

## HỌC ANH NGỮ TRÊN ĐÀI VOA

Đi nghe bài học, xin [BỘ M V&Agrave;O Đ&Aacute;Y](#)

Đây là Chương trình Anh Ngữ Sinh Động New Dynamic English **bài 88**. Phạm Văn xin kính chào quý vị thính giả. Mời đưa bài học, quý vị luyện nghe hiểu bằng cách nghe mô tả câu, rồi nghe mô tả mô tả đàm thoại trong đó có câu trả lời; sau đó nghe lại câu hỏi, rồi trả lời.

Depend on=trust, rely on=tin cậy ai. That makes me very nervous=điêu đó làm tôi rất áy náy, lo lắng.

Cut 1

Language Focus: Questions Based on FIB Dialog

Larry: Questions. Listen to the question.

Eliz: Does International Robotics have a nearby warehouse for spare parts? (short pause)

Larry: Now listen to the dialog.

Graham: As Mr. Epstein has told you, we have a good relationship with United Industries. And we know we can depend on them.

On the other hand, your company has no facilities nearby, not even a warehouse for spare parts.

That makes me very nervous.

Eliz: Does International Robotics have a nearby warehouse for spare parts? (ding) (pause for answer)

Eliz: Mr. Blake's company has no facilities nearby, not even a warehouse for spare parts.(short pause)

Larry: Listen to the question.

Eliz: Why doesn't Ms. Graham want to keep spare parts in her warehouse? (short pause)

Larry: Now listen to the dialog.

Blake: As I told Mike, I'm sure we can work out a satisfactory arrangement. For example, we

can send you spare parts ahead of time.

Graham: I appreciate that, Mr. Blake, but we don't want to warehouse spare parts here. It's just asking for trouble, and it also adds to our cost.

Eliz: Why doesn't Ms. Graham want to keep spare parts in her warehouse? (ding) (pause for answer)

Eliz: She thinks it would cause trouble and add to her costs. (short pause)

## MUSIC

## Vietnamese Explanation

Trong phần Culture Tips số p i, Larry cho ta cách th ng l ng. This culture tip is about what to do at the beginning of a negotiation=ph n mách giúp này nói về cách ph i làm lúc đ u trong m t cu c th ng l ng. Đ ý đ n cách đ c v n -ti : âm /sh/ trong to negotiate; a negotiator. Nh ng khi là danh t thì v n -ti phát âm là /s/ trong negotiation.

Common ground=đi m t ng đ ng. Common ground is an interest which both of you share=đi m t ng đ ng là đi u ích l i mà c hai cùng chia s . [Nguyên nghĩa c a ch Ground=vùng đ t, m t đ t].

Being honest will allow you to build long term relationships=Thành th t giúp b n gây đ ng đ c liên h dài h n.

A high quality piece of equipment=m t đ ng c ĩ trang b có ph m ch t cao.

At all times=luôn luôn, lúc nào cũng. Probably the best advice I can give is to be honest at all times=có l l i khuyên t t nh t tôi có th giúp là lúc nào cũng thành th ĩt.

## Cut 2

## Culture Tips: Beginning a Negotiation

Larry: Culture Tips

Eliz: Welcome once again to "Culture Tips" with Gary Engleton. Gary, our e mail question today is about beginning a negotiation. Our question is "Sometimes I have trouble starting negotiations with Americans." "What should I do?"

Gary: Well, the first important thing to do is to focus on common ground.

Eliz: Common ground?

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Gary: Yes. Common ground is an interest which you both share. For example, you may want to buy a high quality piece of equipment from Company X. You want to buy it; they want to sell it. That's common ground.

Eliz: That is a good way to start.

Gary: The second thing is to be very honest about any problems you see.

For example, you may want to buy their product, but it may be too expensive.

First, you can say that they have an excellent product, and then state your problem about the price.

For example, you can say "There's no doubt that your product is excellent."

"However, the price is too high for us."

After you have stated your position clearly, you have to encourage the other side to state their position clearly too.

Probably the best advice I can give you is to be honest at all times.

Being honest will allow you to build long term relationships.

These relationships will help you in future negotiations.

Eliz: Thanks for the excellent advice, Gary!

Gary: My pleasure!

## MUSIC

### Vietnamese Explanation

Trong phần thi trắc nghiệm, quý vị nghe một câu nói, rồi tự ý nghĩa trong bài học mà trả lời câu đó đúng hay sai, True or False.

### Cut 3

### Language Focus: True/False

Larry: True or False.

Larry: Listen. Is this statement true or false?

Eliz: In negotiations, you should focus on interests that you share. (ding) (pause for answer)

Eliz: True. If you can't find any common ground, there is nothing to negotiate. (pause)

Eliz: You shouldn't tell the other side about problems you see. (ding) (pause for answer) Eliz:

False. You should be very honest about problems.

Eliz: That way, you have a chance to solve the problems. (pause)

Eliz: Building long term relationships is an important part of most negotiations. (ding) (pause for answer)

Eliz: True. Long term relationships are important to success in business. (pause)

## MUSIC

### Vietnamese Explanation

Trong phần tiếp, ta nghe một mẫu đàm thoại thể hiện một cách nhượng bộ, conceding a point.

To concede=nhuận bộ trong cuộc tranh luận.

