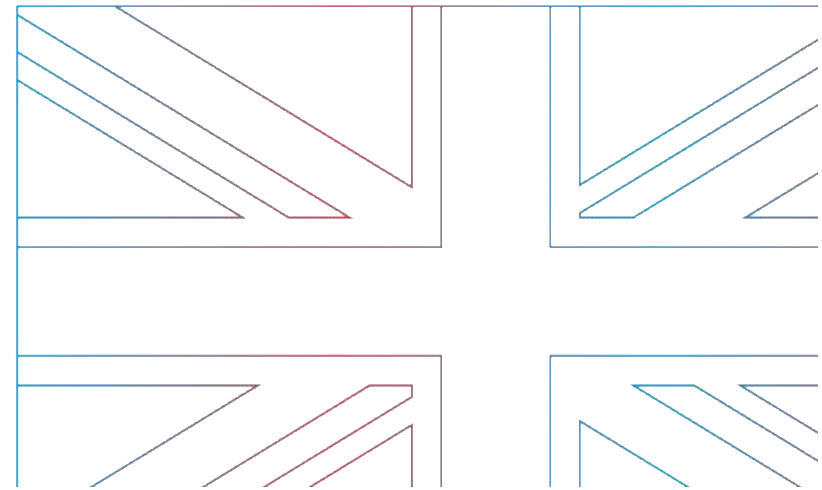
# Tematyka webinaru:



**Zaimki**

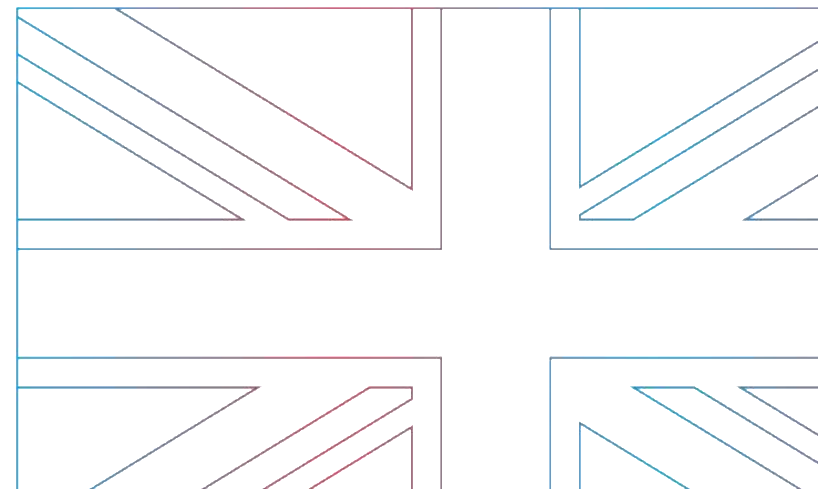


**Negocjacje**

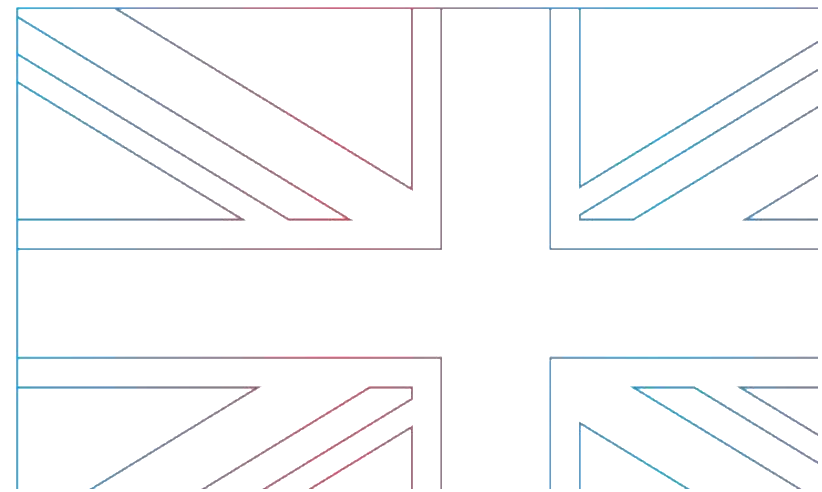




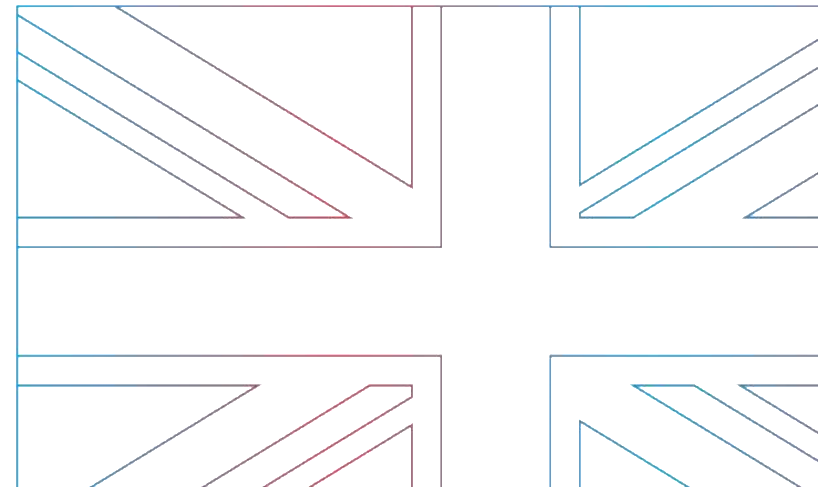
# ZAIMKI



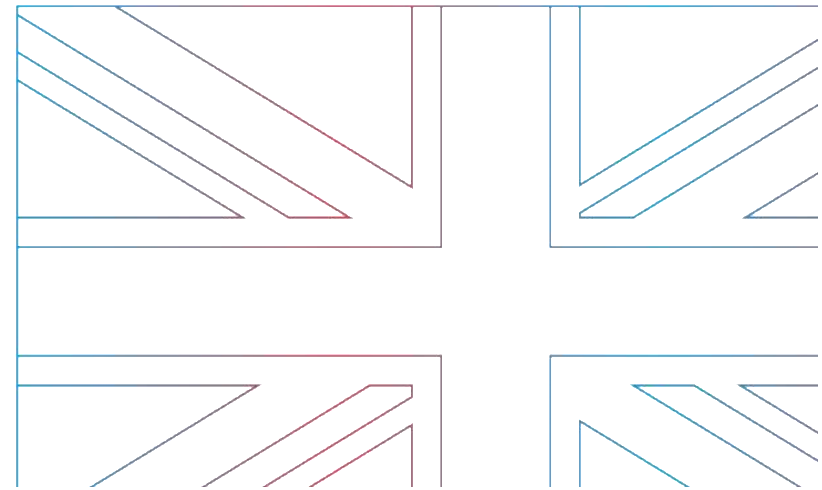
- Zaimki osobowe służą do zastępowania osób lub rzeczy w zdaniu.
- Przykłady
- I love **coffee**. **It** helps me stay awake. (*Ja kocham kawę. Pozwala mi nie zasnąć (dosł. ...pozostać obudzonym.)*) **coffee** → **It**
- **Molly** is a friend of mine. **She** called me yesterday. (*Molly to jedna z moich przyjaciółek. Ona zadzwoniła do mnie wczoraj.*) **Molly** → **She**
- **Jason and Peter** live nearby. **They** are my friends. (*Jason i Peter mieszkają nieopodal. Oni są moimi przyjaciółmi.*) **Jason and Peter** → **They**



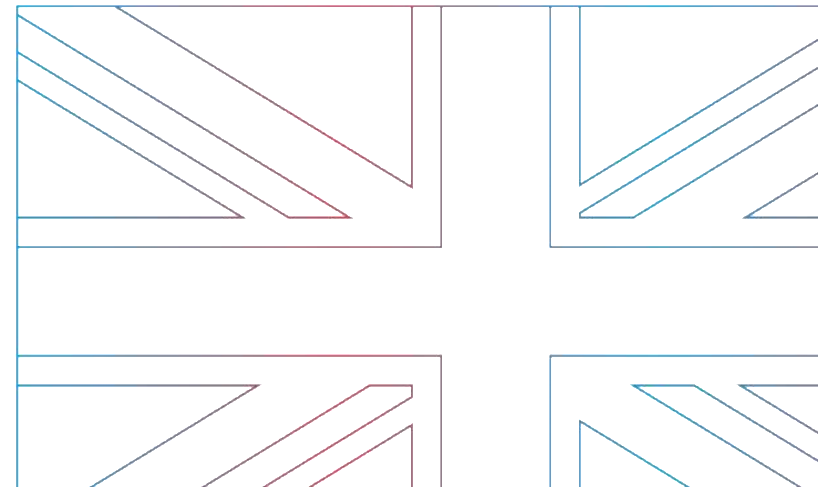
- Zaimki osobowe w mianowniku, tzn. jako wykonawcy czynności/ podmioty w zdaniu to
- I ja
- **you** ty
- **he** on
- **she** ona
- **it** ono
- **we** my
- **you** wy
- **they** oni/one



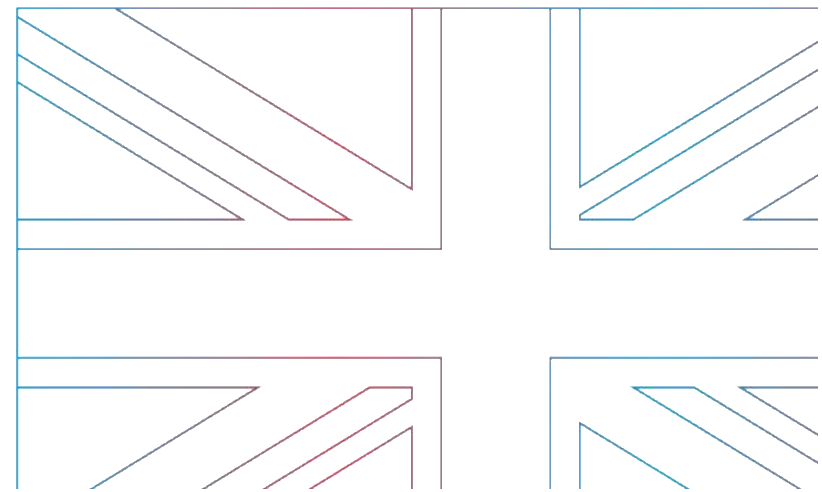
- Jeśli zaimki znajdują się w innej części zdania i nie są podmiotami/ wykonawcami czynności, wtedy mają inne formy, ponieważ zaimki w języku angielskim się odmieniają.
- Przykłady
- **I** really want to know the truth. Tell **me** the truth. *Naprawdę chcę poznać prawdę. Powiedz mi prawdę.*



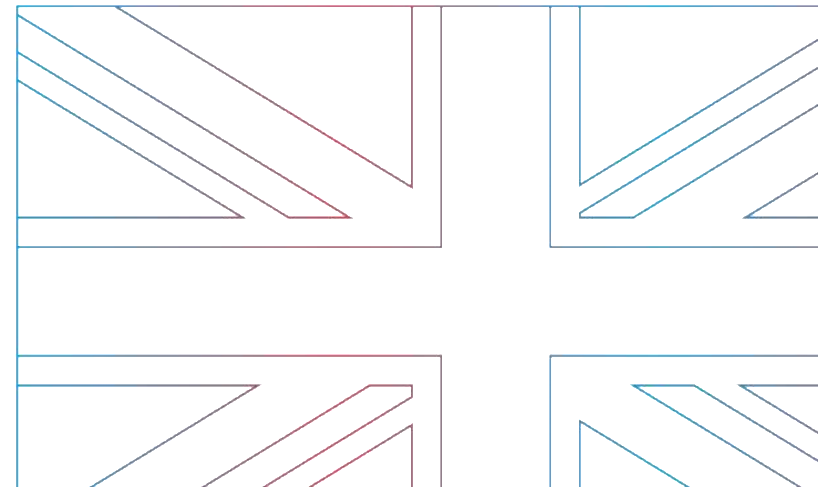
- We need **it**. Give **it** to us! *Potrzebujemy tego. Daj to nam!*
- **Our children** have problems at school We helped **them** with homework. Nasze dzieci mają problemy w szkole. Pomogliśmy im z pracą domową.
- **Jenny** is fine. We met **her** last week. *Jenny czuje się dobrze. Spotkaliśmy ją w zeszłym tygodniu.*



- Zaimki osobowe w przypadkach zależnych, tzn. takich, które zależą od czasownika/ funkcji w zadaniu, to
- **me** /mnie, mi
- **you** /ciebie, ci
- **him** /jego, jemu
- **her** /jej, jej
- **it** /je, jemu
- **us** /nas, nam
- **you** /was, wam
- **them** /nich, im



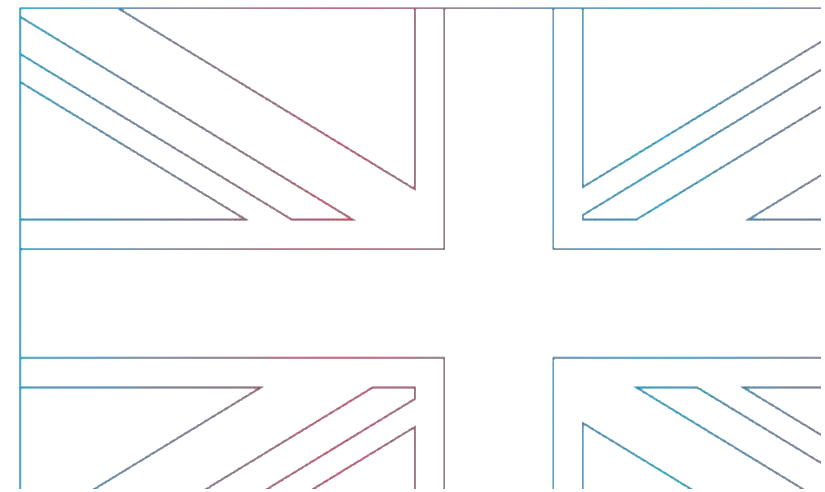
- Zaimki wskazujące to słowa, które wskazują na osoby, rzeczy, miejsca lub kierunki.
- **this**      **these** *ten/ ta/ to – te* (blisko)
- **that**     **those** *tamten/ tamta/ tamto – tamte* (daleko)





**QUEST**  
FOR  
**ENGLISH**

- Przykłady
- **This** is my phone. *To jest mój telefon.*
- **These** books are interesting. *Te książki są interesujące.*
- **That** was a great movie! *To był świetny film!* (Warto zwrócić uwagę, że z czasem przeszłym użyjemy that/ those, bowiem rzeczy są oddalone w czasie.)
- **Those** people over there are my colleagues. *Tamci ludzie tam to moi koledzy.*



## Ćwiczenie 1

Wstaw zaimki w luki.

**these, him, her, them, that, me**

1 Can you help \_\_\_ with my homework?

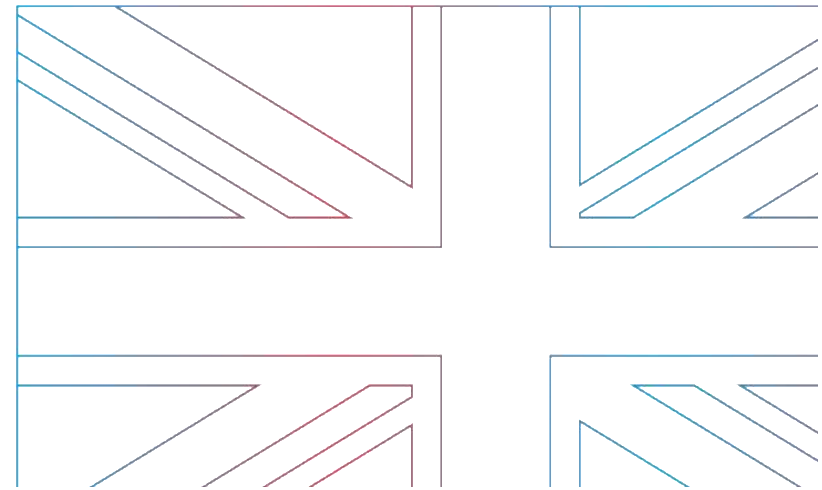
2 I saw Jack yesterday and talked to \_\_\_\_.

3 I spoke to Jenny. Henrietta called \_\_\_ an hour ago.

4 Look at \_\_\_ flowers! They are so beautiful.

6 Do you know \_\_\_ boy over there?

7 The shoes are too big. I don't like \_\_\_\_.



Klucz

1 Can you help **me** with my homework?

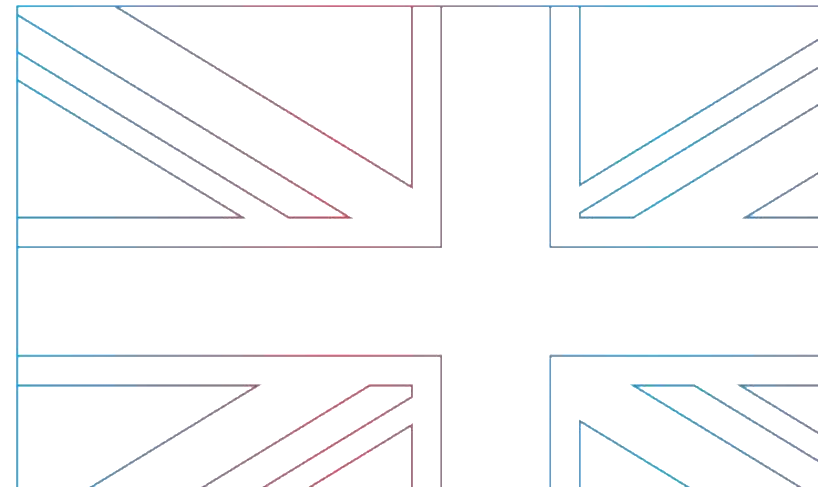
2 I saw Jack yesterday and talked to **him**.

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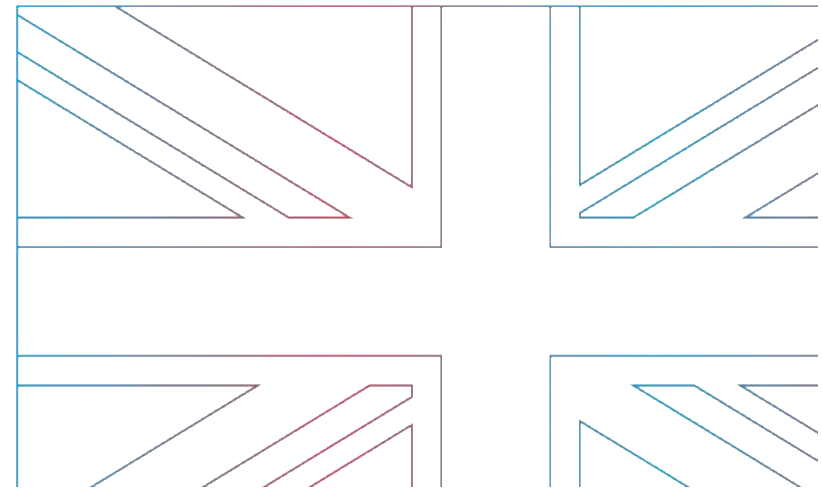
4 Look at **these** flowers! They are so beautiful.

5 Do you know **that** boy over there?

6 The shoes are too big. I don't like **them**.



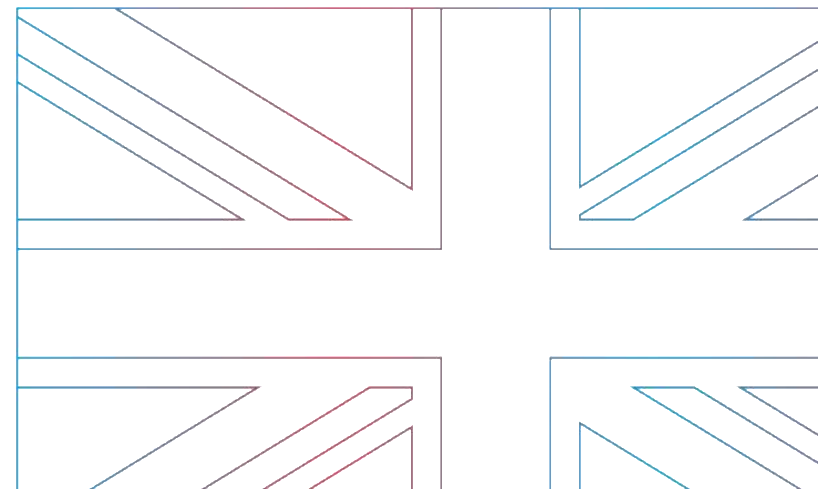
- Zaimki wyrażające przynależność i zastępujące dany rzeczownik.
- Przykłady
- 1 A: Is it your phone ringing? B: No, that's not **mine**. **Mine** is on the table. A: Czy to twój telefon dzwoni? B: *Nie, to nie mój. Mój leży na stole.*
- 2 This teddy bear is **mine**! You can't take it! *Ten miś jest mój! Nie możesz go zabrać!*
- 3 Is this book **mine** or **yours**? Actually, I think it's **Peter's**. *Czy ta książka jest moja czy twoja? Myślę, że (to książka) Petera.*





**QUEST**  
FOR  
**ENGLISH**

- Zestawienie przyimków wyrażających przynależność.
- my      **mine**      *mój*
- your    **yours**      *twój*
- his      **his**      *jego*
- her      **hers**      *jej*
- our      **ours**      *nasz*
- your    **yours**      *wasz*
- their    **theirs**      *ich*





**QUEST**  
FOR  
**ENGLISH**

## Ćwiczenie 2

Wstaw zaimki w luki.

