

Internet research

Search for the keyword *assertiveness*. What are the rights the individual can assert? What assertiveness techniques are available?

5 Decide whether each expression implies that the speaker will give a *positive* or a *negative* response. Which 'negative phrase' suggests the speaker will negotiate?

as things stand by and large in principle
on the whole regrettably to be honest
unfortunately

6 Choose the best expressions to complete the email opposite.

7 Using expressions from Exercise 5, write assertive one-line answers to these messages from your CEO.

- 1 We have a crisis. Can you fly to Canada tomorrow morning?
- 2 How would you feel about working two days a week from home?
- 3 I'd like you to get a couple of years' experience in the USA before taking on more responsibility.
- 4 We need someone to manage the night shift. Do you think you can handle it?
- 5 We think you should do an MBA. What's your reaction?
- 6 Next year's sales conference is in Siberia. You'll be organizing it.

Output

8 Divide into two groups, A and B. Group A work for a fair trade clothing company in Bangladesh called Ganges Fashion. Group B work for AQX Logistics, a global transport provider that handles Ganges' logistics operation in Europe.

- 1 Read the following message from your boss and then discuss what to say.
- 2 Write a letter and deliver it to the other company.
- 3 Reply to the letter you receive.

Group A

Group B

EMAIL

Hi
I'm furious with AQX Logistics. They promised us next day delivery of small packages, but they're often more than three days late. Their online tracking service never works because their system is down most of the time, and they've just put their prices up again! Unless they give us a better discount, we can't afford to work with them anymore. Can you do me a favour and email them? If I do it, I'll just get angry. If they can't come up with a solution, tell them we'll get someone else. We've already warned them several times.
Thanks
Tareq

EMAIL

Thank you very much for your email. (1) *To be honest / On the whole / Regrettably*, the contract looks very fair. There are just two points which I'd like to clarify.

Firstly, you suggest we start shipping the full quota of flowers by the end of the year. (2) *On the whole / Unfortunately / By and large*, this would be very difficult for us, although (3) *regrettably / to be honest / in principle* we could start making small shipments in January and February.

Secondly, (4) *as things stand / in principle / by and large*, I'm afraid we would find it very difficult to freeze prices for so long.

(5) *Unfortunately / By and large / As things stand* I agree that eighteen months is normal for this type of contract. However, (6) *on the whole / regrettably / by and large*, we cannot commit to more than twelve months.

MESSAGE

FROM: Clyde Lang, Finance

TAKEN BY: Annette

Please write to Ganges Fashion. They've finally paid last quarter's invoices, but they've deducted the tax again. We've already explained they have to pay us first, then they can claim the tax back. And they're only supposed to have 30 days credit, not 90! If they don't pay the tax by the end of the month, Clyde wants to suspend service. NB Clyde was extremely angry, so he didn't want to write to them himself.