A concession (danh từ) = một sự nhượng bộ.

We're falling behind in our work=chúng ta trễ trong công việc của chúng ta.

Fall behind=trễ hơn.

A complaint=một điều khiếu nại, than phiền. Verb: to complain=than phiền.

Orders=hàng đã đặt mua.

## Cut 4

### Business Dialog: Conceding a Point

Larry: Business Dialog

Eliz: Let's listen to today's Business Dialog. Jennifer is trying to convince her boss, Joe, to buy new computers for the office.

Jennifer: The computers we have now are three years old!

They're so slow that we can't get any work done!

Joe: Jennifer, of course I understand your concerns, but...

Jennifer: Joe, they're more than concerns; these are big complaints! We can't get our work done because the computers are so slow!

Joe: Jennifer, there's no doubt in my mind that you are right, but we just don't have the money for new computers!

Jennifer: Joe, if we don't get some new computers soon, we'll lose business.

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Joe: You have a good point, Jennifer, but.....

Jennifer: Joe, we're falling behind in our work. And our customers are not receiving their orders on time. (pause)

Joe: That is very serious.

I want to assure you that I understand what you have said.

Jennifer: But what are you going to do about it?

Joe: (Deep sigh) OK. I'll talk to the boss one more time.

Jennifer: Thanks, Joe. I knew you'd understand.

MUSIC

Vietnamese Explanation

Trong phần này ta nghe và cách hiểu.

Cut 5

Focus on Functions: Conceding a Point

Larry: Focus on Functions: Conceding a Point

Eliz: Now let's focus on Conceding a Point.

Larry: Listen and Repeat.

Eliz: Of course I understand your concerns, but.... (pause for repeat)

Eliz: Of course I understand your concerns, but.... (pause for repeat)

Eliz: There's no doubt in my mind that you are right, but ... (pause for repeat)

Eliz: There's no doubt in my mind that you are right, but ... (pause for repeat)

Eliz: You have a good point, but..... (pause for repeat)

Eliz: You have a good point, but..... (pause for repeat)

Eliz: I want to assure you that I understand what you have said. (pause for repeat)

Eliz: I want to assure you that I understand what you have said. (pause for repeat)

MUSIC

## Vietnamese Explanation

Hãy nghe Larry về cách nhượng bộ. Even though Joe is conceding a point, he follows each concession with the word “but”=Tuy Joe nhượng bộ một điểm, nhưng ông dùng chữ “nhưng” sau mỗi điểm nhượng bộ.

He lets Jennifer know that he understands her position, even if he can do nothing about it=Ông để cô Jennifer biết rằng ông hiểu vị trí của cô, tuy ông không giúp gì được.

I see your point=tôi hiểu vị trí (ý) của cô. You have a good point=Cô có một ý hay. We'll lose business=chúng ta sẽ mất khách.

Focusing on understanding is a good strategy in negotiations=Chú trọng vào việc tìm hiểu vị trí của người khác là một cách tốt trong đàm phán.

## Cut 6

Gary's Tips: Conceding a Point

Larry: Gary's Tips.

## UPBEAT MUSIC

Eliz: Now it's time for Gary's Tips with Gary Engleton!

Gary: Hello, Elizabeth! Today I'll be talking about conceding a point as part of a negotiation.

When you are in a negotiation, you want to establish common ground.

Often this means conceding some parts of the other side's position.

In today's Business Dialog, Joe recognizes that many of Jennifer's points are correct.

One expression he uses is “I understand your concerns.”

Jennifer: The computers we have now are three years old! They're so slow that we can't get any work done!

Joe: Jennifer, of course I understand your concerns, but....

Gary: Joe also uses other expressions to make concessions, for example: “You have a good point.”

Let's listen again.

Joe: Jennifer, there's no doubt in my mind that you are right, but we just don't have the money for new computers!

Jennifer: Joe, if we don't get some new computers soon, we'll lose business.

Joe: You have a good point, Jennifer, but.....

Jennifer: Joe, we're falling behind in our work. And our customers are not receiving their orders on time.

Gary: Even though Joe is conceding a point, he follows each concession with the word "but." He lets Jennifer know that he understands her position, even if he can do nothing about it.

Focusing on understanding is a good strategy in negotiations. He says:

Joe: I want to assure you that I understand what you have said.

Gary: In Mr. Blake's conversation with Ms. Graham, Mr. Blake also shows that he understands Ms. Graham's position. First he uses the expression "I understand" when Ms. Graham says she is nervous.

Graham: That makes me very nervous.

Blake: I understand.

Gary: Then he uses the expression "I see your point."

Graham: It's just asking for trouble, and it also adds to our cost.

Blake: Yes, I see your point.

Gary: Mr. Blake builds trust by showing that he understands Ms. Graham's concerns. And a sense of trust is essential to any negotiation. I hope today's tips were helpful! Thanks for joining us today for Gary's Tips.

Eliz: Thanks, Gary!

MUSIC

Eliz: Well, our time is up. Tune in again next time for Functioning in Business. See you then!

Vietnamese Explanation

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Quý vị vừa học xong bài 88 trong Chương Trình Anh Ngữ Sinh Động, New Dynamic English. Phạm Văn xin kính chào quý vị thính giả và xin hẹn gặp lại trong bài học tiếp.