**ours, yours, hers, his, theirs, mine**

1 I forgot my umbrella at home. I can see you have one. Can I borrow \_\_\_\_\_?

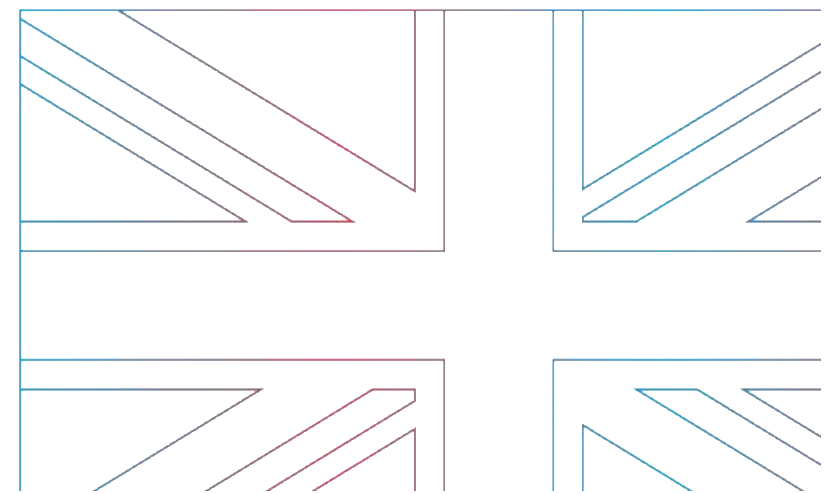
2 James has a blue bike. That bike over there is \_\_\_\_\_.

3 This laptop doesn't belong to me. It's \_\_\_\_\_.  
She bought it last month.

4 We just bought a new house. That beautiful garden is \_\_\_\_\_.

5 This is not my jacket. \_\_\_\_\_ is red and dark blue.

6 The Johnsons have a big black dog. That dog in the yard is \_\_\_\_\_.



Klucz

1 I forgot my umbrella at home. Can I borrow **yours**?

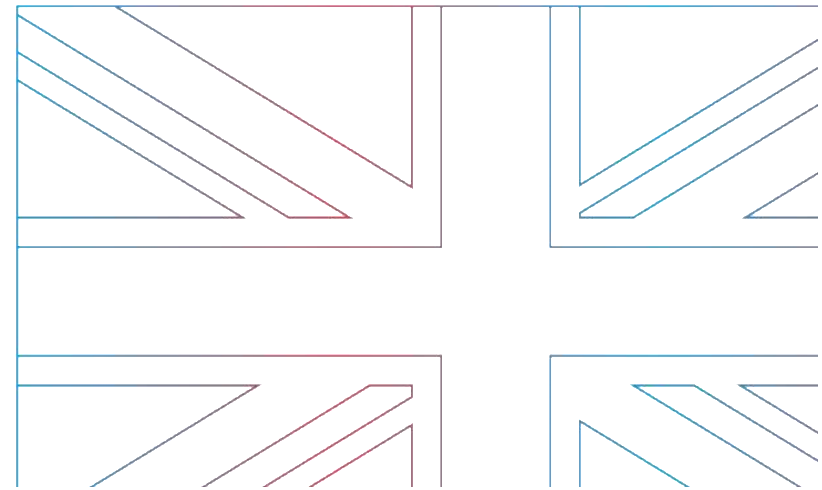
2 James has a blue bike. That bike over there is **his**.

3 This laptop doesn't belong to me. It's **hers**. She bought it last month.

4 We just bought a new house. That beautiful garden is **ours**.

5 This is not my jacket. **Mine** is red and dark blue.

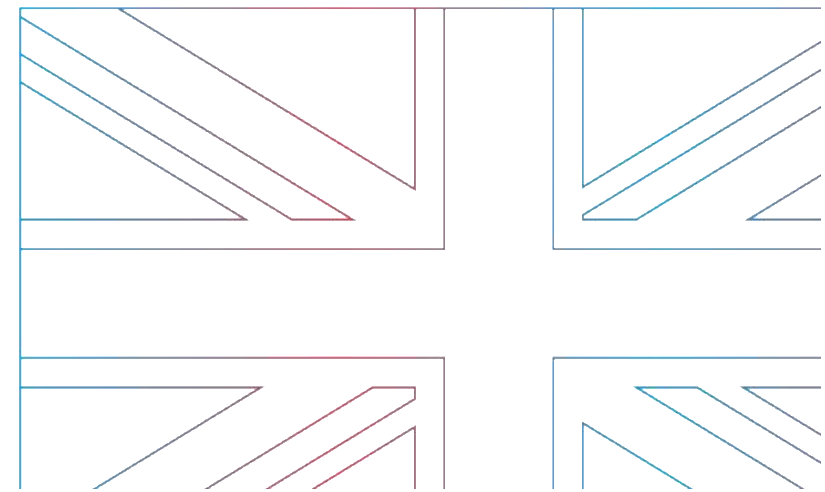
6 The Johnsons have a big black dog. That dog in the yard is **theirs**.





QUEST  
FOR  
ENGLISH

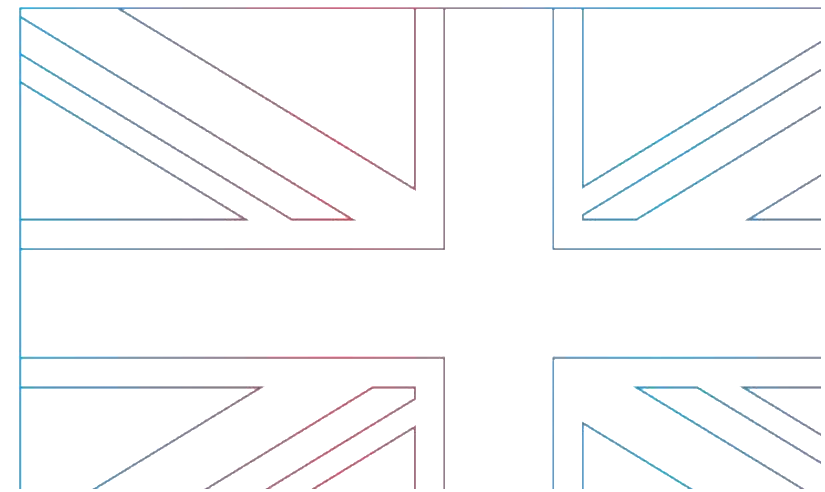
- Zaimki zwrotne odnoszą się do wykonawcy czynności w zdaniu i wskazują, że jest on jednocześnie jej odbiorcą.
- Przykłady
- **He** cut **himself** while shaving. *Skaleczył się podczas golenia. [on skaleczył siebie]*
- **I** taught **myself** to play the piano. *(Sam) Nauczyłem się grać na pianinie.*
- **She** burned **herself** while cooking. *Ona poparzyła się podczas gotowania.*
- **I** introduced **myself** to the new neighbors. *Przedstawiłem się nowym sąsiadom.*



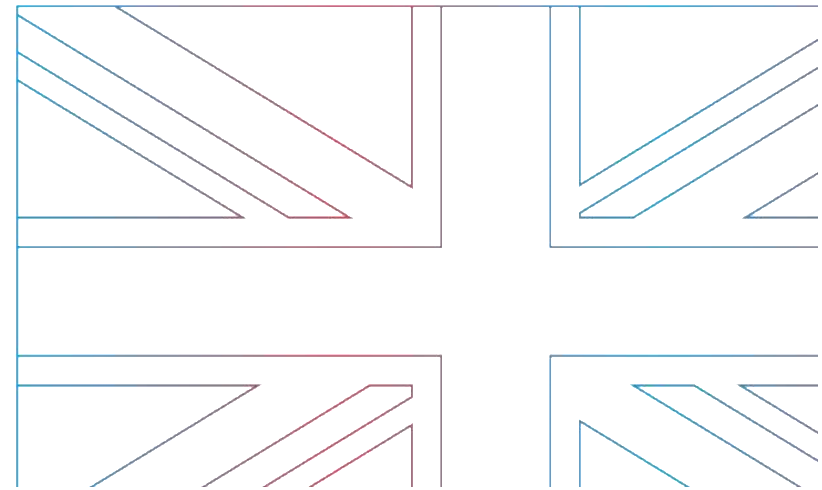


QUEST  
FOR  
ENGLISH

- Uwaga! Często inne czasowniki wymagają zaimków zwrotnych w języku polskim, a inne w angielskim (w polskim występują częściej). W języku polskim w niektórych zaimkach zwrotnych próżno szukać logiki 😊, np.
- *śmiać się* (dlaczego czynności miałyby być skierowana na wykonawcę?) W angielskim mówimy po prostu laugh
- Inne
- *bać się*
- *zachowywać się*
- Co innego *myć się*, ponieważ myjemy swoje własne ciało lub *ruszać się*, bo poruszamy swoim ciałem.



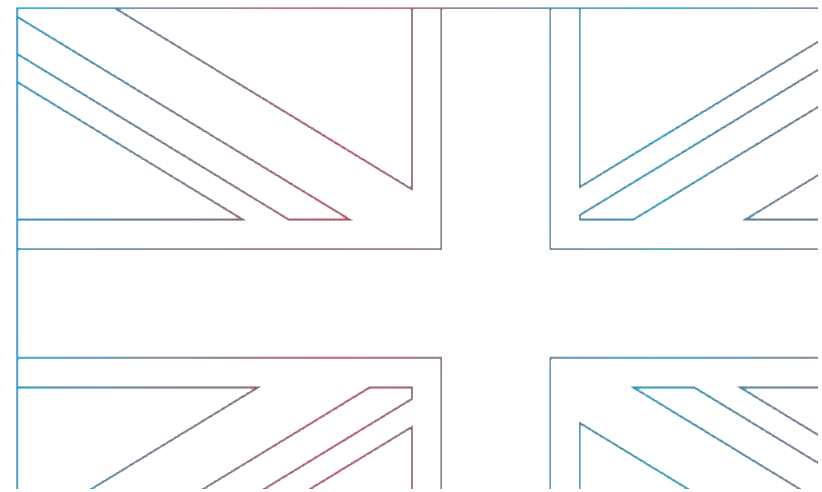
- Lista zaimków zwrotnych
- I **myself**
- you (l. poj.) **yourself**
- he **himself**
- She **herself**
- it **itself**
- we **ourselves**
- you (l. mn.) **yourselves**
- they **themselves**



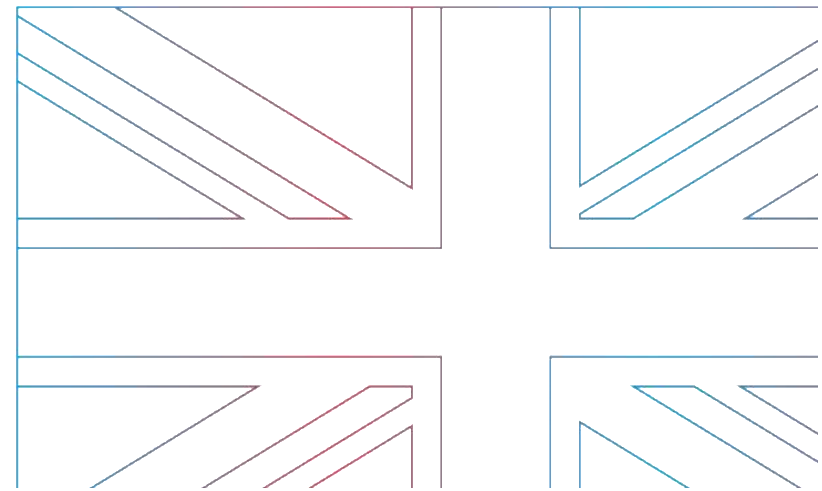


**QUEST**  
FOR  
**ENGLISH**

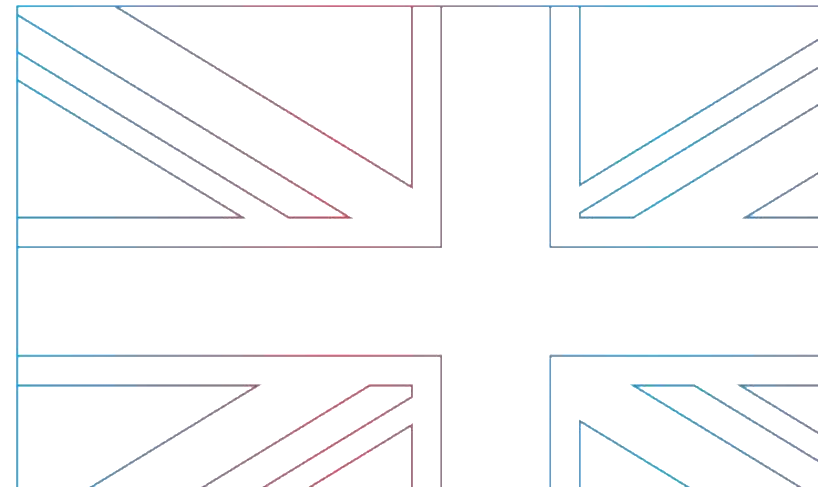
- Przykładowe różnice w użyciu zaimków zwrotnych w języku polskim i angielskim.
- *bać się*     **be afraid**  
    *Boję się pajków.* I'm afraid of spiders.
- *cieszyć się*     **enjoy/be happy**  
    *Cieszę się na wakacje.* I'm happy about the holidays.
- *śmiać się*     **laugh**  
    *Śmieję się z jego żartów.* I laugh at his jokes.



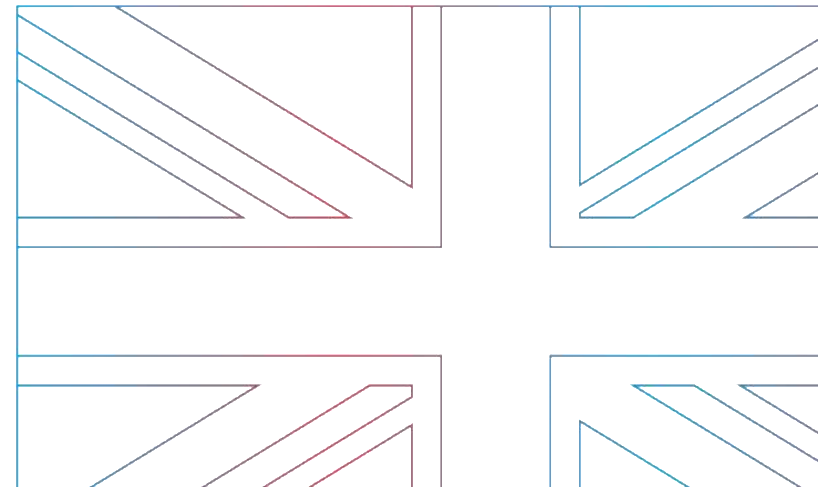
- *ubierać się*      **get dressed**  
    *Ubieram się szybko.*      I get dressed quickly.
- *zachowywać się*      **behave**  
    *Dziecko zachowuje się dobrze.* The child behaves well.
- *spieszyć się*      **be in a hurry**  
    *Spieszę się do pracy.*      I'm in a hurry to work.
- *nazywać się*      **sb's name is**  
    *Nazywam się Gregor.*      My name is Gregor.



- Zaimki zwrotne używane są też, żeby położyć dodatkowy nacisk na wykonawcę czynności.
- Przykłady
- He fixed the car **himself**. *On sam naprawił samochód.*
- We decorated the house **ourselves**. *My sami udekorowaliśmy dom.*



- You should see it **yourself** to believe it. *Powinieneś sam to zobaczyć, żeby uwierzyć.*
- The president **himself** attended the ceremony. *Sam prezydent uczestniczył w ceremonii.*
- She painted the entire room **herself**. *Sama pomalowała cały pokój.*





**QUEST**  
FOR  
**ENGLISH**

## Ćwiczenie 3

Wstaw zaimki w luki.

**herself, yourself, myself, ourselves, himself**

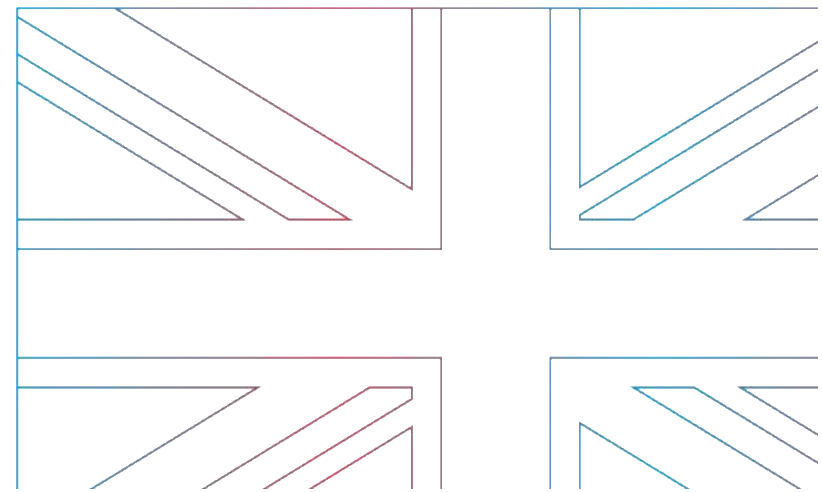
1 I'll talk to him \_\_\_\_\_.

2 If you want something done right, do it \_\_\_\_\_!

3 He told me \_\_\_\_\_ that he was leaving.

4 The manager \_\_\_\_\_ handled the complaint.

5 We'll finish the project \_\_\_\_\_!



Klucz

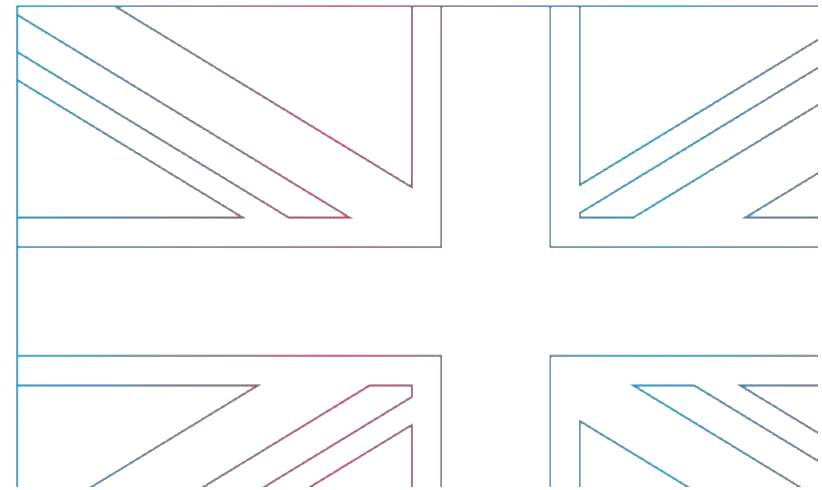
1 I'll talk to him **myself**.

2 If you want something done right, do it **yourself!**

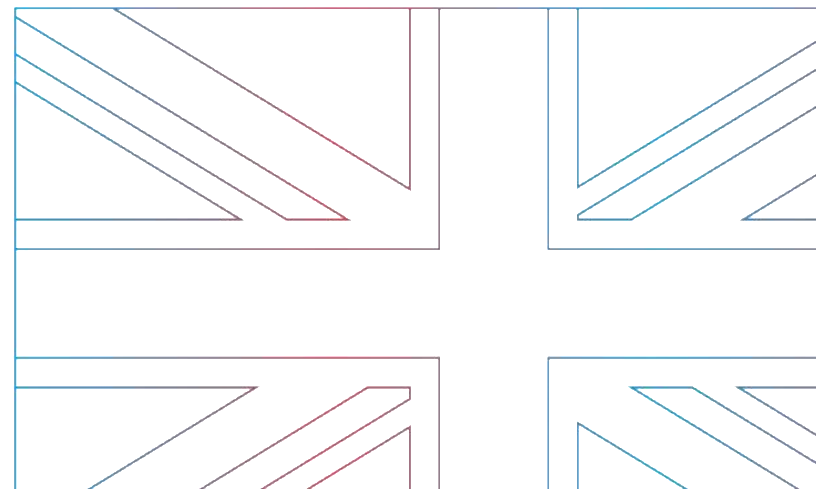
3 He told me **himself** that he was leaving.

