**List of Useful Phrases from**

***the Course Communication Within The System Of Public Administration***

*Idioms To Describe People*

### **POSITIVE IDIOMS**

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| --- | --- |
| 1. angel investor | 1. a rich person who invests money or provides financial backing to help an entrepreneur or start-up business |
| 1. blue-eyed boy | 1. a favorite male who is liked very much and treated very well by people in authority |
| 1. cash cow | 1. a product or service that brings in a regular source of income |
| 1. eager beaver | 1. a very hard-working, enthusiastic employee |
| 1. eagle eyes | 1. a person who has eagle eyes can see or notice details very well |
| 1. gift of the gab | 1. someone who has the gift of the gab can speak easily, confidently, and well |
| 1. go-getter | 1. someone with a lot of energy, drive, and motivation |
| 1. jack of all trades | 1. a person who can do many different things |
| 1. made of money | 1. a rich, wealthy person with a lot of money and/or assets |
| 1. man of his word woman of her word | 1. a reliable, trustworthy person who does what he/she promises to do |
| 1. mover and shaker | 1. a person who has a lot of influence in a company and gets a lot of good things done |
| 1. smart cookie | 1. an intelligent person who is able to handle difficult situations |
| 1. top dog | 1. a person who has a lot of power, influence, and success, especially after a tough competition |
| 1. whiz kid | 1. a brilliant, very intelligent, highly talented young person |

### **NEUTRAL IDIOMS**

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| 1. big fish in a small pond | 1. a person who has a high-level, important position in a small group, company, or organisation |
| 1. bigwig | 1. an important, influential person in a group, company, or organisation |
| 1. blue-collar worker | 1. an employee who works with his hands or does manual labor; traditionally, such employees used to wear blue uniforms and worked in trade occupations; examples include construction workers, plumbers, electricians, and mechanics |
| 1. company man | 1. a person who supports company policies, even over the interests of fellow employees |
| 1. dark horse | 1. a secretive person who has qualities and talents people do not know about; also someone who competes in a competition or election and is not expected to win |
| 1. head honcho | 1. the top person in an organisation; someone with a lot of authority or influence |
| 1. major player | 1. a large, important and/or influential person, group, or company in a particular field or market |
| 1. number cruncher | 1. a person who works with numbers, statistics, or financial information, and is comfortable and skilled at doing so |
| 1. people person | 1. a warm, friendly person who is good at working with others and communicates well with them |
| 1. poker face | 1. a person who has a poker face does not show or reveal any emotion |
| 1. quiet as a mouse | 1. describes someone who doesn’t make any noise; a very quiet person |
| 1. salt of the earth | 1. describes a good person who is simple, reliable, and trustworthy; can also be negative because it implies the person is not sophisticated |
| 1. silent partner | 1. a person who invests money in a business but does not participate in the daily operation of the business |
| 1. voice in the wilderness | 1. a person who warns people about something that others do not take seriously |
| 1. whistleblower | 1. a person who exposes improper, illegal, immoral, or corrupt practices in a group, company, or organisation by informing the authorities, police, public, or media |
| 1. white-collar worker | 1. an employee who works at an office job; traditionally, such employees wore white shirts; examples include accountants, executives, and bankers |

