

Mykola Rack
Master of ICT,
Scientific advisor: Susann Henning,
PhD, lecturer, Technische Universität,
Berlin

COMPETENCE OF CONDUCTING SUCCESSFUL BUSINESS NEGOTIATIONS: PSYCHOLOGICAL AND PEDAGOGICAL ASPECTS

In job hunting we meet different types of speakers and our success in the negotiations partly depends on both-sides cooperation. No matter which type of a speaker you meet on the other side of the negotiation table, you can successfully pass it and receive a job that you have always dreamed about if you assume what kind of a speaker is behind. Our investigation shows that there four basic types of speakers during business meetings [3]. Using psychological and pedagogic approach, we assume that they are the following: 1) partners with lower level of English language competences – they speak English at a lower level than you do, they are less fluent; 2) partners with higher level of English language competences – they speak English at a higher level than you do, are more fluent, and more correct; 3) ideal speaking partners – those willing to cooperate with you and know the rules of psychology and business negotiations, their level of English is similar to yours; 4) partners without a desire to cooperate – they don't care if you have a chance to speak, they say what they have to say, don't care about cooperating with you and don't wish to help you in receiving your position [1].

However, we must press the point that the first two types are specified taking into account pedagogic aspect of skills and language competences. As for the last two, their particulation is based on rather psychological behavioral approach. A preliminary stage of evaluation may be psychological and pedagogic comparison of these four types [2]. For example, by comparing specific aspects of first, second and fourth speakers, we can decide which method or phrase is more useful or valuable from pedagogic point of view. And it is important to draw a particular communicating trajectory to interact with another negotiation partner effectively.

Table 1 of our study gives the most fruitful expressions, the use of which should help to cooperate with the partner and hammer out a common positive conclusion [4].

Table 1.

Useful phrases in negotiations with different types of speakers

Types of speakers	Lower level of English language competences partners	Higher level of English language competences partners
Useful phrases	<p><i>How do you feel about that?</i> <i>What is your point of view?</i> <i>Would you like to add something?</i> <i>I would really appreciate your view.</i> <i>Have you got any thoughts on this?</i> <i>Do you have any views on this?</i></p> <p><i>How about you? What is your opinion on this?</i></p>	<p><i>Excuse me, may I interrupt you?</i> <i>Could I just say something?</i> <i>Sorry for interrupting, but I'd like to add something</i> <i>Before you move on, I'd like to say something.</i> <i>Can I just add something here?</i> <i>Sorry to interrupt, but I'd like to add something here</i> <i>Excuse me, what do you mean exactly by ...</i> <i>Sorry, what have you just said? I didn't quite catch that.</i> <i>I'm sorry, I'm not sure what you mean.</i> <i>I'm afraid I didn't quite catch that. Can you repeat that, please?</i> <i>I'm sorry, could you repeat your question, please?</i> <i>So, if I understood you correctly, you would like to know if ...</i></p>

Our study shows that negotiations with an ideal partner are the simplest, considering both psychological and methodological dimensions. An ideal partner will help you to achieve your goals.

Our research demonstrates that communication with the first-type partner is the most difficult [5]. If you negotiate with interlocutor who speaks better, faster and with more confidence than you, you should not let him dominate you psychologically. Phrases in column 3 of Table 1 will help to control and manage the communicating situation.

By understanding similarities and differences between these four types of speakers, we can increase our understanding and learn more about peculiarities of

successful negotiations [6]. This process usually involves analysis, in which we compare the specific parts as well as the whole.

Список використаних джерел:

1. Mazurek M. 5 types of exam speakers – Which one are you? URL: [https://www.stanagexpert.com/5-types-of-exam-speakers-which-one-are-you/?utm_source=newsletter&utm_medium=email&utm_campaign=5 types of exam speakers which one are you name&utm_term=2021-01-25](https://www.stanagexpert.com/5-types-of-exam-speakers-which-one-are-you/?utm_source=newsletter&utm_medium=email&utm_campaign=5_types_of_exam_speakers_which_one_are_you_name&utm_term=2021-01-25)
2. Ogienko O. Model of Professional Teachers Competences Formation: European Dimension. Teacher Education Policy in Europe (TEPE), Network. 2009.
3. Roliak A. O. Education Programs of Professional English Course for Management Students in Ukrainian Environment: Competence Approach. *Development of Modern Science Under Global Changes*: conference proceedings, Riga, 22 May, 2020. Riga: Baltija Publishing, 2020. P. 25-28. DOI: <https://doi.org/10.30525/978-9934-588-52-5>
4. Roliak A., Matiienko A., Koliadych O., Yatsyshin Yu., Dakaliuk O. Adults as non-traditional students in the tertiary education of Denmark and Ukraine: comparative discourse of structural, psychologic and pedagogic peculiarities. *Independent Journal of Management & Production*. 2020. № 9 (11). P. 2215-2234. DOI: <http://dx.doi.org/10.14807/ijmp.v11i9.1410>
5. Roliak A. Foreign Language Competency Levels in Military Education. *Scientific Development of New Eastern Europe*: conference proceedings, Riga, 6 April, 2019. Riga: Baltija Publishing, 2019. P. 62-65.
6. Weiss J. N. *The Book of Real-World Negotiations: Successful Strategies from Business, Government, and Daily Life*. 2020. New Jersey : John Willey & Sons Inc, 290 p.