4 The manager **herself** handled the complaint.

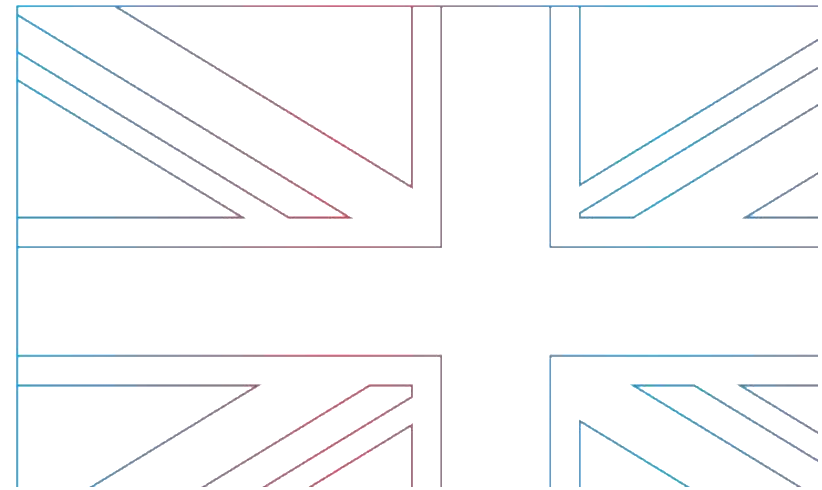
5 We'll finish the project **ourselves!**



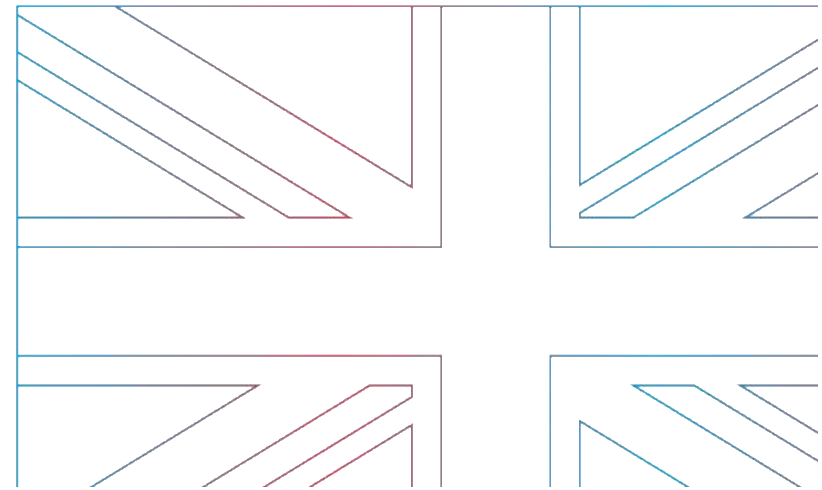
- Jeśli chcemy położyć nacisk na samodzielne wykonanie danej czynności lub nieobecność innych osób, dodajemy słowo **by** przed zaimkiem zwrotnym.
- Przykłady
- She fixed the car **by herself**. *Naprawiła samochód sama/ samodzielnie.*
- I prefer to travel **by myself**. *Wolę podróżować sama.*



- The kids cleaned their room **by themselves**. *Dzieciaki same posprzątały swój pokój.*
- He went to the concert **by himself**. *On sam poszedł na koncert.*
- You don't have to do it **by yourself**—I can help! *Nie musisz tego robić sama – mogę pomóc!*

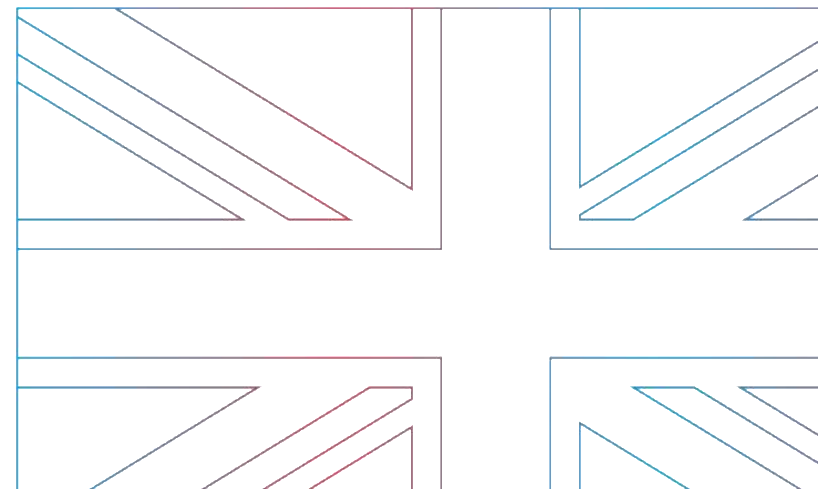


- Istnieją też zaimki wzajemne/ wzajemności, kiedy działanie skierowane jest „na siebie nawzajem”. To zaimki
- **each other**
- **one another** (rzadziej używana forma)

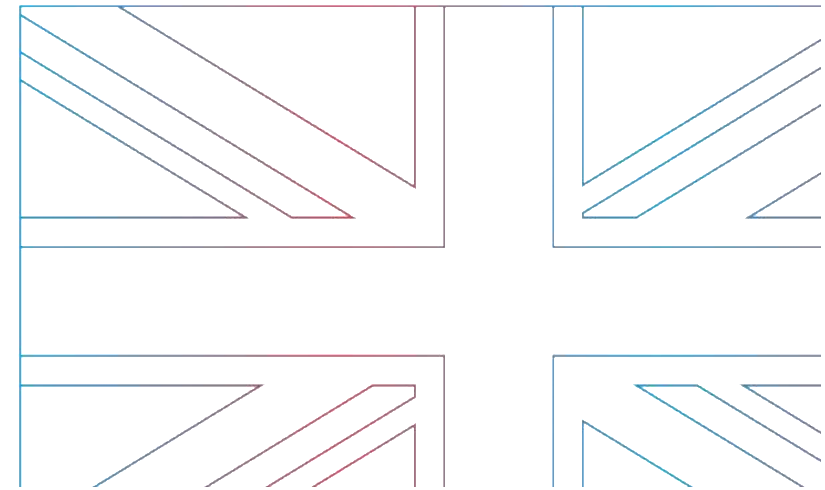




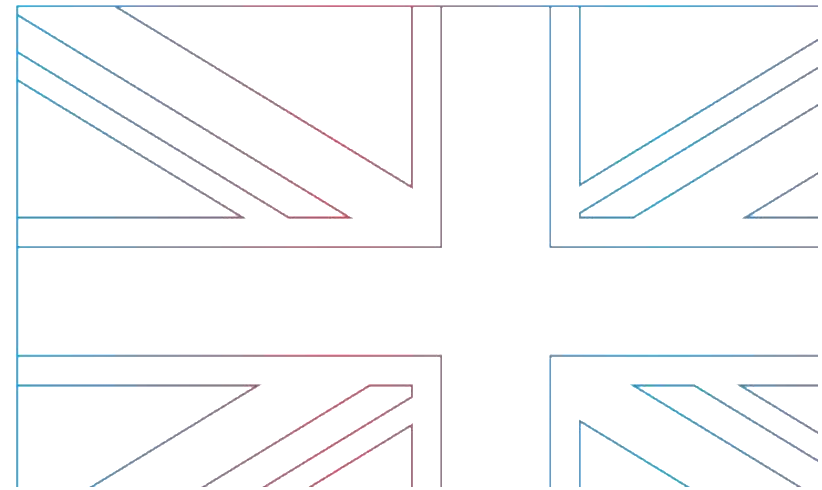
- Przykłady
- We help **each other** with homework.  
*Pomagamy sobie nawzajem w pracy domowej.*
- The two teams respect **one another**. *Obie drużyny szanują się nawzajem.*
- They always greet **each other** warmly.  
*Zawsze witają się serdecznie.*
- John and Anna trust **one another** completely. *John i Anna całkowicie sobie ufają.*
- We send Christmas cards to **one another** every year. *Wysyłamy sobie nawzajem kartki świąteczne co roku.)*



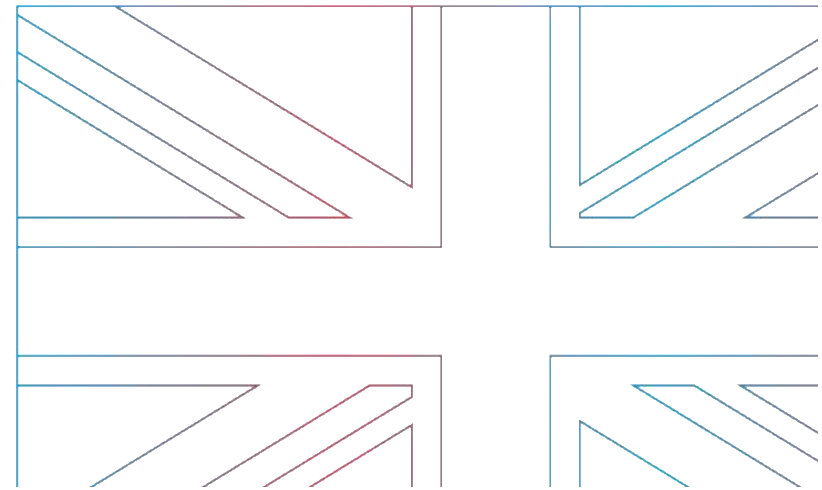
- Dodatkowo możemy użyć następującej formy zaimka
- **each other's**
- lub
- **one another's** (dużo rzadziej)
- co oznacza z grubsza
- „ja twoją, a ty moją” w różnym kontekście oczywiście



- Przykłady
- 1 They held **each other's hands** while walking along the beach. *Trzymali się za ręce, spacerując po plaży. (ja trzymałem twoją rękę; ty trzymałaś moją)*
- 2 After the argument, they apologized and respected **each other's opinions**. *Po kłótni przeprosili się i uszanowali swoje opinie.*
- 3 The two friends often borrowed **each other's clothes**. *Często pożyczali sobie nawzajem ubrania.*



- 4 We mistakenly took **each other's phones** at the party. *Przez pomyłkę zabraliśmy sobie nawzajem telefony na imprezie.*
- 5 The students corrected **each other's essays**. *Studenci poprawiali nawzajem swoje wypracowania.*



Ćwiczenie 3 - wstaw zaimki w luki.

**each other, each other's, himself, us, they, oneself**

1 Paul looked at \_\_\_\_\_ in the mirror before leaving.

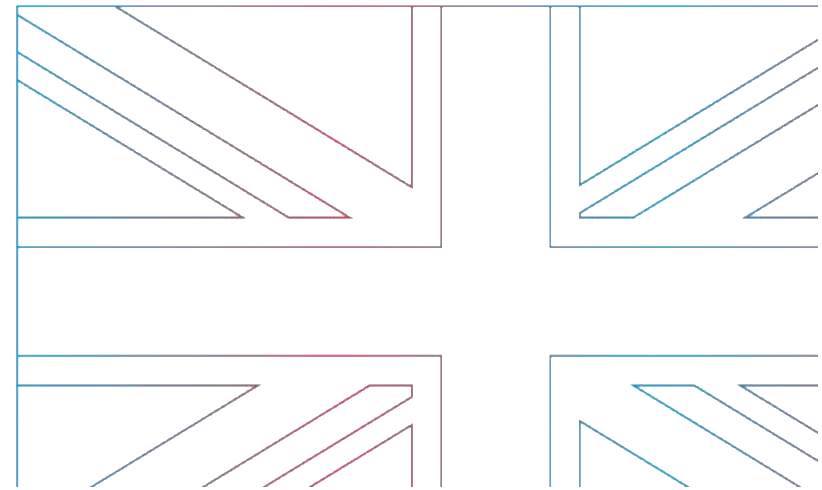
2 The two friends always help \_\_\_\_\_ with homework.

3 It is important to believe in \_\_\_\_\_ to succeed.

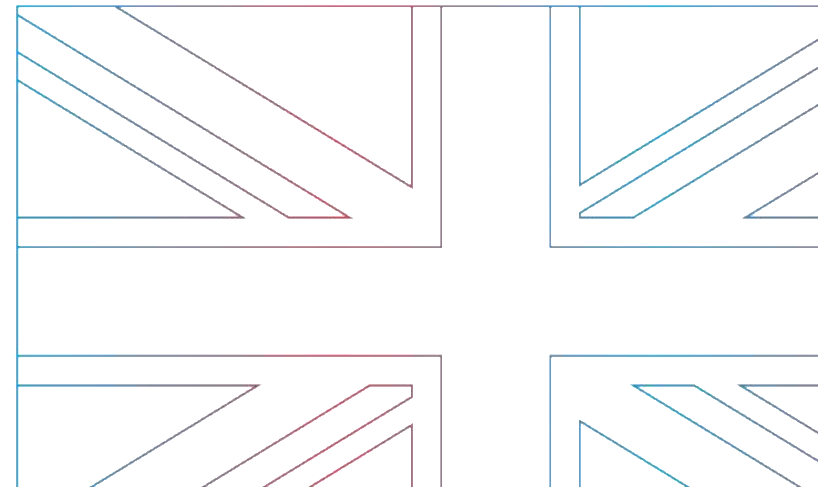
4 Jenny and Bob know \_\_\_\_\_ families very well.

5 My parents said \_\_\_\_\_ would visit next weekend.

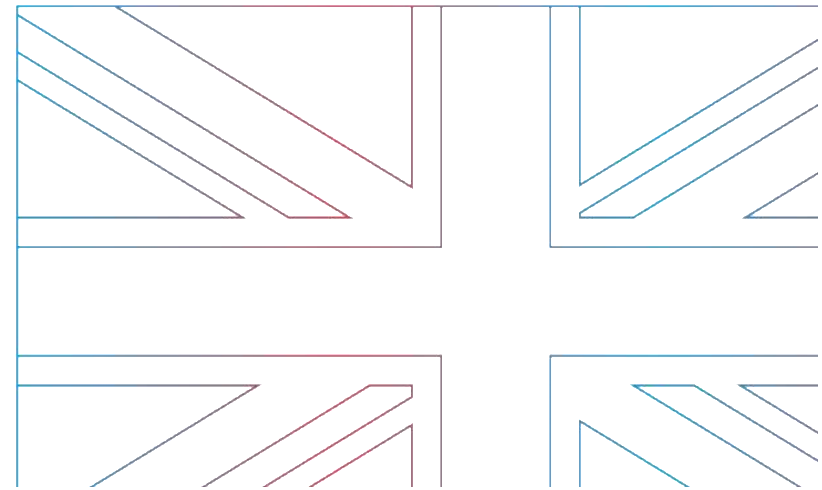
6 The teacher asked \_\_\_\_\_ to work in pairs for the project.



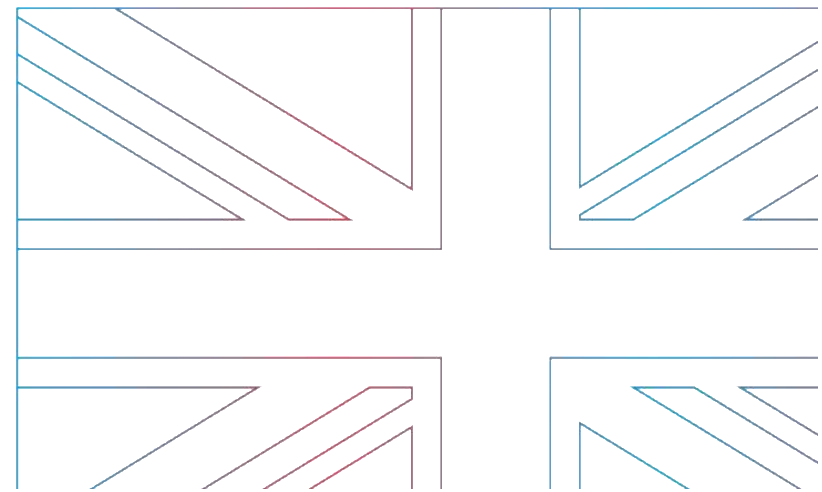
- Klucz
- 1 Paul looked at **himself** in the mirror before leaving.
- 2 The two friends always help **each other** with homework.
- 3 It is important to believe in **oneself** to succeed.
- 4 Jenny and Bob know **each other's** families very well.
- 5 My parents said **they** would visit next weekend.
- 6 The teacher asked **us** to work in pairs for the project.



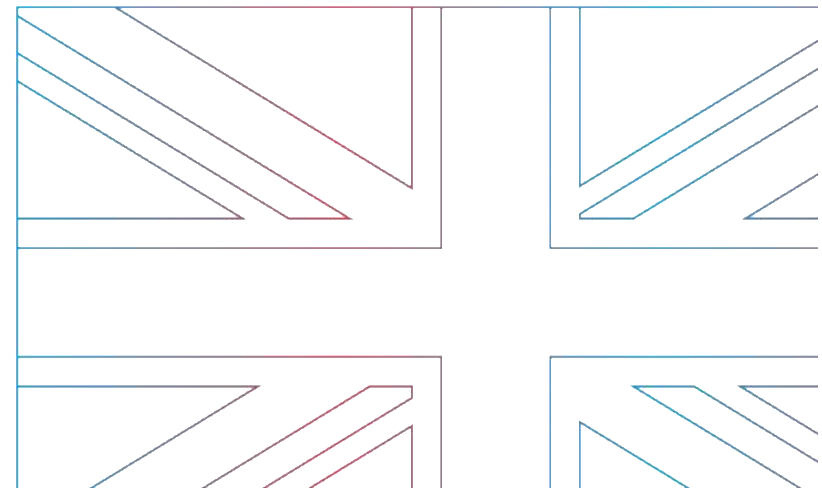
- Sztucznego podmiotu
- **it**
- używamy, kiedy w zdaniu w pewnym sensie brakuje podmiotu/ wykonawcy czynności
- Przykłady
- **It** is raining. *Pada deszcz.*
- **It** is important to study. *To jest ważne, żeby się uczyć.*
- **It** was nice to meet you. *Miło było cię poznać.*
- Zwróć uwagę, że w polskim pomijamy podmiot w takich zdaniach. W angielskim jednak trzeba użyć **it**.



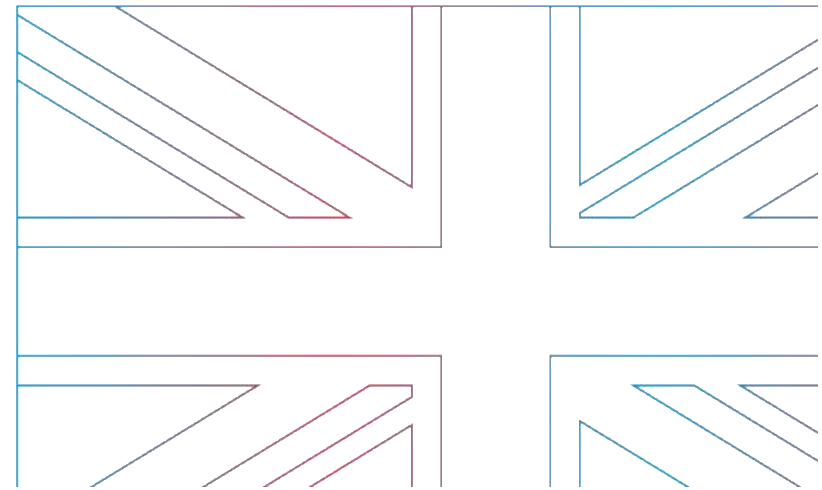
- Zaimki nieokreślone to
- someone, somebody, anyone, anybody, no one, nobody, everyone, everybody
- Przykładyw
- **Somebody** called you earlier. *Ktoś do ciebie dzwonił.*
- I have **nothing** to say. *Nie mam nic do powiedzenia.*
- **Everyone** was happy at the party. *Wszyscy byli szczęśliwi na przyjęciu.*



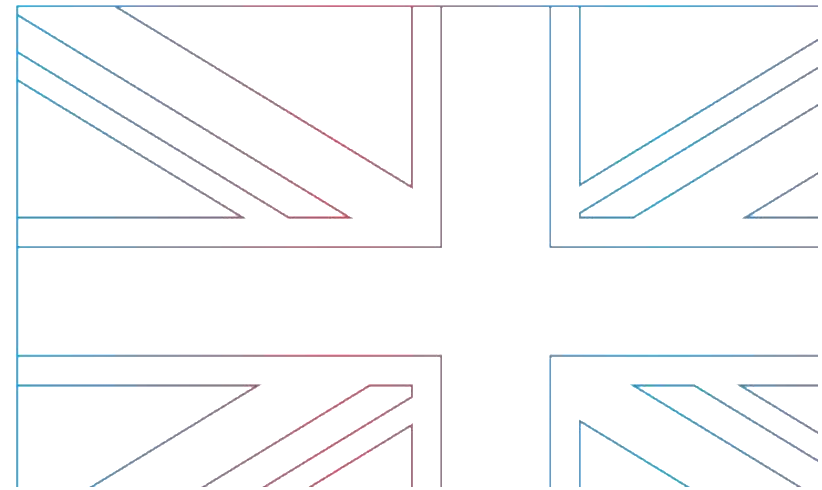
- I want to go **somewhere** warm for our holiday. *Chcę pojechać na wakacje gdzieś w ciepłe miejsce.*
- They need **someone** really competent. *Potrzebują kogoś naprawdę kompetentnego.*
- **Everything** is ready. *Wszystko jest gotowe.*
- **Nothing** can stop us now. *Nic nie może nas teraz powstrzymać.*



- Do zaimków nieokreślonych zaliczamy także
- much, few, some, little
- Przykłady
- **Much** has been said about this topic. *Wiele powiedziano na ten temat.*
- **Few** people understood the lesson. *Niewielu ludzi zrozumiało lekcję.*



- **Few** understand the complexity of the problem. *Niewielu rozumie złożoność problemu.*
- **Some** of the cake is gone. *Część ciasta zniknęła/ została zjedzona.*
- **Some** of the students were late. *Niektórzy uczniowie się spóźnili.*
- **Little** is known about the ancient civilization. *Niewiele wiadomo o tej starożytnej cywilizacji.*





**QUEST**  
FOR  
**ENGLISH**

Ćwiczenie 4 - wstaw zaimiki w luki.

**little, somewhere, someone, no one, everybody, it, few**

1 \_\_\_\_\_ were interested in the lecture.

2 \_\_\_\_\_ was prepared for the sudden storm.  
The damage was massive.

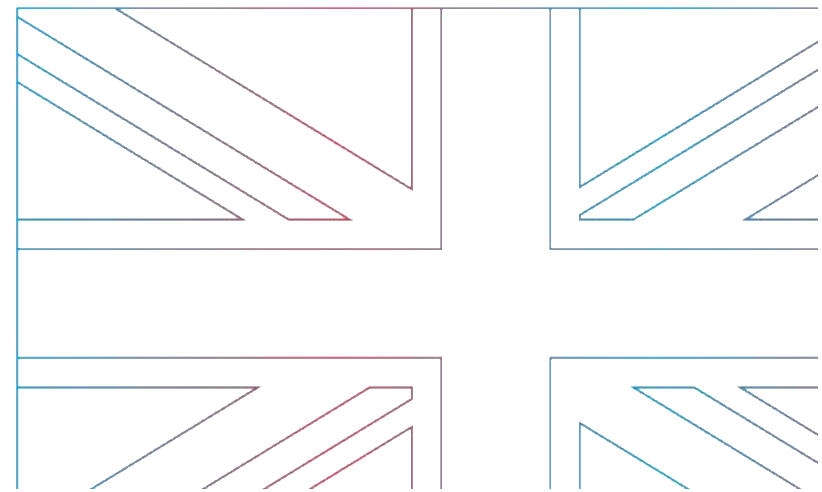
3 \_\_\_\_\_ is expected from the inexperienced team.

4 \_\_\_\_\_ was excited about the upcoming holiday.

5 \_\_\_\_\_ is windy.

6 I need to find \_\_\_\_\_ quiet.

7 \_\_\_\_\_ parked a car in front of our house.

