

## 5.6 Case study: Backchat Communications

### Negotiation (page 73, Exercise 7)

#### Buyers

Follow the instructions below to calculate your score.

	Score
Give yourself 1 point for every Smart contract bought.	
Give yourself 2 points for every Basic contract bought.	
Give yourself 1 point for every 18-month contract bought.	
Give yourself 2 points for every 12-month contract bought.	
Give yourself 1 point for every extra obtained free.	
Deduct 1 point for every extra bought.	
Give yourself 1 point for every 5,000 <i>won</i> discount obtained.	
Total	

## 2.6 Case study: Meteor Bank

### Discussion (page 33, Exercise 6)

#### Student C

You represent the Operations Department at the meeting. You feel strongly that the current situation is unacceptable, and that the only way to resolve the problems is to outsource the department, even if it means cutting jobs, including Saul Finlay's. This will immediately solve the problems of turnover, down time, unrest in the IT department and investment.

## 7.4 Speaking: Communicating in meetings

### Roleplay (page 95, Exercise 8)

#### David

- You are happy with the idea of changing software because the existing system has never performed very well. However, you want to avoid any extra costs on your department budget.
- You estimate that you will need to employ two external computer engineers on the project for at least six months. You would like Mahler to pay for this.
- You would also like Mahler to pay for training for your staff on the new software. However, you may have to compromise.