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I. “会听”要尽量鼓励对方多说，向对方说：“yes”，“please go on”，并提问请对方回答，使对方多谈他们的情况。II. 巧提问题用开放式的问题来了解进口商的需求，使进口商自由畅谈。“can you tell me more about your company?” “what do you think of our proposal?” 对外商的回答，把重点和关键问题记下来以备后用。进口商常常会问：“can not you do better than that?” 对此不要让步，而应反问：“what is meant by better?” 或 “better than what?” 使进口商说明他们究竟在哪些方面不满意。进口商：“your competitor is offering better terms.” III. 使用条件问句用更具试探性的条件问句进一步了解对方的具体情况，以修改我们的发盘。典型的条件问句有“what...if”，和“if...then”这两个句型。如：“what would you do if we agree to a two-year contract?” 及“if we modify your specifications, would you consider a larger order?” (1) 互作让步。只有当对方接受我方条件时，我方的发盘才成立。(2) 获取信息。(3) 寻求共同点。如果对方拒绝，可以另换其它条件，作出新的发盘。(4) 代替“no”。“would you be willing to meet the extra cost if we meet your additional requirements?” 如果对方不愿支付额外费用，就拒绝了自己的要求，不会因此而失去对方的合作。100Test 下载频道开通，各类考试题目直接下载。详细请访问 [www.100test.com](http://www.100test.com)