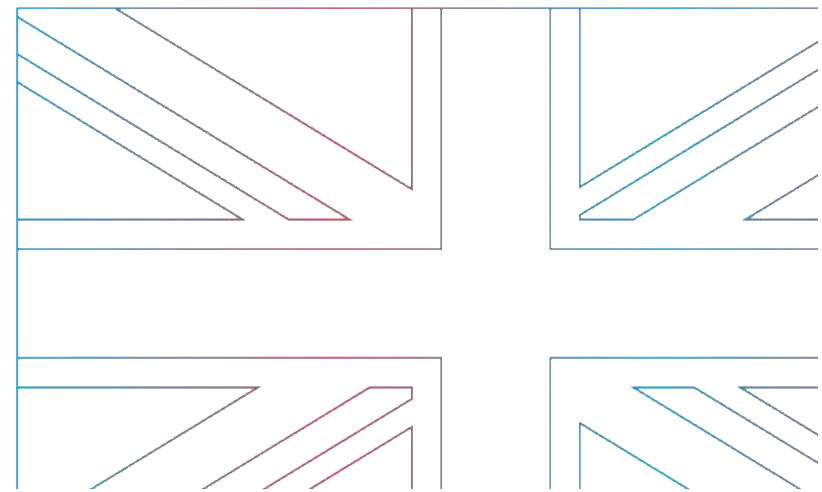


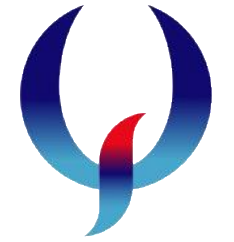


QUEST  
FOR  
ENGLISH

Klucz

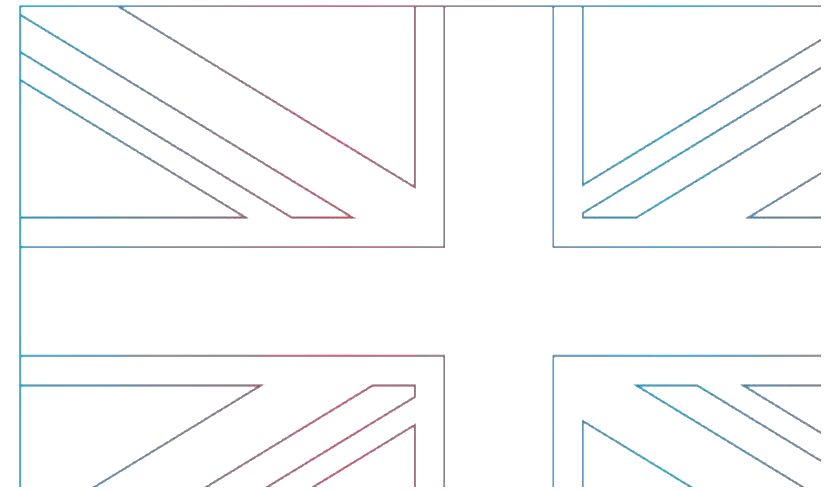
- 1 **Few** were interested in the lecture.
- 2 **No one** was prepared for the sudden storm.
- 3 **Little** is expected from the inexperienced team.
- 4 **Everybody** was excited about the upcoming holiday.
- 5 **It** is windy.
- 6 I need to find **somewhere** quiet.
- 7 **Someone** parked a car in front of our house.



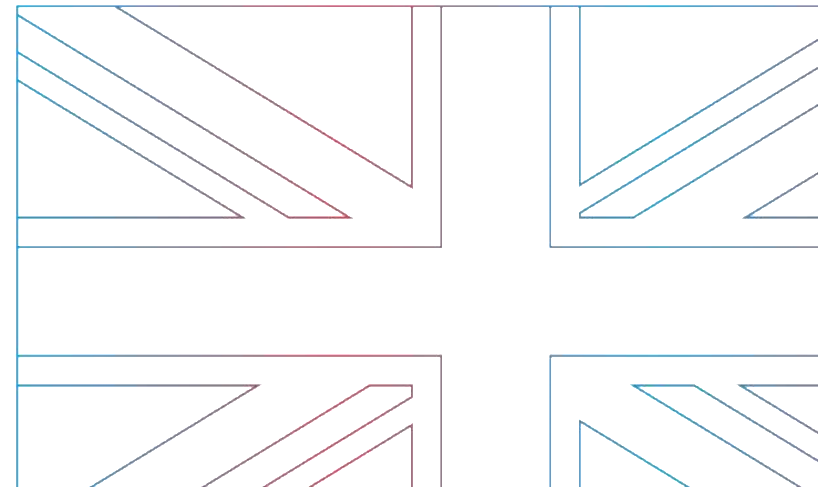


**QUEST**  
FOR  
**ENGLISH**

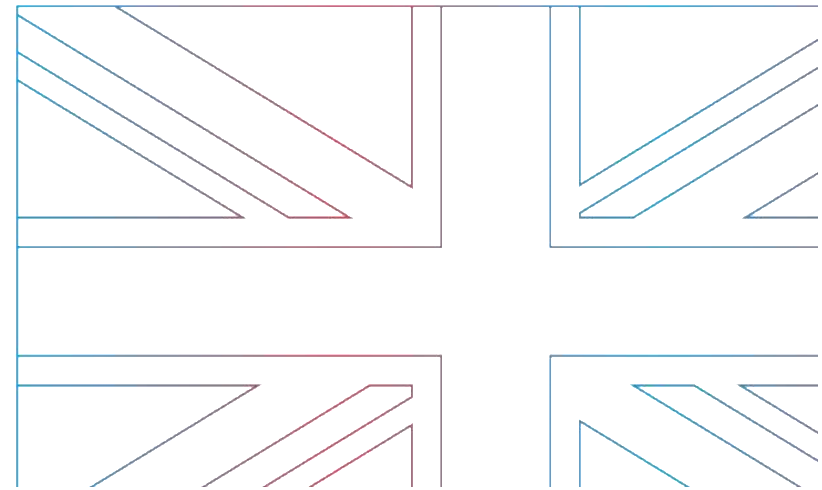
# NEGOCJACJE



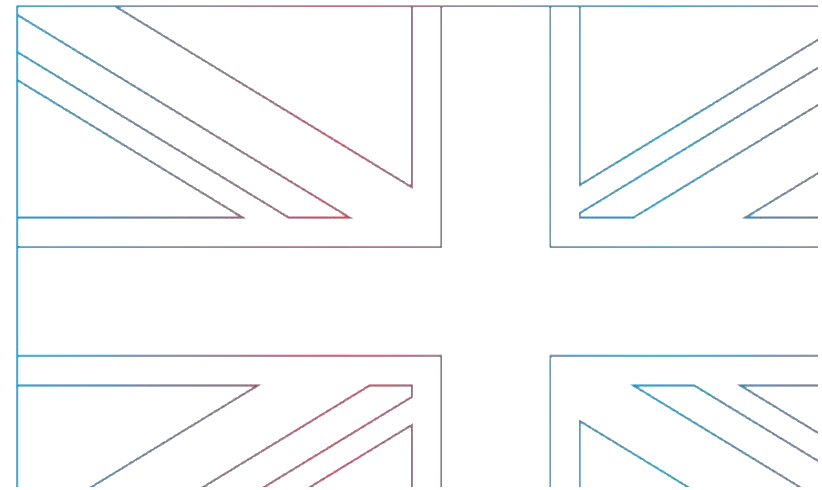
- **Agreement** - Arrangement between two or more people or companies
- **Bargain price** - Reduced price (good deal)
- **Commitment** - Engagement or undertaking; to commit oneself
- **Condition** - A stipulation or requirement which must be fulfilled



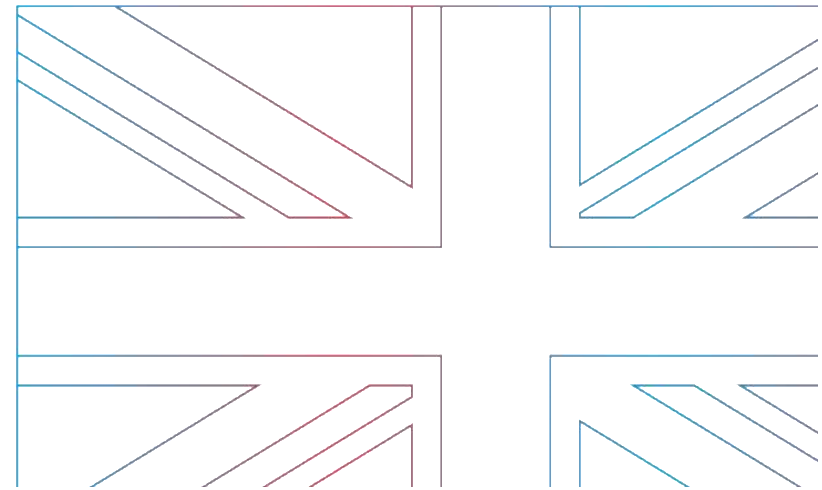
- **Contract** - Written agreement between two or more parties
- **Counter-offer** - Offer made in response to an offer by the other party
- **Deal** - A business transaction
- **Feasible** - Possible, something that can be done



- **Figure out** - Find a solution; estimate the cost
- **Point out** - Draw attention to something (e.g., the advantages of your proposal)
- **Proposal** - Course of action, or plan, put forward for consideration; to make a proposal
- **Quote** - Give an estimated price (a quotation)



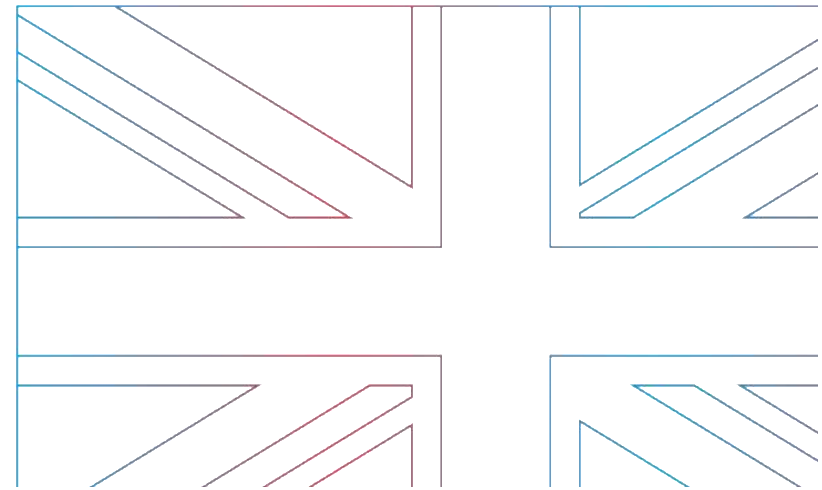
- **Tender or bid** - An offer, in writing, to execute work or supply goods at a fixed price
- **Underestimate** - Make too low an estimate of something (cost, danger, difficulty)
- **Work out** - Calculate (e.g., the price of something); find a solution

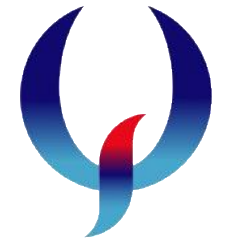


# Human brain



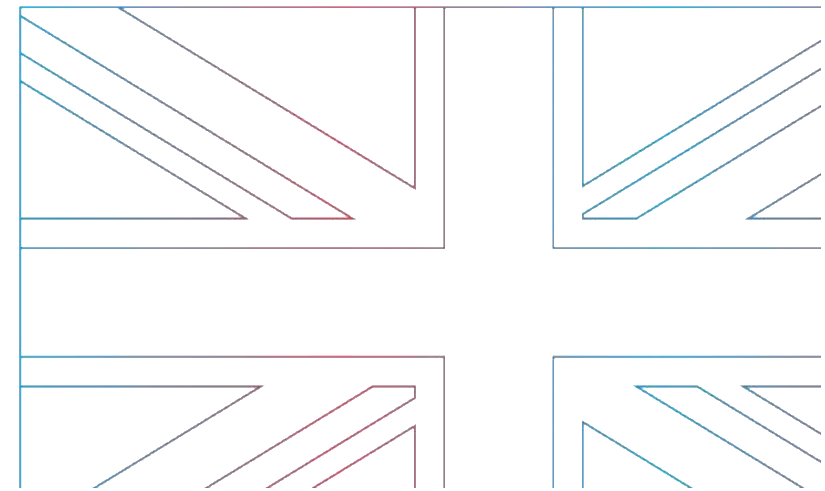
- Reptilian brain – reptiles (lizard)
- Mózg gadzi
- Limbic brain – emotional brain
- Mózg limbiczny
- Logical brain – neocortex (external, lying, modern) – part of mammalian brain

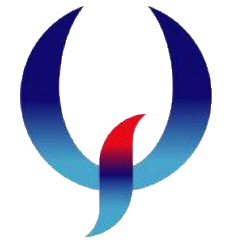




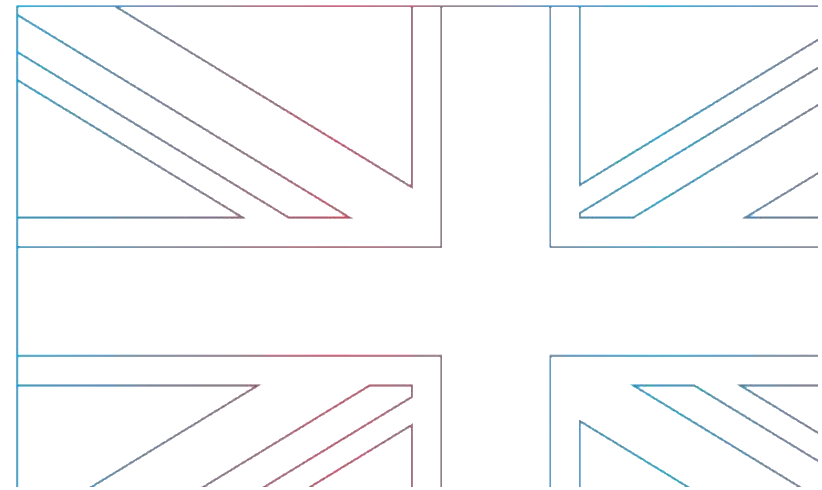
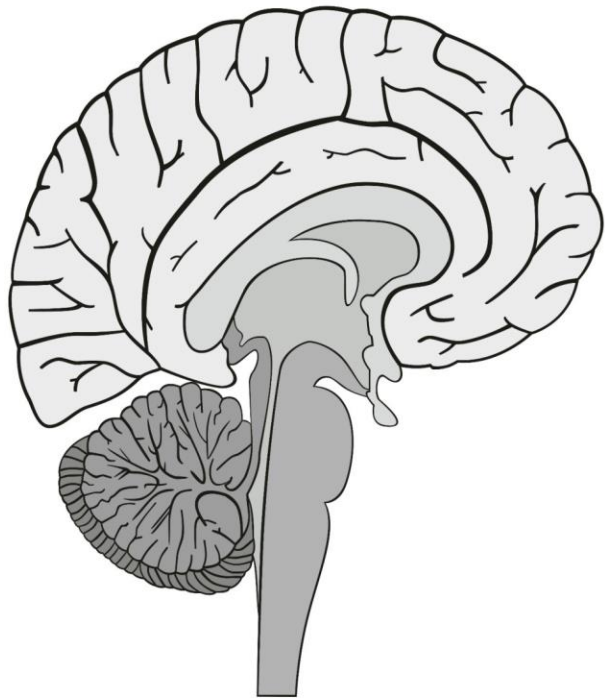
**QUEST**  
FOR  
**ENGLISH**

# NON-ANTAGONIZING COMMUNICATION

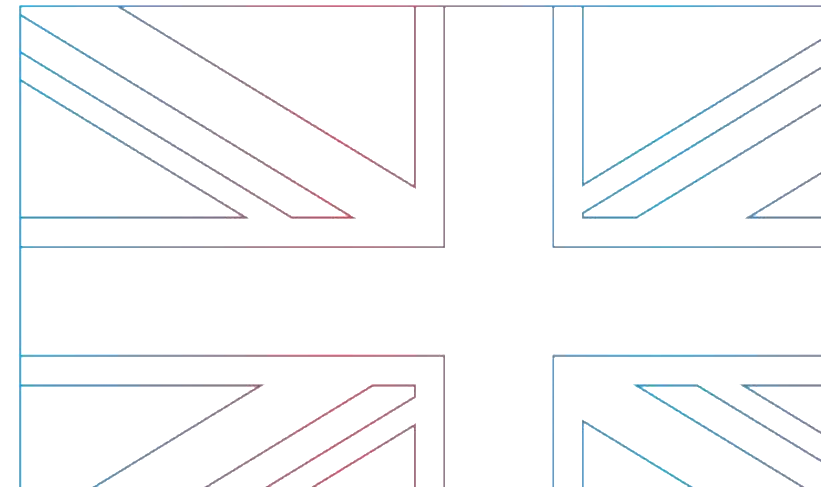
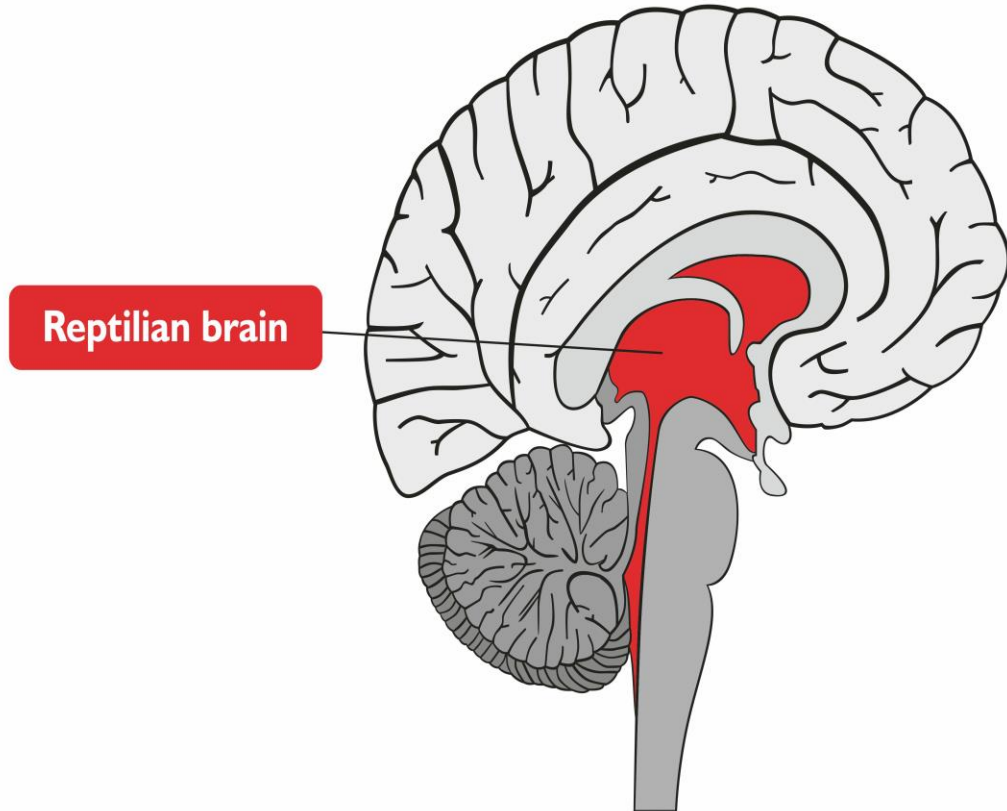




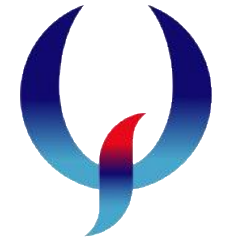
**QUEST**  
FOR  
**ENGLISH**



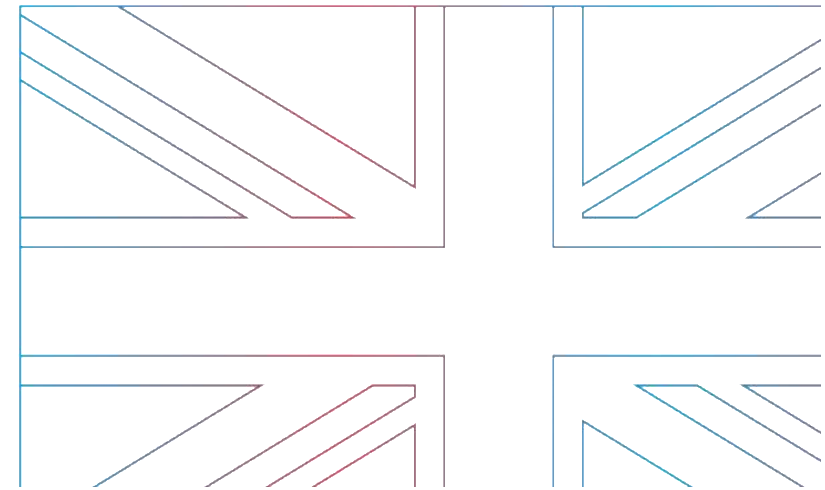
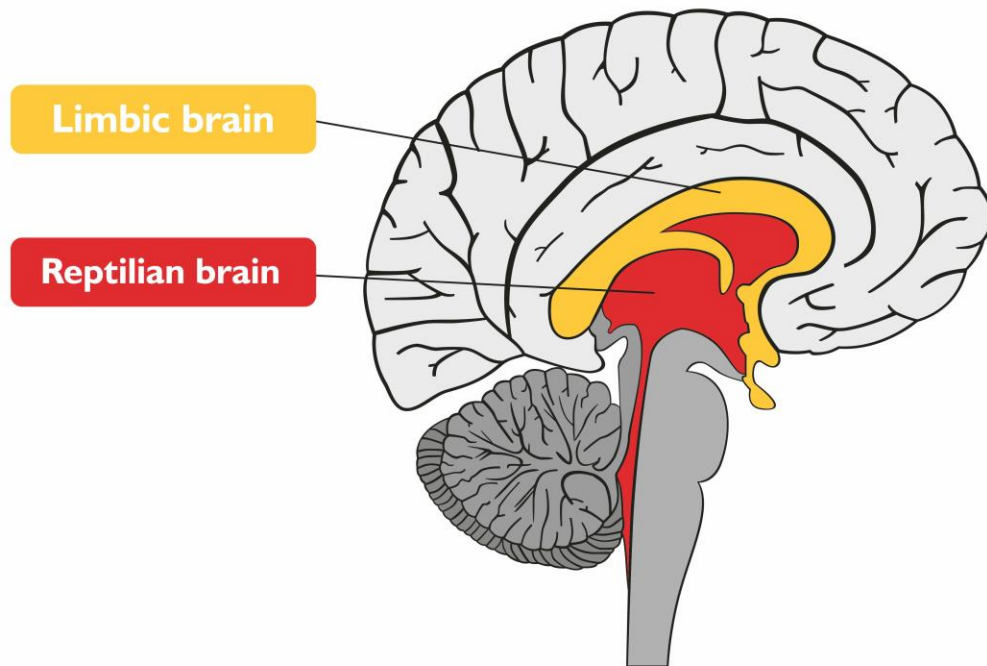
# REPTILIAN BRAIN



