

## Useful phrases

### PROVIDING REASONS AND EXPLANATIONS

This is because ...  
 The reason for ... is ...  
 ... is essential for our customers.  
 These are the most important points ...  
 We must have ...  
 We have to have ...

We need/require ...  
 We want ...  
 We would like ...  
 This is a must!  
 The price must fit our guideline.  
 Money is all-important!

### EXPRESSING HIT

#### Have

We must ...  
 Our main concern is ...  
 It is vital/crucial that ...  
 I refuse to accept ...

#### Intend

Our intention is ...  
 I would like to ...  
 We might like to ...

#### Tradable

I am willing to accept ... if ...  
 I think we will have to agree to ...  
 It would be an alternative to ...  
 We can trade this against ...  
 A few things we can compromise on are ...

### PRESENTING PROPOSALS/ COUNTERPROPOSALS

I/We propose/suggest ...  
 How about ... ?  
 Would it be possible ... ?  
 How do you feel about ... ?  
 Would/Could you accept/consider ... ?

### ASKING FOR AND CLARIFYING INFORMATION

... is correct, isn't it?  
 Can you tell me how ... ?  
 Is it alright with you if ... ?  
 Would it be possible ... ?  
 It seems ... What is your opinion?

### EXPRESSING POSSIBILITIES/ PROBABILITIES

It is possible/probable/conceivable (that) ...  
 There is a possibility (that) ...  
 It may be ...  
 It could well be that ...  
 In all probability ...  
 It is to be expected ...

### EXPRESSING IMPOSSIBILITIES/ IMPROBABILITIES

It is impossible to ...  
 It is out of the question ...  
 Unfortunately, that cannot be done!  
 We can rule out the possibility of ...  
 It is doubtful whether/if ...  
 It is (hardly) likely ...

### CLARIFYING INFORMATION

Do you suggest ... ?  
 Are you suggesting that ... ?  
 Do you mean ... ?  
 Does that mean ... ?  
 If I understand you correctly ... ?  
 What do you mean by ... ?

### EXPRESSING OPINIONS

In my/our opinion ...  
 From our/my point of view ...  
 We are talking/speaking about ...  
 We are/I am of the opinion that ...  
 We/I strongly believe/feel that ...  
 I am confident that ...  
 I/We imagine it something like ...

### RESPONDING TO PROPOSALS

There are several options ...  
 That would depend on ...  
 Now that you mention it ...  
 Considering this I/we would ...  
 It sounds like an alternative/option/possibility ...

### SUGGESTING SOLUTIONS

I/We could imagine ...  
 I/We think we should ...  
 I was/We were thinking that ...  
 It would be helpful/an option ...  
 It might be possible to/a possibility ...  
 From my/our experience, the best way ...  
 Do you think we can/could ... ?  
 Could the problem be solved by ... ?

### ASKING THE RIGHT QUESTION

#### Open questions

Why is that so important to you?  
 Where does your information come from?  
 Do you have key managers in your company?  
 What can you offer us?

#### Indirect questions

Can you give me an idea of your ... ?  
 Could you tell me ... ?  
 How do you think we can achieve this goal?

**EXPRESSIONS FOR DISAGREEING****Polite**

I would prefer ...  
 That is not how we see it.  
 Could you clarify that, please?  
 Could you explain that more fully, please?  
 I'm afraid we couldn't agree to that.

**Less polite**

You are wrong.  
 That is totally unacceptable.  
 No, that is out of the question.  
 No, I'm not interested.  
 I think you should explain.  
 I don't see the point.  
 Our experts say that ...

**Expressions to slow conversation down**

Let me (just) make sure I understand what you are saying.  
 Let's go back and review the situation.  
 Why is that important to you?  
 How can we deal with/solve this problem?  
 Where does your information come from?

**EXPRESSIONS FOR DEALING WITH DISAGREEMENT OR DEADLOCK****Making suggestions**

Could the problem be solved by ... ?  
 Can you offer any alternatives?

**Clarifying**

Does that mean ... ?  
 How important is it for you that ... ?  
 What is the purpose of this policy?

**Asking for suggestions**

Can you offer us any other possibility?  
 What would you suggest?  
 What do you suggest I do?

**Expressing partial agreement**

I understand how you feel!  
 I agree with you specifically on ...  
 Yes, you have a point there about ...

**PHRASES TO CALM A SITUATION AND RESOLVE PROBLEMS****Asking questions**

Could you tell us why you feel like that?  
 How can we reach a compromise?  
 What do you think is a fair way to resolve ... ?  
 Your position is very interesting. Can you tell me more?

**Asking for or encouraging agreement with views**

Do you agree with our position on ... ?  
 Do you feel you can accept ... ?  
 I hope you can see our point of view.  
 Let me explain our position!

**Expressing agreement**

I know exactly what you mean.  
 I believe that is correct.  
 That seems reasonable.  
 If I were in your position, I would also ...

**MOVING NEGOTIATIONS ALONG****Describing current/future situations**

Fortunately, ...  
 Unfortunately, we haven't been able to ...  
 We are very satisfied/dissatisfied ...  
 In future, we hope to ...  
 Hopefully, we will be able to ...  
 By the time we ...

**Expressing agreement**

I/We can only agree with you there.  
 I/We have to admit that you are right.  
 I am/We are willing to work with that.  
 That is also our concern/point of view/goal.  
 By mutual agreement we have decided to ...  
 It's a deal!

**Conveying commitment**

I am/We are sure we can find a solution to ...  
 I am/We are committed to finding a solution.  
 I/We have no doubt that we ...  
 We hope to be able to come to an agreement.  
 We are looking forward to a successful business relationship.

**Stating progress made or current status**

I believe we have made some good progress.  
 This is certainly a step towards ...  
 Fine, but it seems we still need to discuss ...  
 In order to achieve our objectives, we still ...

**BRINGING NEGOTIATIONS TO A HEAD****Guaranteeing**

I/We guarantee you that ...  
 I/We can assure you that ...  
 I/We will do my/our best to ...

**Discussing follow-up documentation**

Shall we put this into a written proposal?  
 I think we will need a detailed summary of this.  
 Let's draft a contract based on these points.

**Summarizing**

(Just) to summarize ...  
 So far we have established ...  
 Let me just repeat, if I may.  
 This is where we stand.  
 I would like to summarize as follows ...  
 I/We think/believe we all agree here that ...  
 We have certainly covered a lot of ground today!

**BRINGING NEGOTIATIONS TO A CLOSE****Expressing deadlines**

We should come to a decision within/by ...  
 You will be hearing from us by ...  
 The closing date for ... is ...  
 I/We would be grateful if you could implement this by ...

**Closing discussion**

Thank you for coming.  
 Thank you for having us.  
 Thank you for a fruitful discussion/productive meeting.  
 I/We had hoped/expected to get a lot out of this meeting.  
 I am/We are very much looking forward to ...  
 We would certainly like to intensify ...