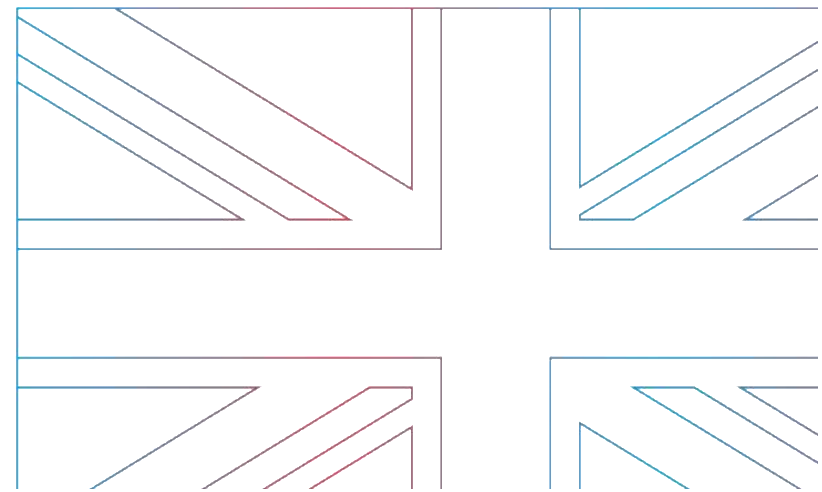
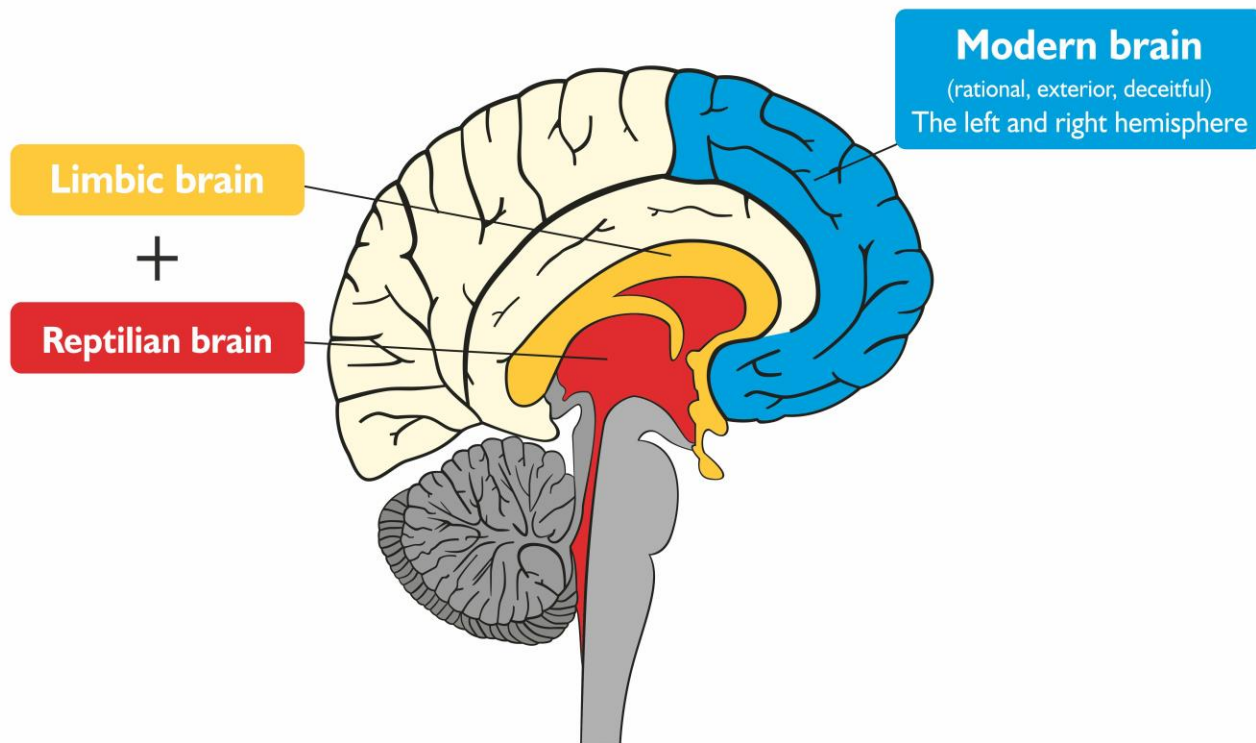
# LIMBIC BRAIN



**QUEST**  
FOR  
**ENGLISH**



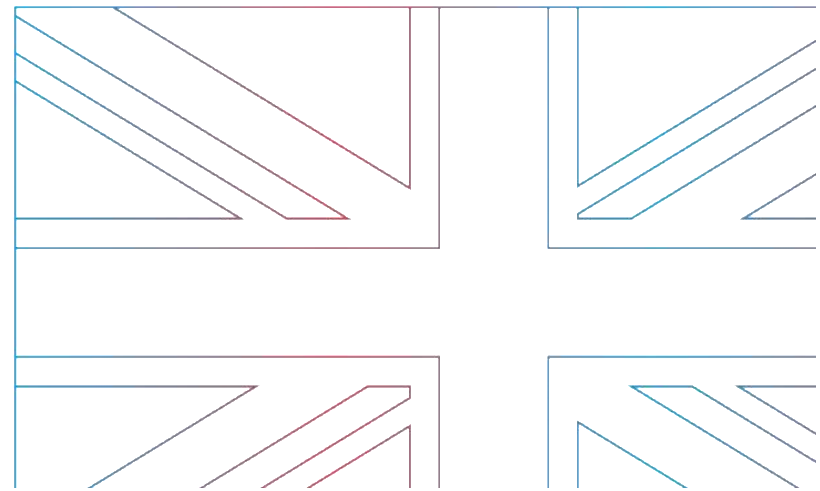
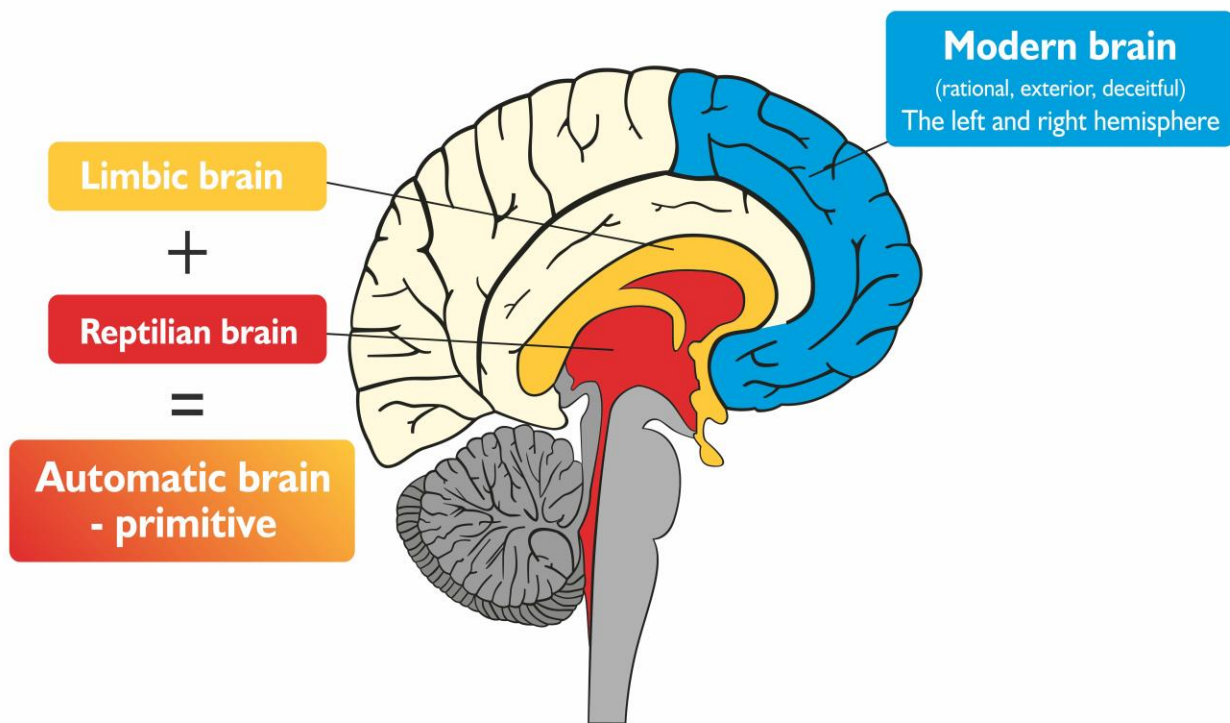
# MODERN – RATIONAL BRAIN





**QUEST**  
FOR  
**ENGLISH**

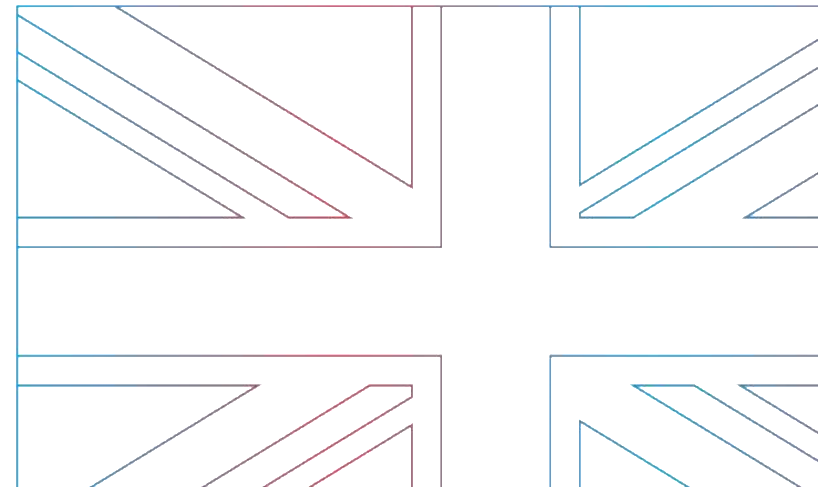
# AUTOMATIC BRAIN



# GROMADA - CLASS



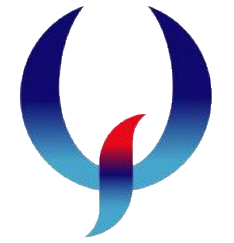
- VERTEBRATES - KRĘGOWCE
- SPINE - KRĘGOSŁUP
- SPINAL CORD - RDZEŃ KRĘGOWY
  
- AMPHIBIANS
- REPTILES
- BIRDS
- MAMMALS



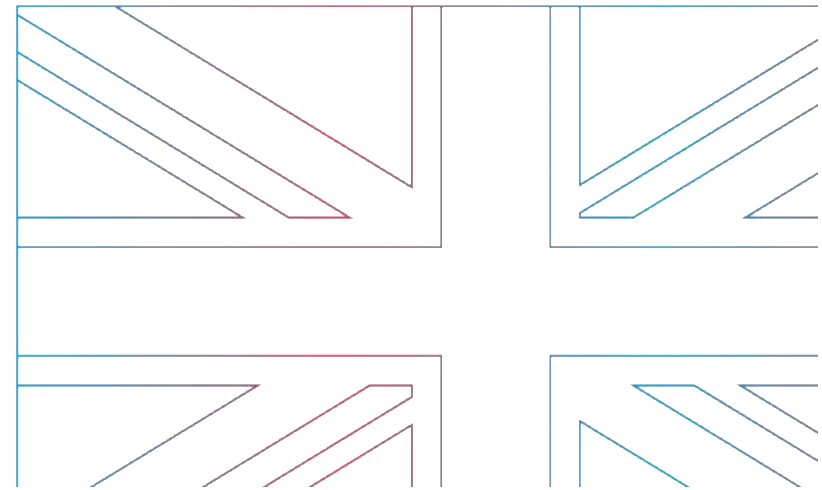
# MÓZG AUTOMATYCZNY - PIERWOTNY

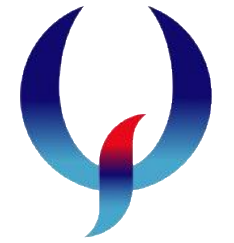
## PIERWOTNY

- . PRIMARY
- . ORIGINAL
- . PRIMITIVE

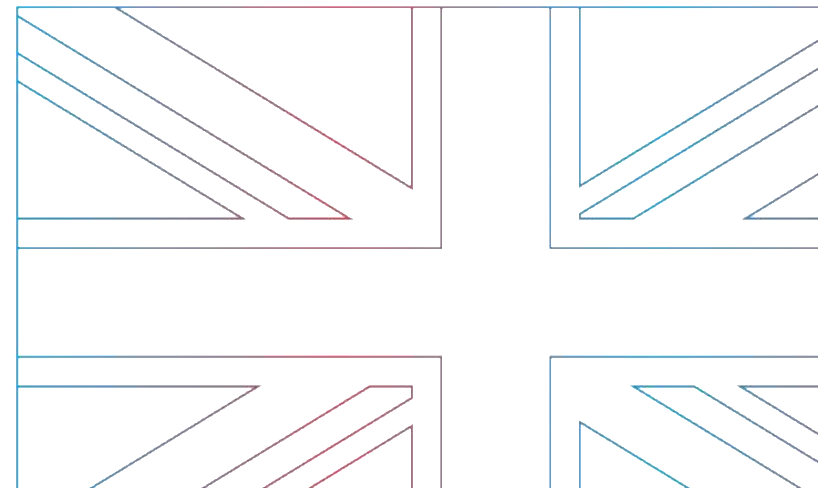
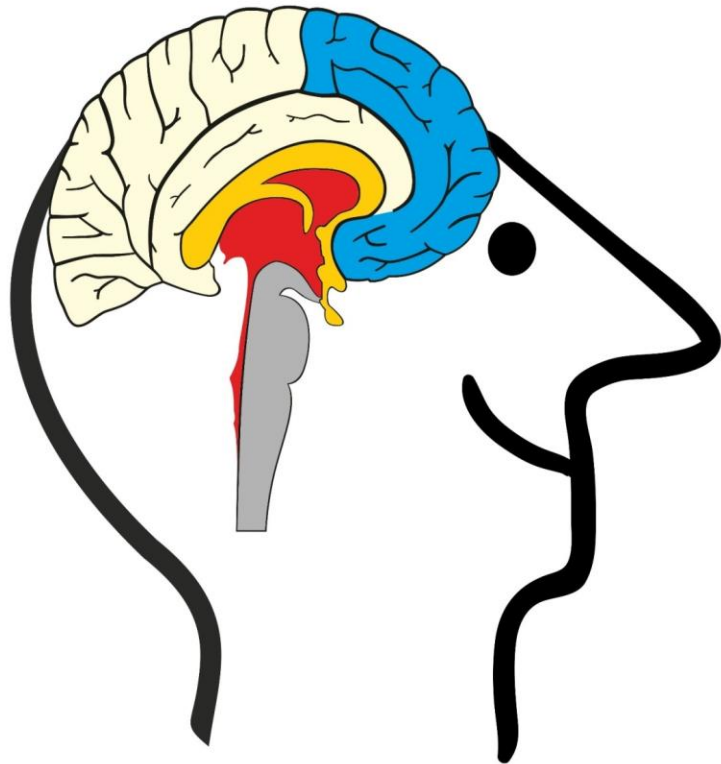


**QUEST**  
FOR  
**ENGLISH**



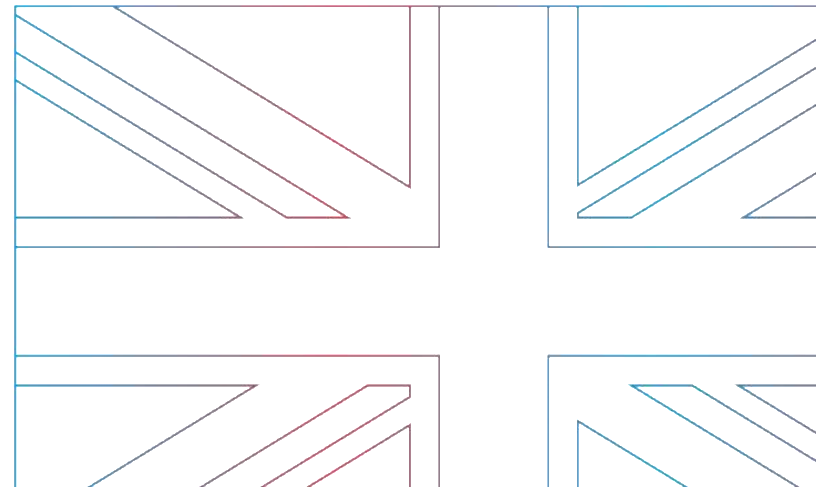


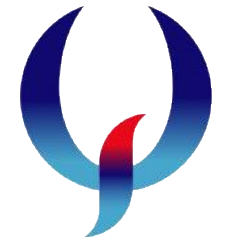
**QUEST**  
FOR  
**ENGLISH**



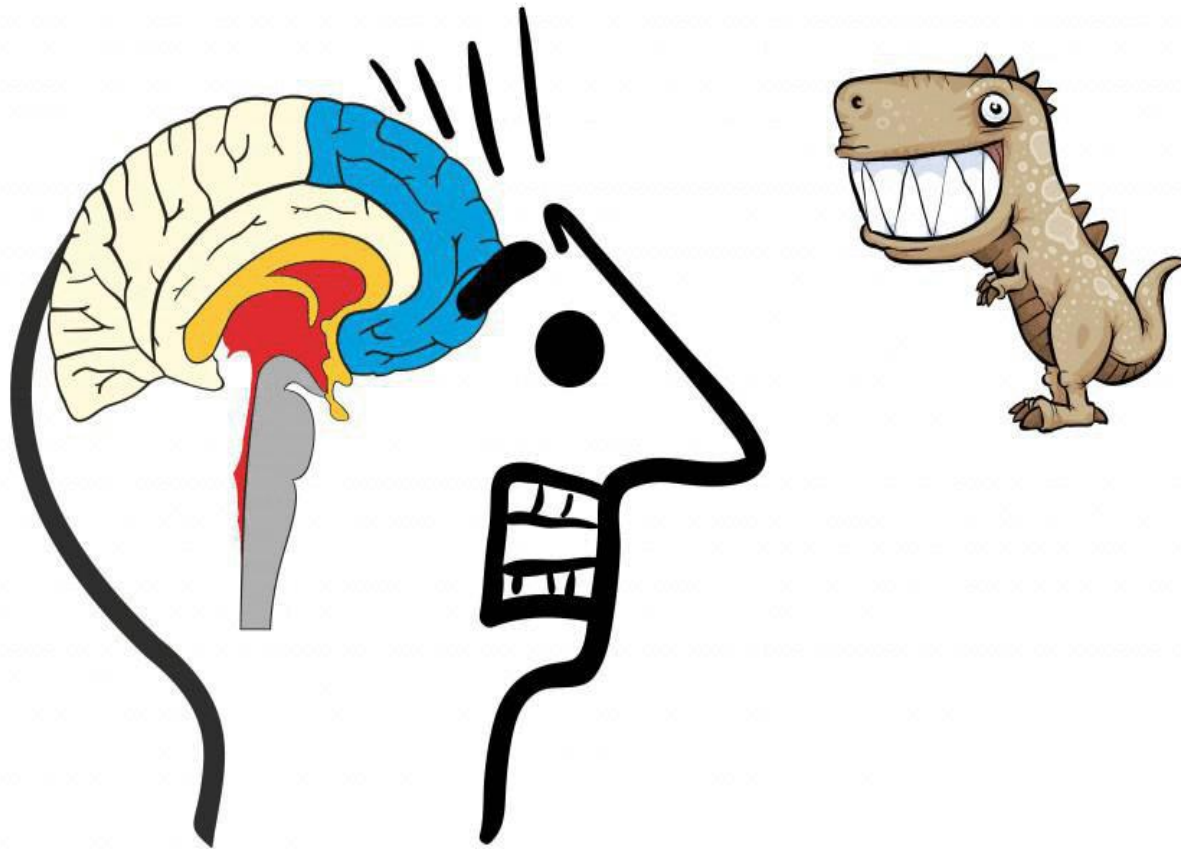


DINAOZAU  
LIZARD  
DANGEROUS  
ANIMAL  
DANGER  
TO BE SCARED

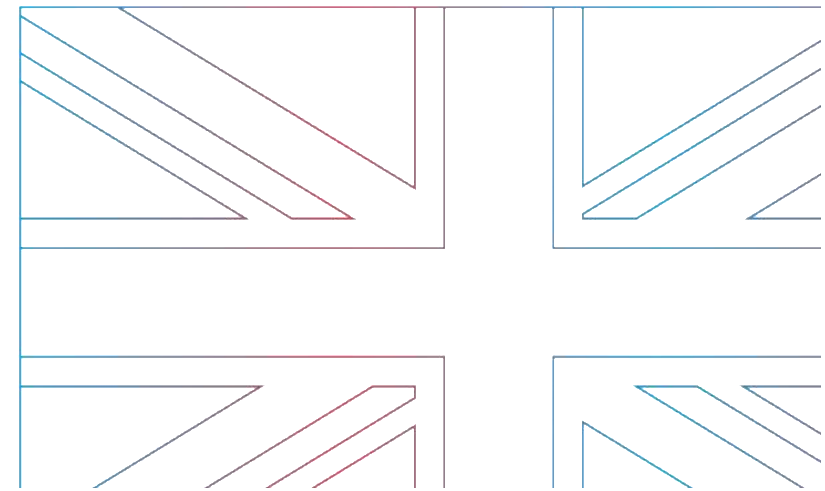




**QUEST**  
FOR  
**ENGLISH**

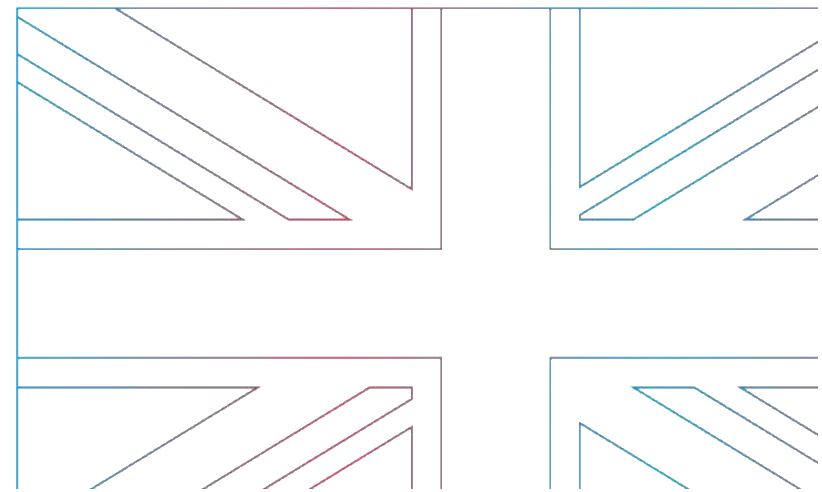
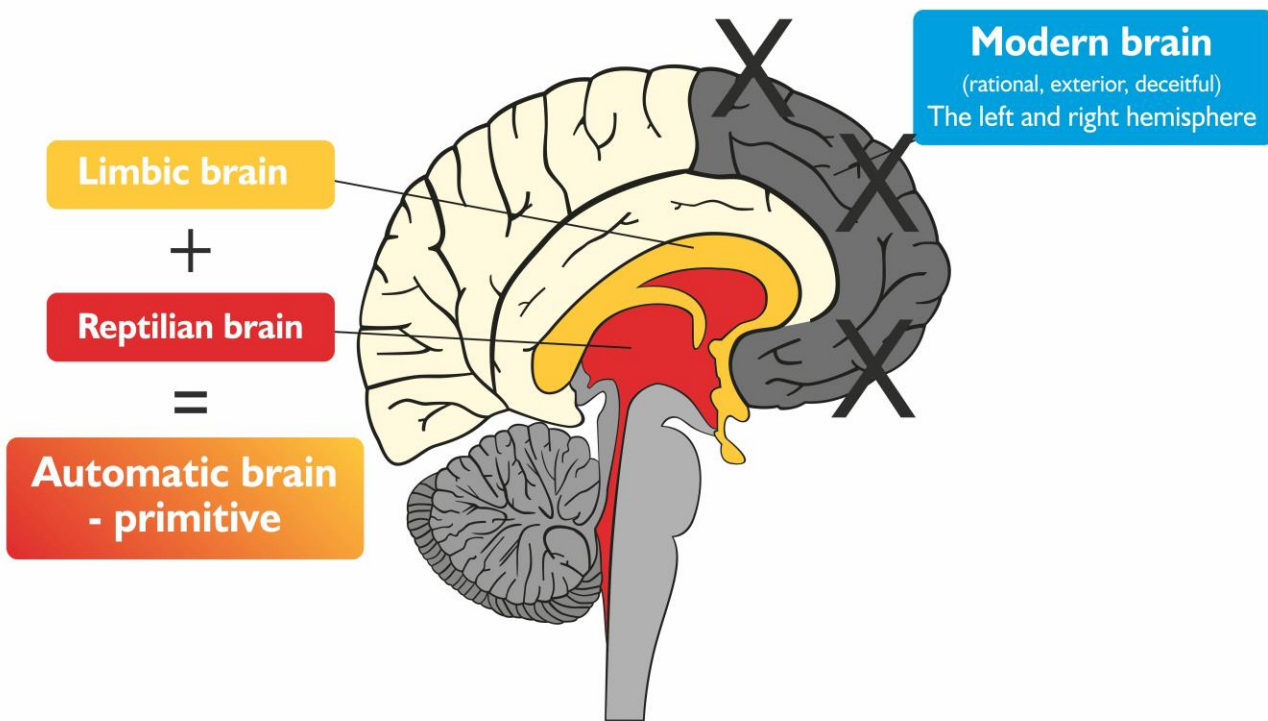


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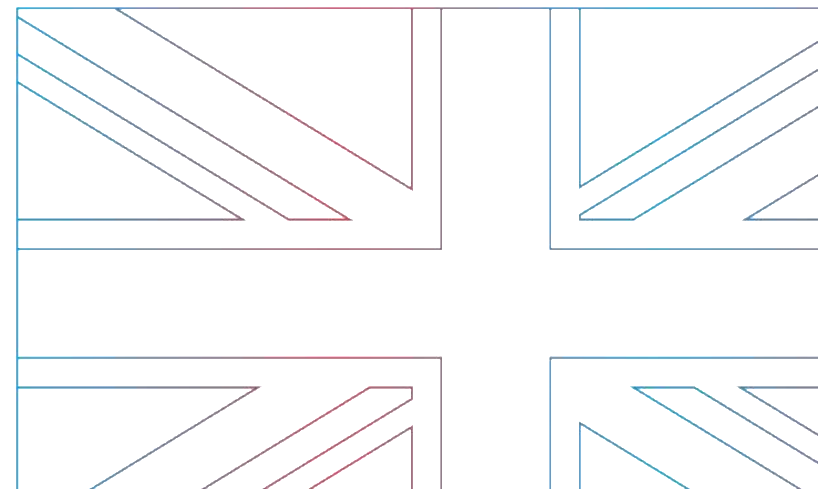
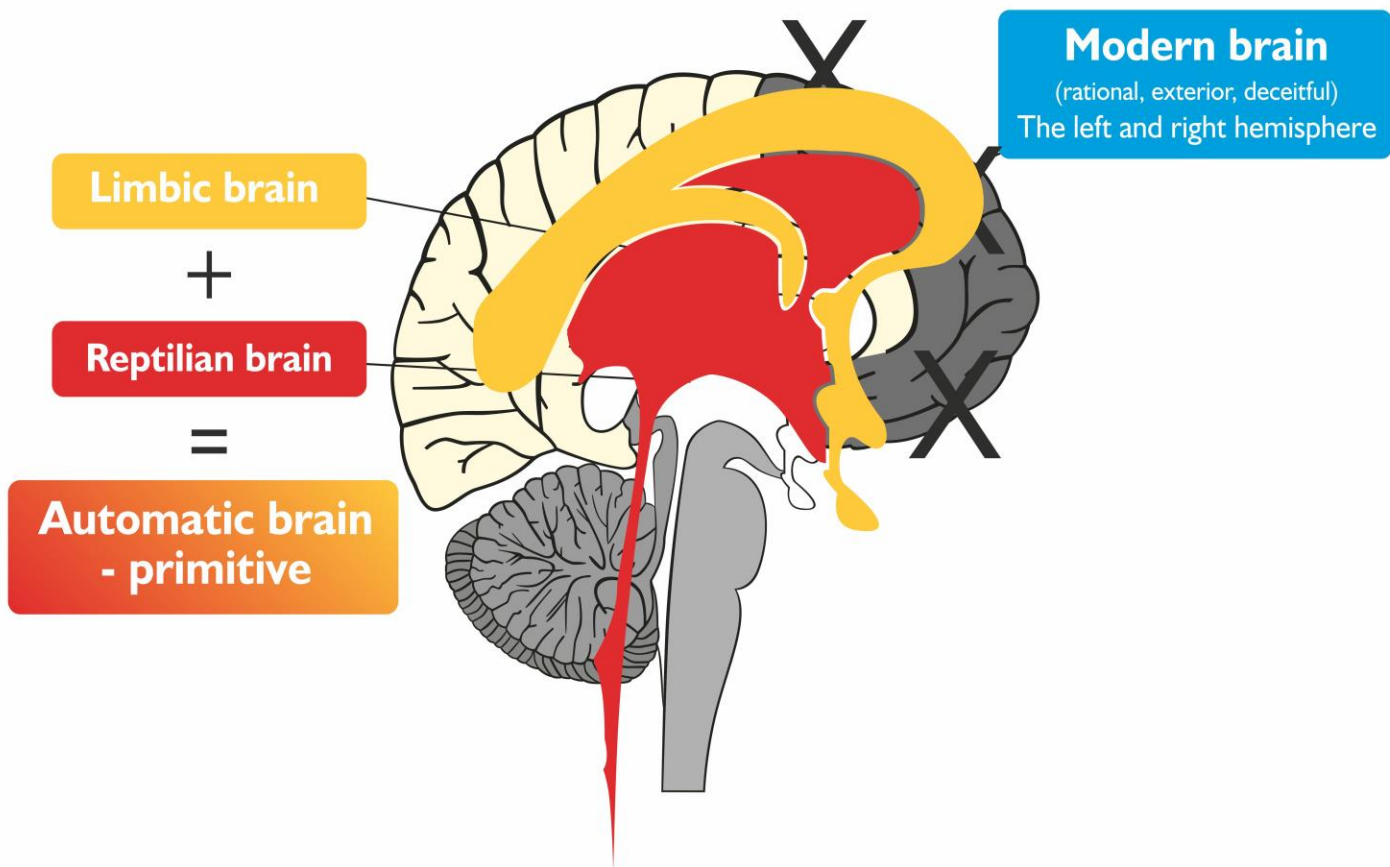


**QUEST**  
FOR  
**ENGLISH**



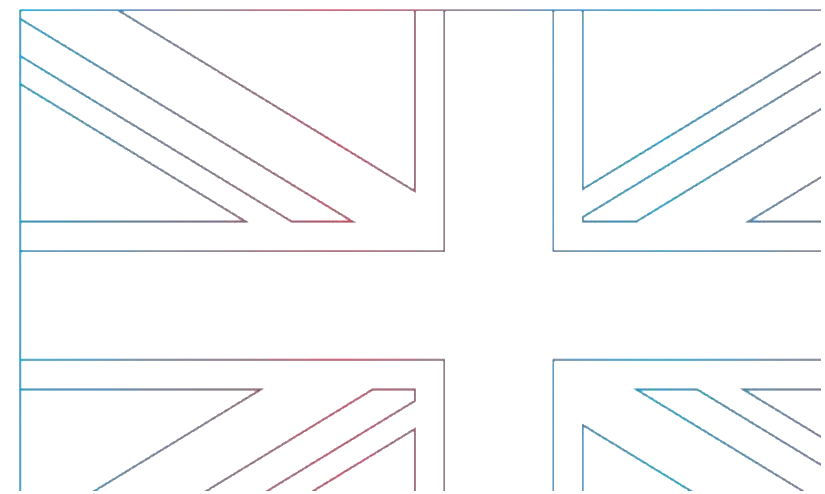
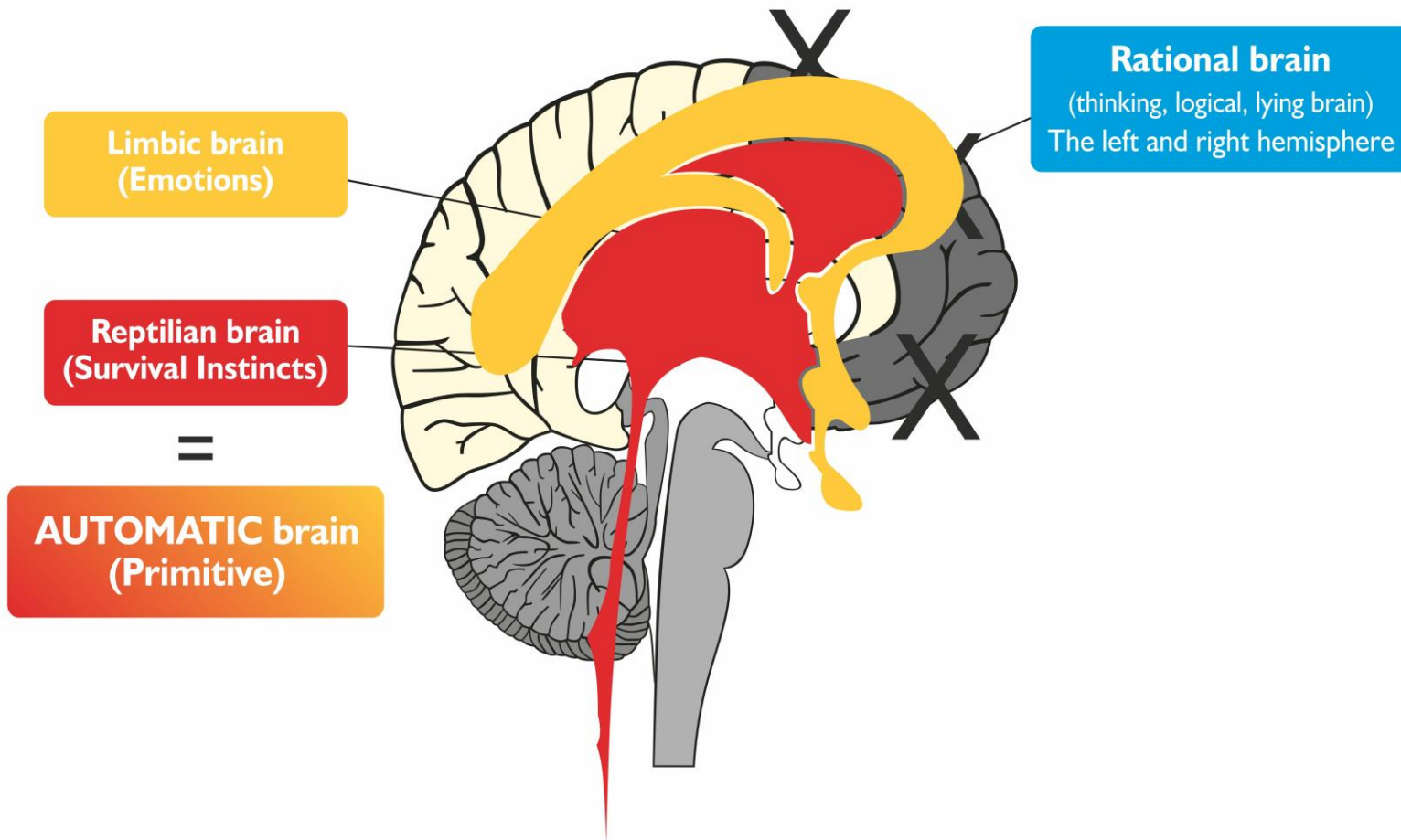


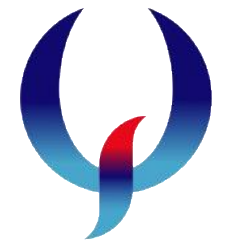
**QUEST**  
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**ENGLISH**



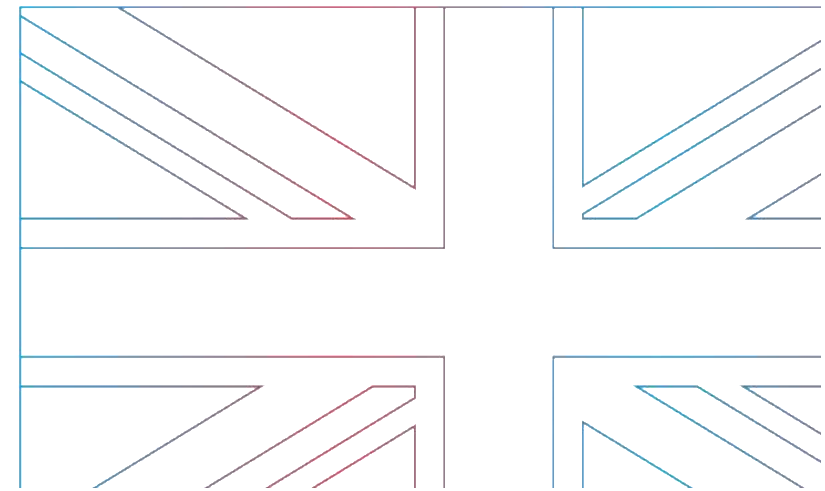


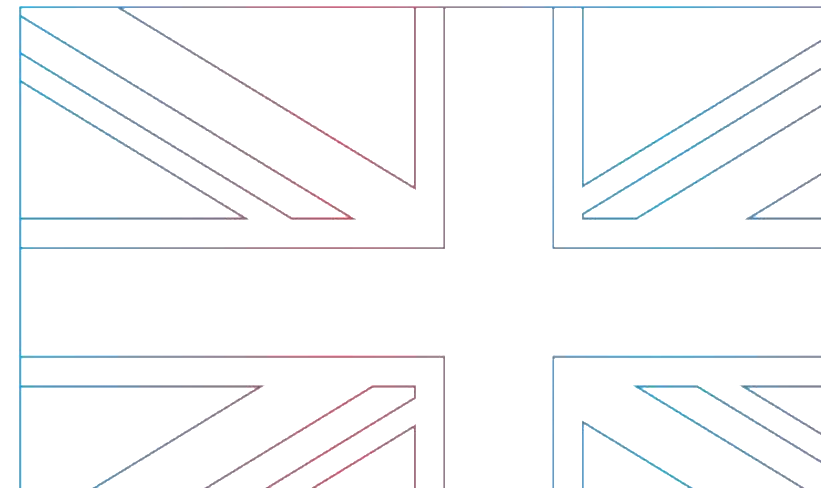
**QUEST**  
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**ENGLISH**



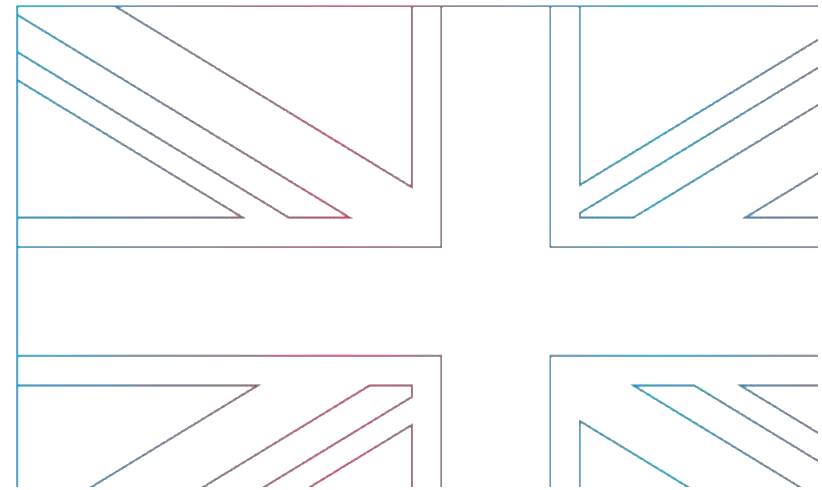


**QUEST**  
FOR  
**ENGLISH**



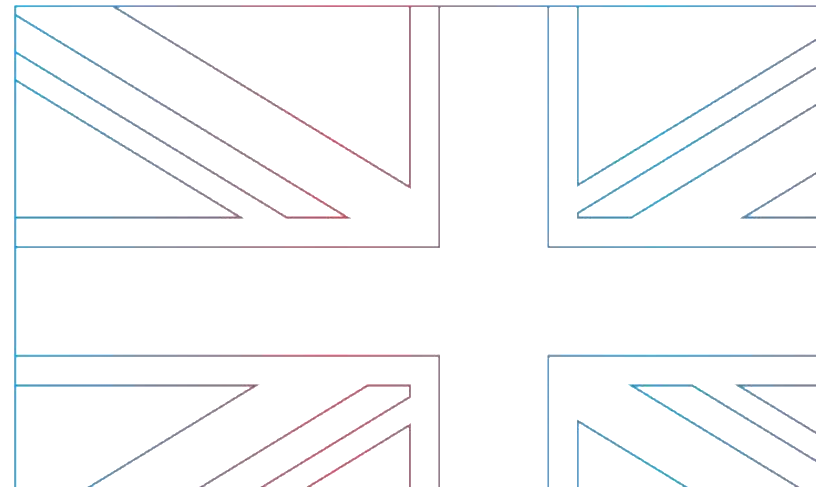


1

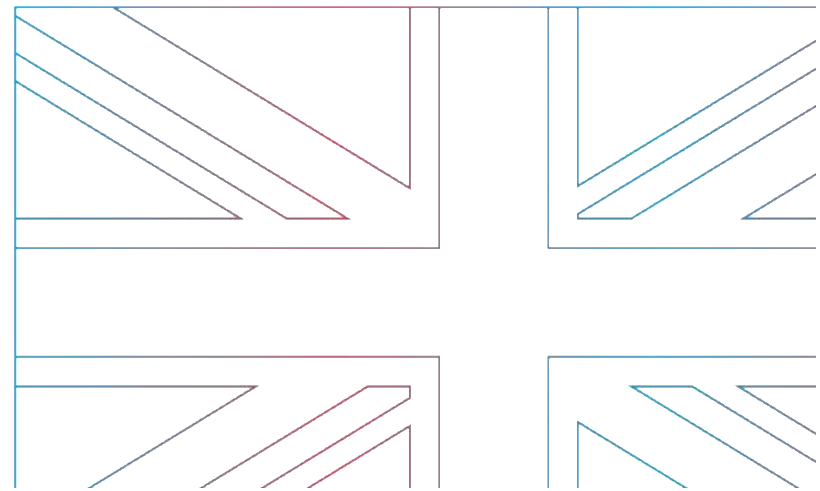


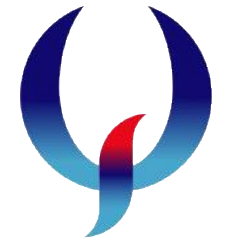


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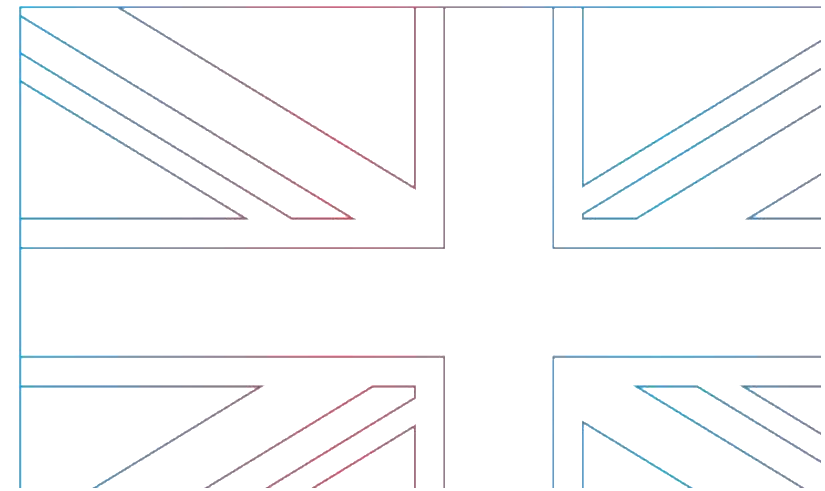


3





**QUEST**  
FOR  
**ENGLISH**



Nie biorę tego (takiego czegoś) pod uwagę.

***Usually, I don't even consider it.***

stan umysłu, postawa, pogląd

Nawet się nad tym nie zastanawiam!

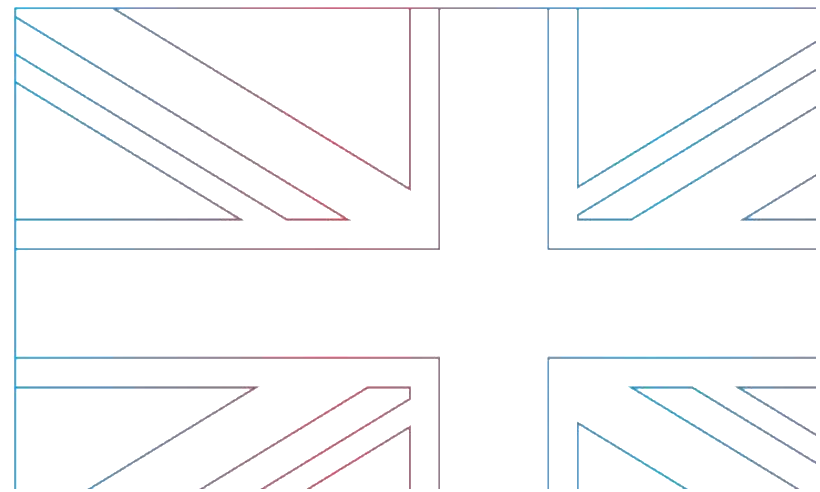
***I am not even considering it!***

***I am not even thinking about it.***

(wysiętek umysłu)

Nie kupuję tego!

***I'm not buying it!***

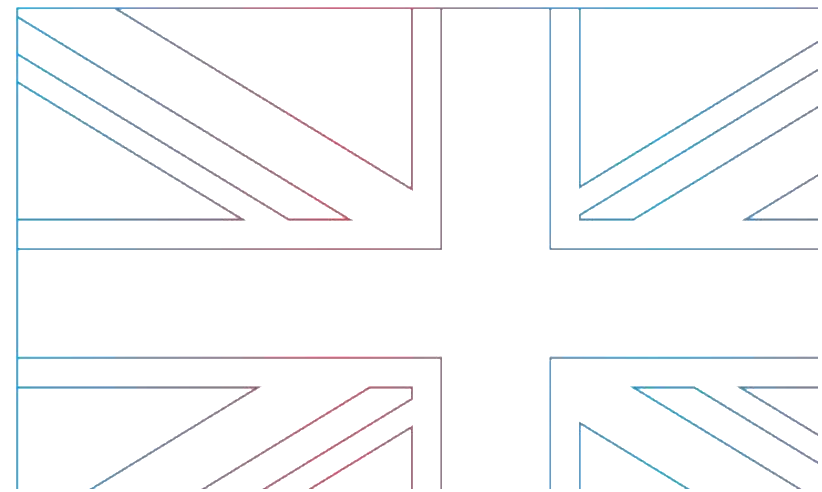




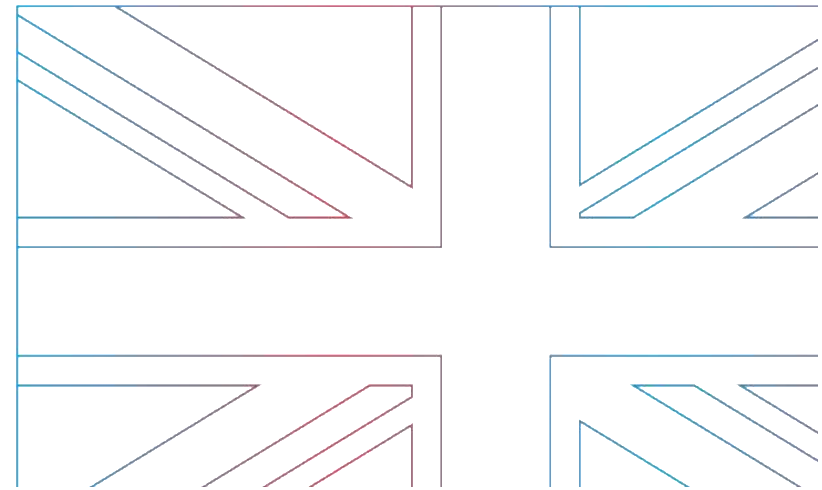
***How to express your emotions?***

Jak wyrazić swoje emocje?

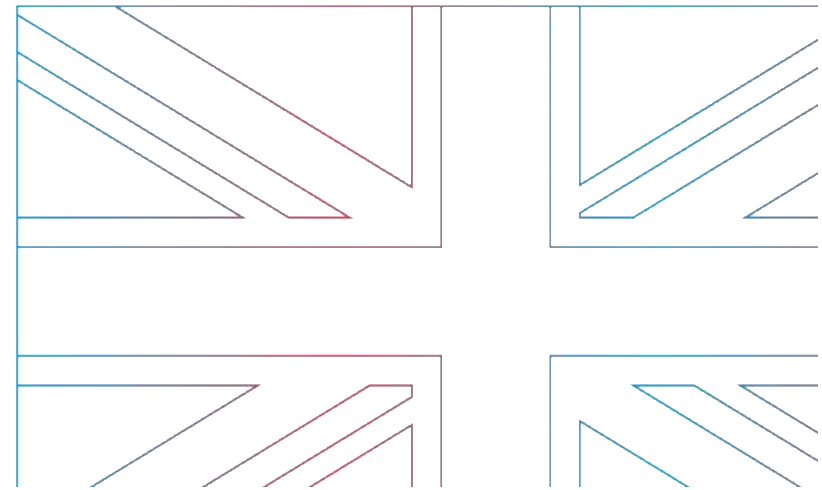
***I consider the price to be too high.***



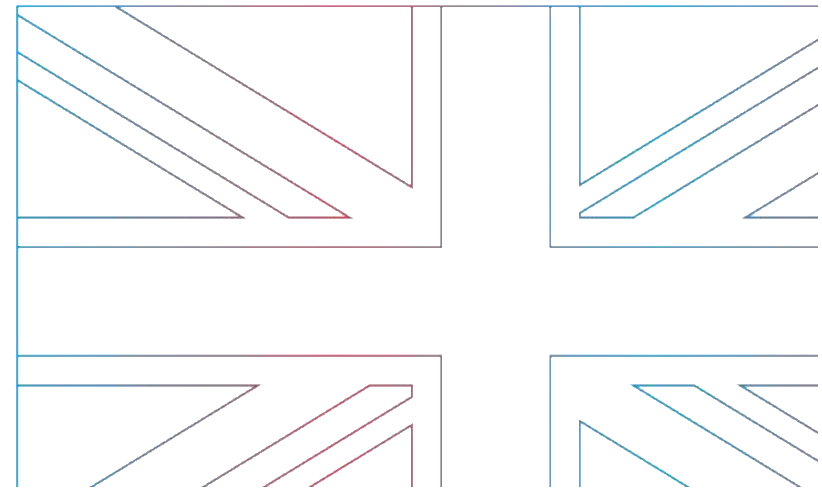
- **Agreement In Principle**  
*porozumienie wstępne*
- **Meaning:** In a negotiation, an agreement in which not all details have been worked out
- **Example:** *I think we have an agreement in principle. Our staff can work out all the details.*
- *Sądzę, że mamy wstępne porozumienie. Nasi ludzie dopracują wszystkie szczegóły.*



- **An Offer One Can't Refuse**  
*propozycja nie do odrzucenia*
- **Meaning:** An extremely attractive offer
- **Example:** ***The university made me an offer I couldn't refuse: a \$4,000-a-year raise and a reduction in my class load.***
- *Uniwersytet złoży mi propozycję nie do odrzucenia: 4000 dolarów podwyżki rocznie i zmniejszenie liczby zajęć ze studentami.*

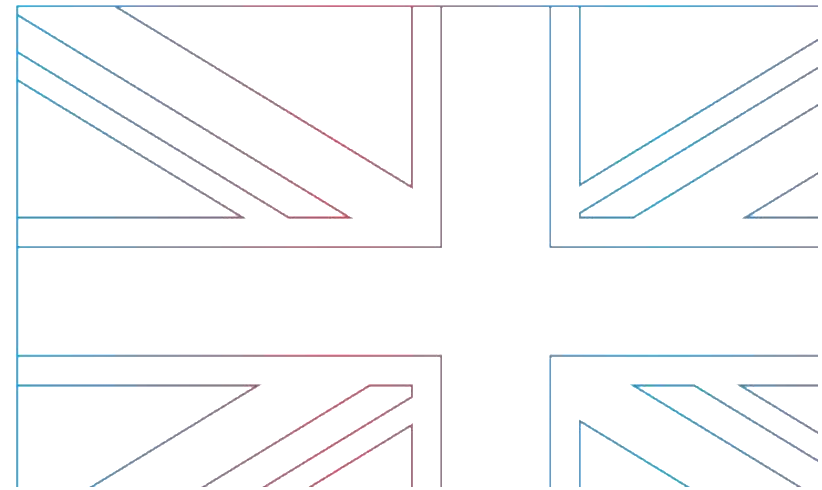


- **Back And Forth – Hagling**  
*negocjacje, przepychanki*
- **Meaning:** Dialogue, negotiations
- **Example:** ***We went in with a strong position, but after the back and forth we were left with a proposal that won't let us make a profit.***
- *Weszliśmy do negocjacji z silną pozycją, jednak po przepychankach negocjacyjnych dostaliśmy propozycję, która nie pozwoli nam wypracować zysku.*



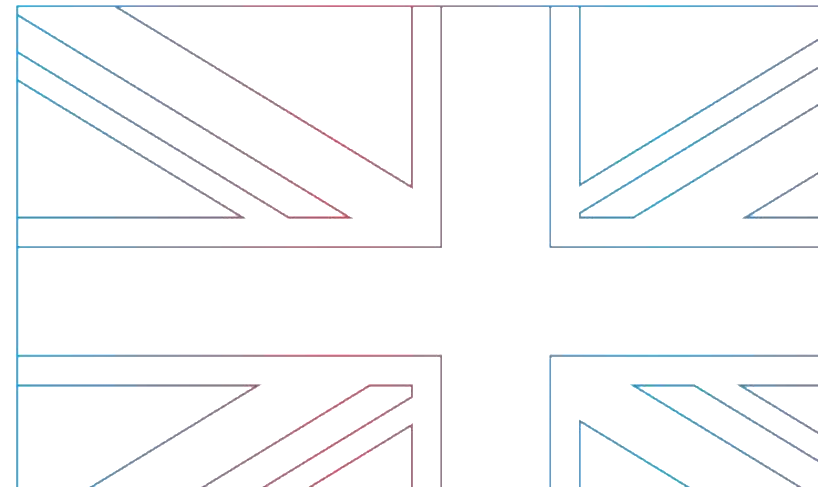
- **Come to Terms With (Something)**  
**pogodzić się (z czymś)**
- **Meaning:** Feel acceptance toward something bad that has happened
- **Example:** ***I've come to terms with the fact that Maria was promoted ahead of me. She's done a good job.***

Musiąłem pogodzić się z faktem, że Maria dostała awans przede mną. Zrobiła dobrą robotę.

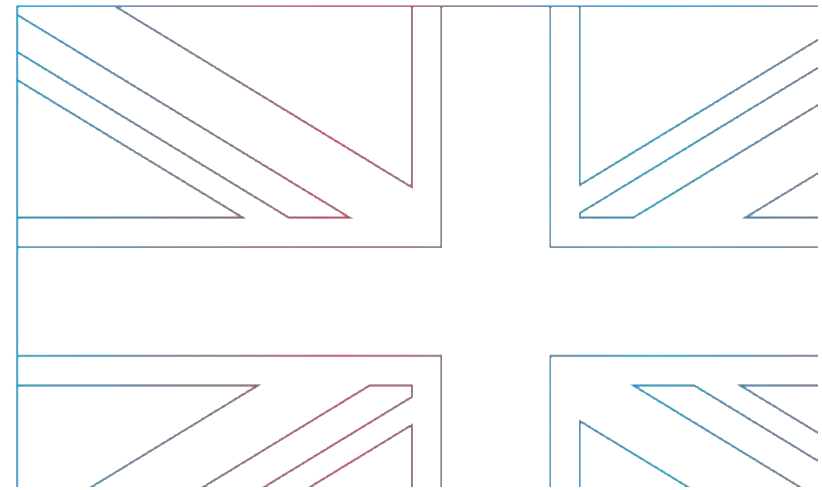


- **Drive a Hard Bargain**  
*stawiać twarde warunki*
- **Meaning:** To negotiate effectively
- **Example:** ***At first, I wasn't ready to accept your offer for the house. But you drive a hard bargain.***

Z początku nie chciałem przyjąć Państwa oferty dotyczącej sprzedaży domu. Stawiacie twarde warunki.



- **Drive a Wedge Between**  
*wbić klin pomiędzy*
- **Meaning:** Try to split factions of a united group by introducing an issue on which they disagree
- **Example:** *He's trying to drive a wedge between us by bringing up religion, but we've always accepted that we can have separate faiths and still be married.*
- *Próbuje wbić klin między nas, przywołując temat religii, ale my zawsze akceptowaliśmy fakt, że możemy mieć swoją odmienną wiarę i mimo to być małżeństwem.*



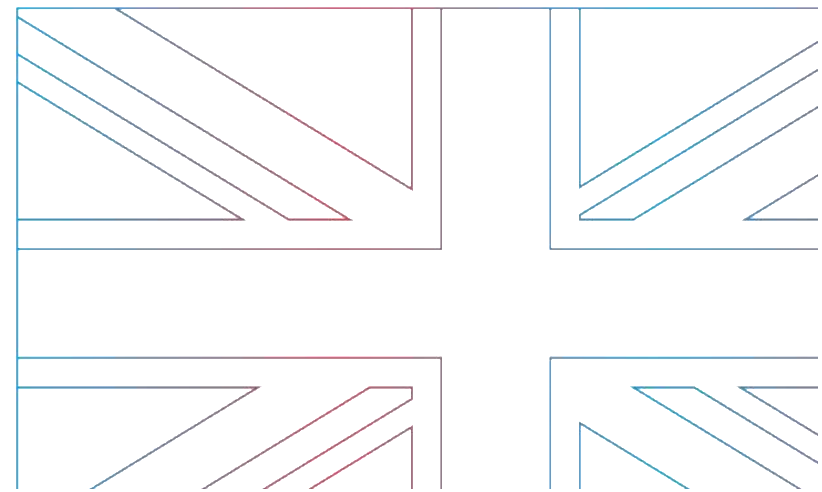


QUEST  
FOR  
ENGLISH

# • *Give and Take*

*wzajemne ustępstwa*

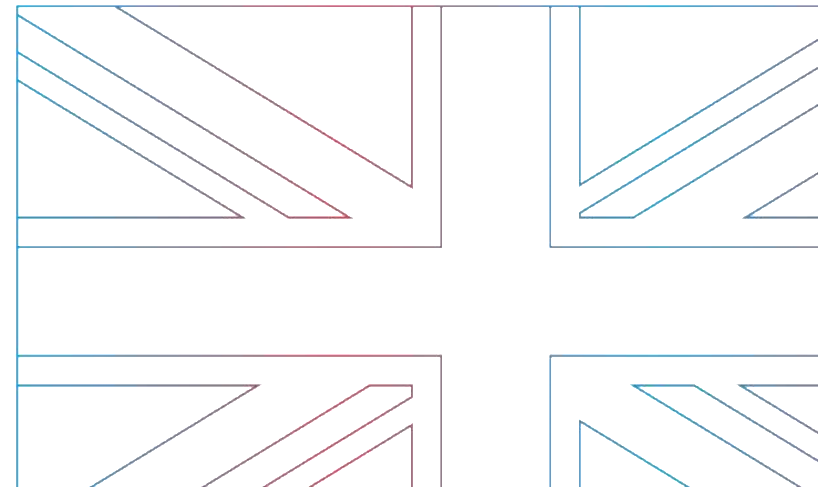
- **Meaning:** Negotiations, the process of compromise
- **Example:** **Most people thought government workers would go on strike, but after a good deal of give and take, negotiators announced an agreement including a hike in wages and increased vacation time.**
- Większość ludzi sądziła, że pracownicy rządowi zaczną strajkować, jednak po wielu wzajemnych ustępstwach, negocjatorzy ogłosili porozumienie, w którym była mowa o podniesieniu pensji i wydłużeniu urlopu.



- **Stand One's Ground**

*być nieugiętym, pozostawać przy swoim*

- **Meaning:** Refuse to back down; insist on one's position
- **Example:** ***The company is threatening to lock the doors if we don't agree to pay cuts, but I think we should stand our ground.***
- Spółka grozi, że zerwie współpracę, jeśli nie zgodzimy się na cięcia płacowe. Sądzę jednak, że powinniśmy pozostać nieugięci.

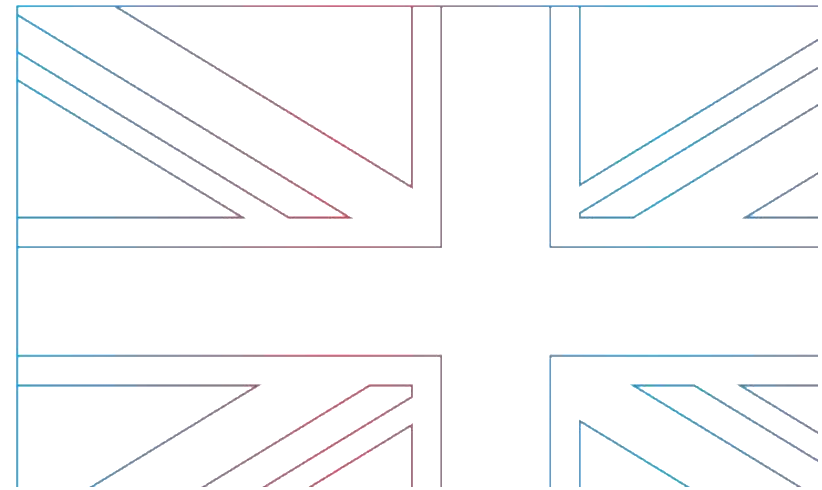


# • *Sweeten the Deal*

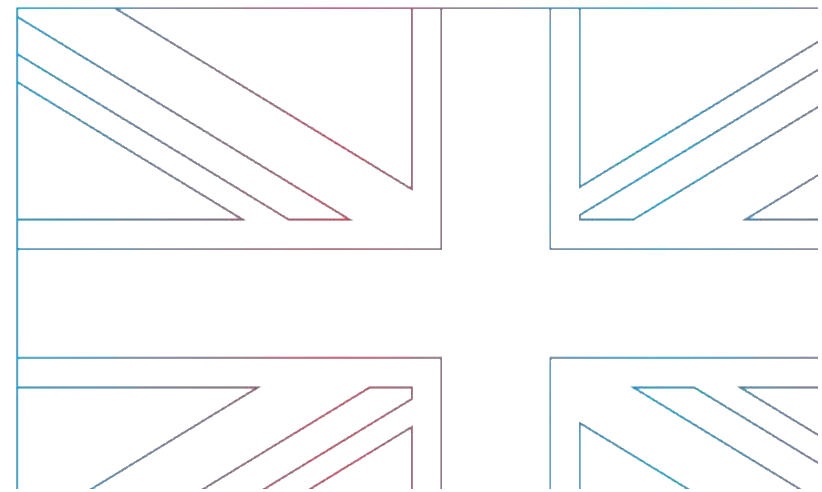
*dorzucić coś ekstra*

- **Meaning:** Add something to an offer during a negotiation
- **Example:** ***What if we sweeten the deal? It would be good to end the strike before the holidays.***

*A może dorzucimy coś ekstra? Dobrze by było zakończyć strajk przed okresem urlopowym.*

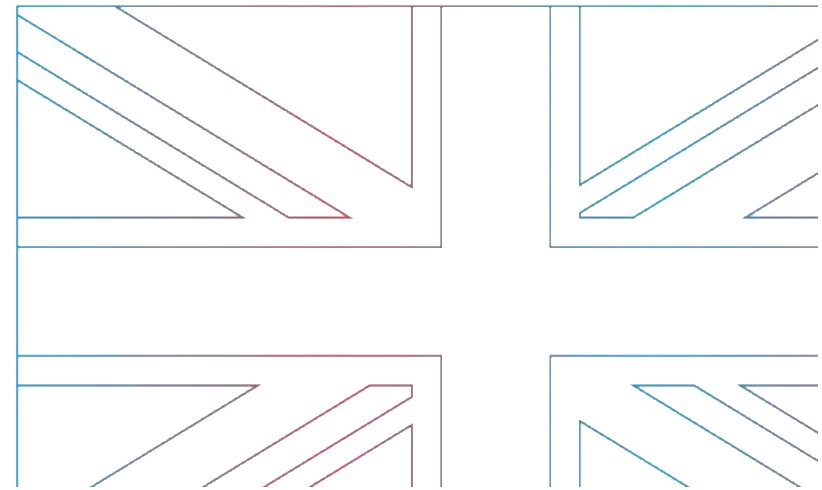


- **Sweetheart Deal**  
*interes zrobiony po znajomości*
- **Meaning:** A very favorable arrangement given because of friendship or close connections
- **Example:** ***We got a sweetheart deal on the road contract because my uncle works for the highway department.***
- *Podpisaliśmy korzystną umowę na budowę drogi po znajomości, ponieważ mój wujek pracuje dla departamentu autostrad.*



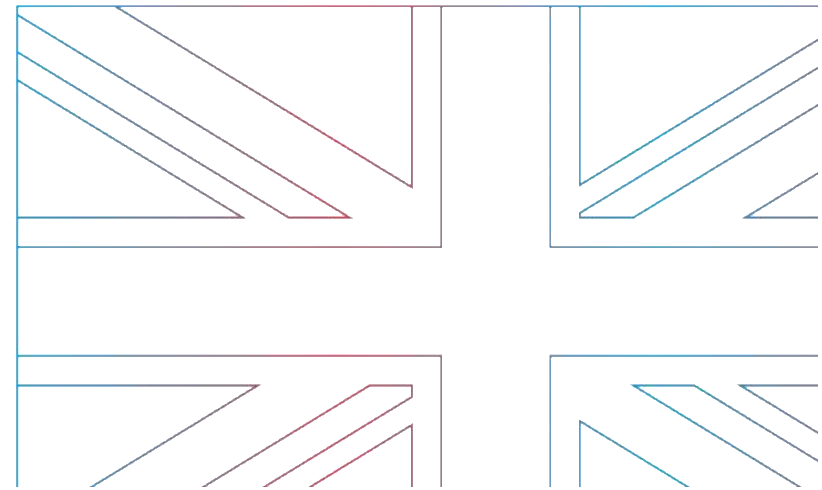
# *Prepare, prepare, prepare.*

Enter a negotiation without proper preparation and you've already lost. Start with yourself. Make sure you are clear on what you really want out of the arrangement. Research the other side to better understand their needs as well as their strengths and weaknesses. Enlist help from experts, such as an accountant, attorney or tech guru.



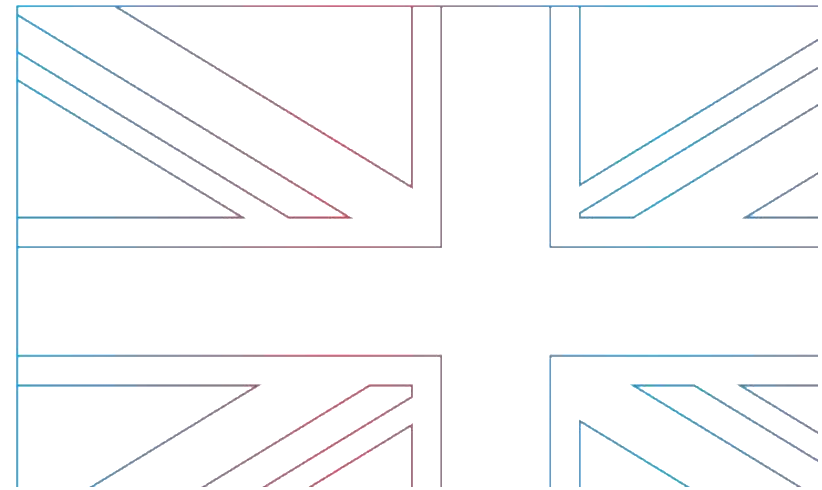
# *Pay attention to timing.*

Timing is important in any negotiation. Sure, you must know what to ask for. But be sensitive to *when* you ask for it. There are times to press ahead, and times to wait. When you are looking your best is the time to press for what you want. But beware of pushing too hard and poisoning any long-term relationship.



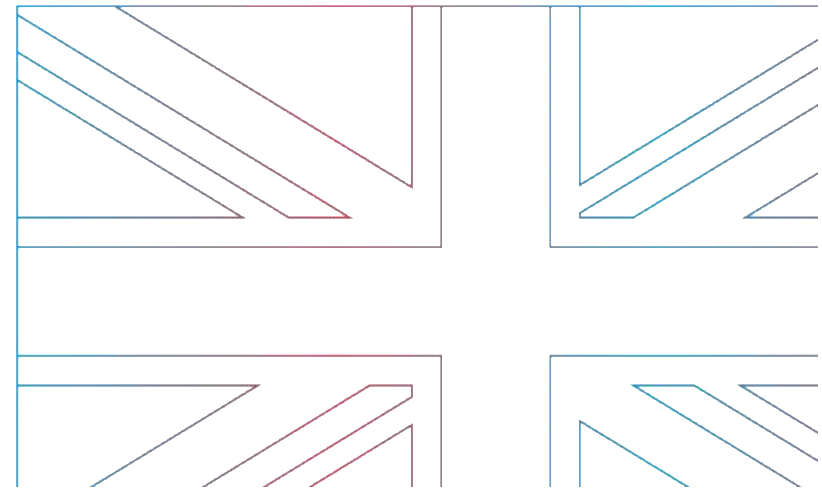
# *Leave behind your ego.*

The best negotiators either don't care or don't *show* they care about who gets credit for a successful deal. Their talent is in making the other side feel like the final agreement was all *their* idea.



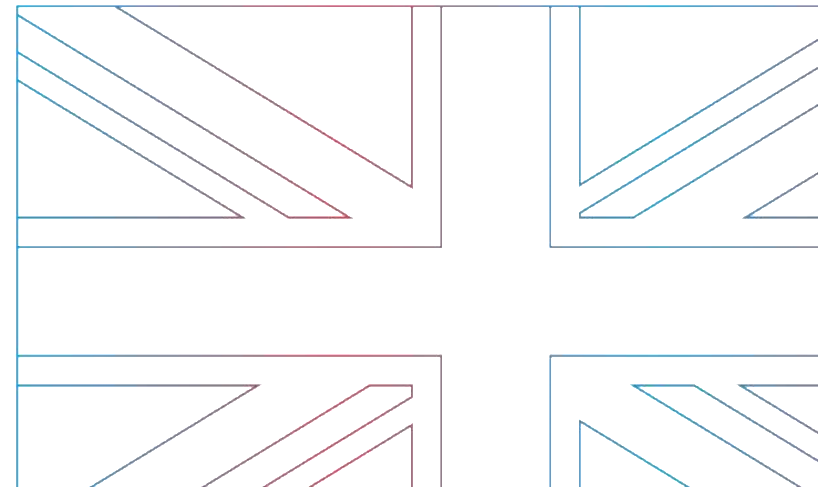
## *Ramp up your listening skills.*

The best negotiators are often quiet listeners who patiently let others have the floor while they make their case. They never interrupt. Encourage the other side to talk first. That helps set up one of negotiation's oldest maxims: Whoever mentions numbers first, loses. While that's not always true, it's generally better to sit tight and let the other side go first. Even if they don't mention numbers, it gives you a chance to ask what they are thinking.



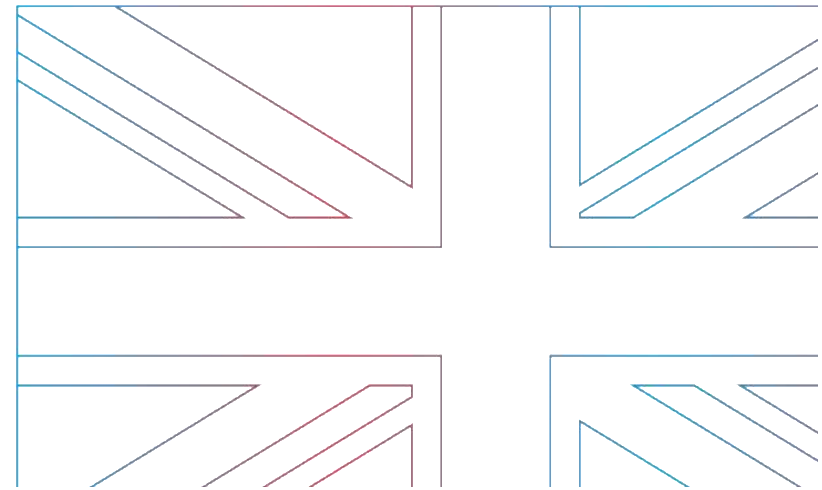
## ***If you don't ask, you don't get.***

Another tenet of negotiating is "Go high, or go home." As part of your preparation, define your highest *justifiable* price. As long as you can argue convincingly, don't be afraid to aim high. But no ultimatums, please. Take-it-or-leave-it offers are usually out of place.



# *Anticipate concessions.*

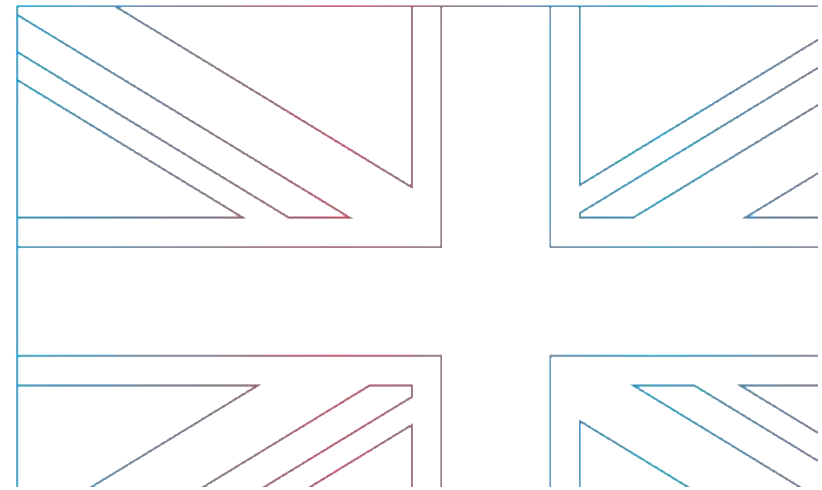
You should expect to make concessions and plan what they might be. Of course, the other side is thinking the same, so never take their first offer. Even if it's better than you'd hoped for, practice your best look of disappointment and politely decline. You never know what else you can get.





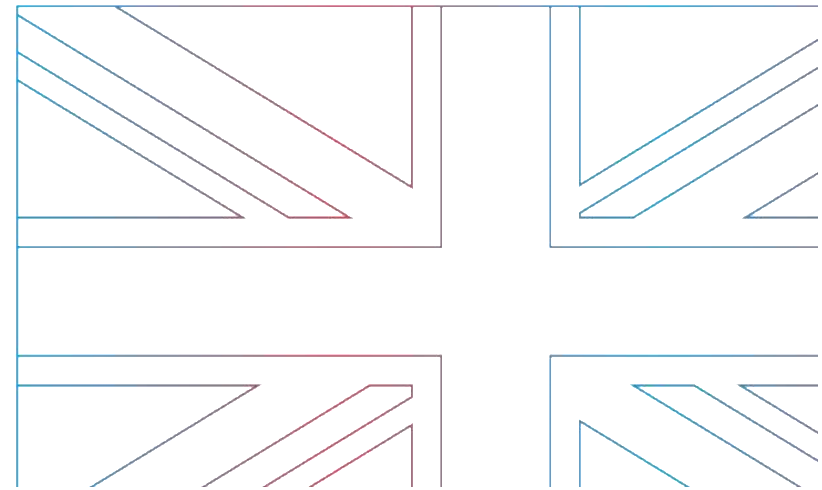
## ***Offer and expect commitment.***

The glue that keeps deals from unraveling is an unshakable commitment to deliver. You should offer this comfort level to others. Likewise, avoid deals where the other side does not demonstrate commitment.



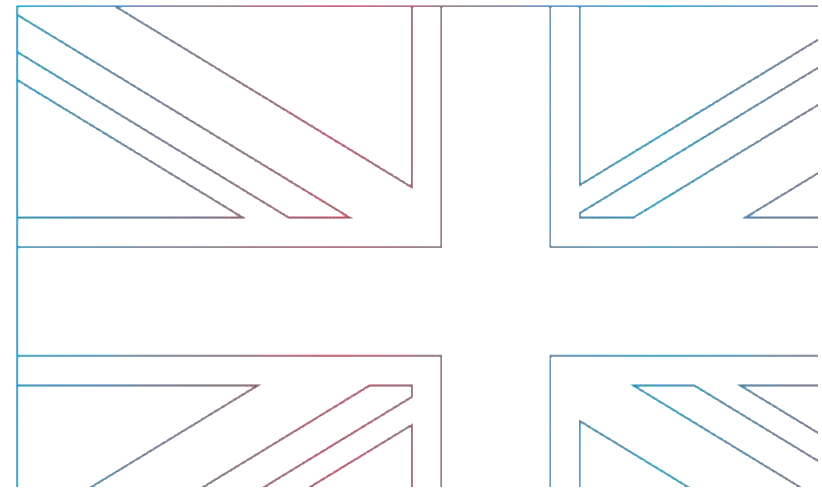
## ***Don't absorb their problems.***

In most negotiations, you will hear all of the other side's problems and reasons they can't give you what you want. They want their problems to become yours, but don't let them. Instead, deal with each as they come up and try to solve them. If their "budget" is too low, for example, maybe there are other places that money could come from.



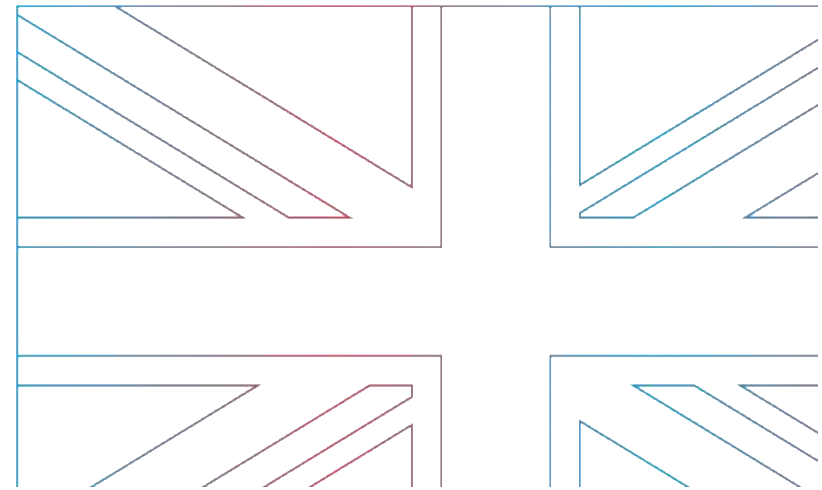
# *Stick to your principles.*

As an individual and a business owner, you likely have a set of guiding principles – values that you just won't compromise. If you find negotiations crossing those boundaries, it might be a deal you can live without.



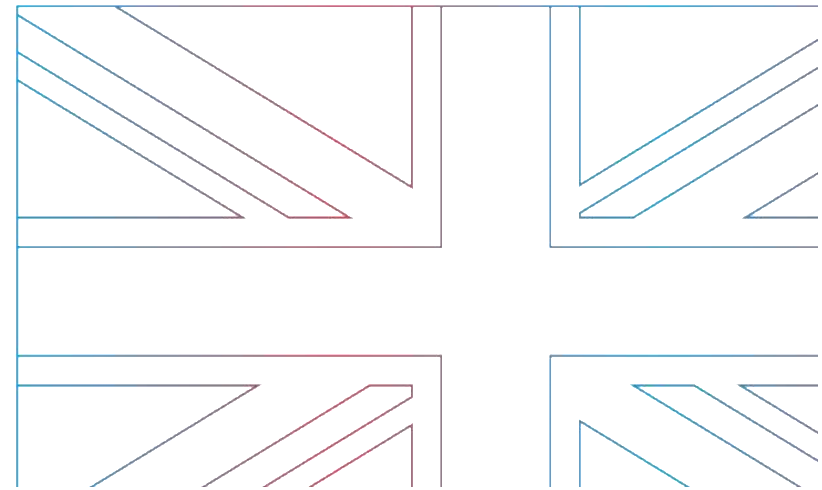
## *Close with confirmation.*

At the close of any meeting – even if no final deal is struck – recap the points covered and any areas of agreement. Make sure everyone confirms. Follow-up with appropriate letters or emails. Do not leave behind loose ends.



***During negotiations, one should treat an opponent with respect and consideration at all times.***

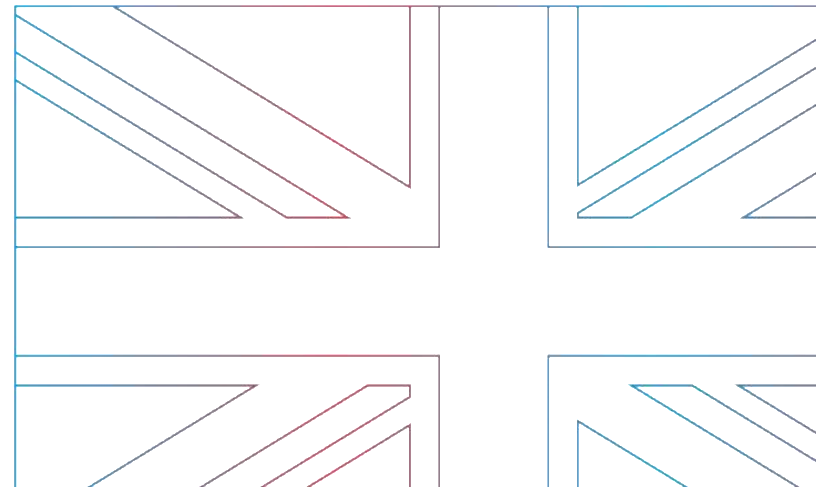
**False**  
**True**



***In "competitive" negotiations, the two parties try to establish a common goal.***

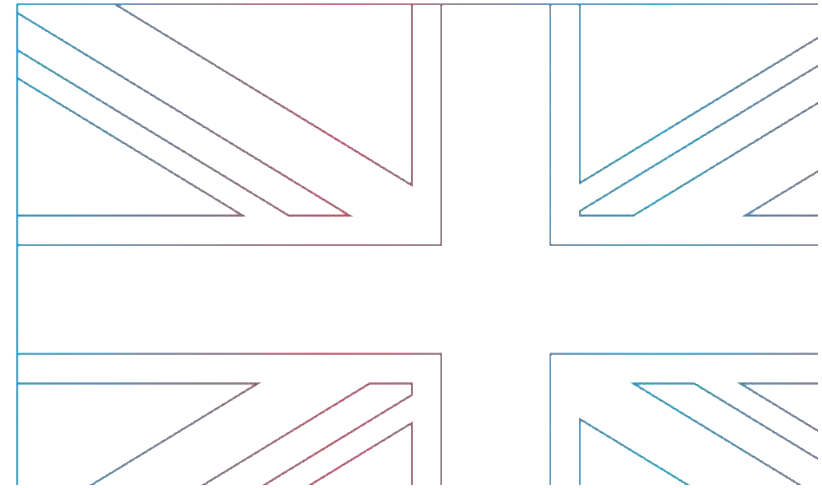
**False**

**True**



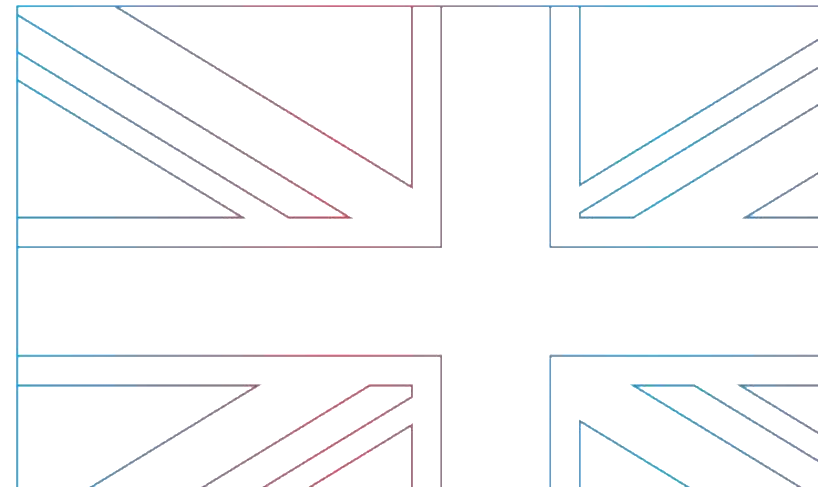
***Prior to engaging in negotiations, it is wise to consider one's own "bottom-line".***

**False**  
**True**



***One key to effective conflict-resolution is to deal with issues rather than personalities.***

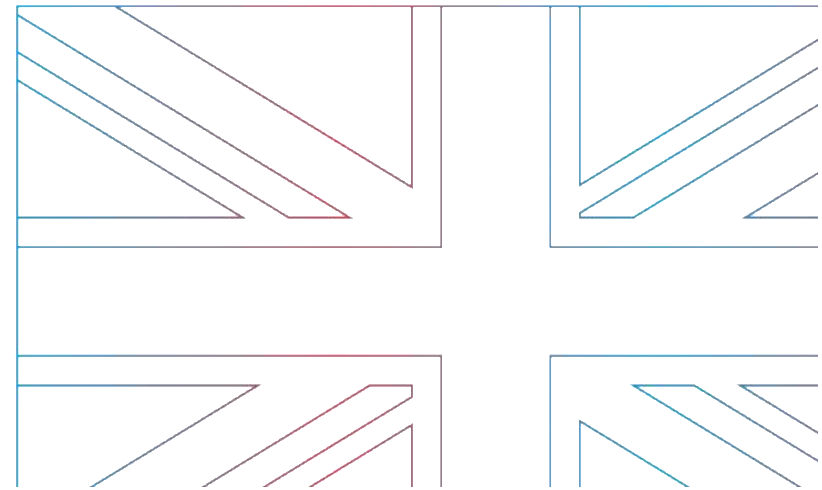
**False**  
**True**



***It may be possible to detect that a counterpart is lying by observing body language.***

**False**

**True**



***One should never admit to agreeing with an opponent during the course of negotiations.***

**False**

**True**