### **NEGATIVE IDIOMS**

|  |  |
| --- | --- |
| 1. armchair critic | 1. a theoretical person who criticises the way others handle problems or issues, without trying to do anything to solve the problem himself/herself |
| 1. ambulance chaser | 1. a lawyer who specialises in personal injury claims against large companies |
| 1. bean counter | 1. an accountant |
| 1. cog in a machine | 1. a person who is or feels like he/she has a small, unimportant job in a large organisation or company |
| 1. dead duck | 1. a person, thing, or project that is sure to fail because of a big mistake; someone or something for which there is no hope |
| 1. dead wood dead weight | 1. people in a group, company, or organisation that are not useful, needed, or productive anymore, and need to be dismissed |
| 1. fast talker | 1. a confident person who can persuade others to do something dishonest because of his/her ability to speak well; someone who can get others to believe something that is not true |
| 1. fuddy-duddy | 1. an old-fashioned person who has not learned modern behavior or thinking |
| 1. know-it-all | 1. an irritating person who acts as if he/she knows everything; someone who acts as if he/she is very smart and clever, but in a boastful way; same as smart alec and wise guy |
| 1. lame duck | 1. a person, group, or organisation that is weak or unsuccessful; also an elected leader who does not have much time left in office |
| 1. loan shark | 1. a dangerous person who lends money to desperate people at very high interest rates and may threaten violence if the money is not repaid |
| 1. pain in the neck pain in the ass | 1. a difficult, unpleasant, or annoying person |
| 1. pen pusher pencil pusher | 1. an employee or clerk with a “boring” job, who handles a lot of paperwork |
| 1. rotten apple | 1. a dishonest, corrupt person who has a negative influence on his/her colleagues; someone who usually causes problems for the management, organisation, or company |
| 1. sitting duck | 1. a person who is an easy victim, open to attack, influence, or deception because of his/her weaknesses |
| 1. stool pigeon | 1. a police informer |
| 1. smart alec smart aleck | 1. an irritating person who acts as if he/she knows everything; someone who acts as if he/she is very smart and clever, but in a boastful way; same as wise guy and know-it-all |
| 1. stick-in-the-mud | 1. someone who prevents other people from having fun; same as a wet blanket |
| 1. stickler for the rules | 1. a person who insists on following rules and regulations exactly |
| 1. wet blanket | 1. someone who prevents other people from having fun; same as a stick-in-the-mud |
| 1. wise guy | 1. an irritating person who acts as if he/she knows everything; someone who acts as if he/she is very smart and clever, but in a boastful way; same as smart alec, and know-it-all |
| 1. wolf in sheep’s clothing | 1. a dangerous person who seems to be harmless |
| 1. yes man | 1. someone who always agrees with his/her superiors, mainly in order to gain their approval, even if he/she does not accept their ideas or practices |

1. *Taken from https://www.engvid.com/english-resource/50-english-phrases-idioms-to-describe-people-in-business/*
2. NB *Be aware that the meaning of some idioms may overlap. For example, a generally positive or neutral idiom may be used in a negative way, depending on the position, point of view, or tone of the speaker.*
3. *Language Of Appointments*

### 1. Use Would, Could and  Should for Polite Speech

### The words above are very useful in creating the right tone, especially when you’re asking for favors and offering suggestions.

### Compare these two sentences:

1. ***Can*** *we meet at your office tomorrow?*
2. ***Could*** *we meet at your office tomorrow?*
3. *Can* sounds [more direct](https://www.huffingtonpost.com/obrien-browne/mastering-the-art-of-indi_b_6730182.html). It’s great for people you know quite well or have had previous communications with.
4. Here’s another example:
5. *I* ***want*** *to arrange a meeting with you to discuss…*
6. *I* ***would like*** *to arrange a meeting with you to discuss…*
7. Instead of *want*, use *would like* to make your request. *Want* is very direct and can sound a little demanding.
8. *Should* on its own denotes a sense of obligation but it can also be used to **give yourself some flexibility when accepting appointments**.
9. Let’s compare these two sentences.
10. *10 a.m. on Monday* ***is*** *fine.*
11. *10 a.m. on Monday s****hould be*** *fine*.
12. Using *should* in this context gives you an opportunity to be slightly off the mark, because, in real life, anything can happen!

### 2. *Prepositions of Time and Place*

1. *Stating the time of your appointment:*
2. **In:** Use for broad spaces of time, such as *in the mornin*g, *in May* or *in 2018*.
3. One exception is *at night*.
4. **At:** Use for specific times, such as *at 3:00* or *at noon*.
5. **On:** Use for specific dates and days, such as *on Monday* or *on May 1st*.
6. ***Example***: *Hi Iryna, would you be available to meet* ***on*** *Thursday? If so, I would suggest that we meet* ***at*** *8:00* ***in t****he evening.*
7. *Choosing a place for your appointment:*
8. **At:** For a specific point of place, *e.g. at the office, at home, at the restaurant, at our headquarters.*
9. **In:** For a general area or space, such as *in town, in Brussels, in the lobby.*
10. **On:** Used for streets as well as spaces within buildings. For example, *on Mykhaylo Hrushevskoho 5, on Velyka Vasylkivska Street, on the 11th Floor.*

## *Essential Vocabulary for Making Appointments in English*

### Asking Someone’s Availability

*When would be a good time for you?*

*Will you be free…?*

*What is your availability on [date]…?*

*Would you be available on [date] at [time]?*

*Could we meet…?*

### Setting an Appointment’s Purpose

*I’d like to arrange an appointment with you to…*

*The objective of the meeting is to…*

*We need to get together to…*

*Let’s meet to…*

### Offering Alternatives

*How about…?/What about…?*

*Would you prefer…?*

*Would [date/time] suit you better?*

*Could we instead meet at/on…?*

### Agreeing to an Appointment

*That works for me.*

*That sounds good/great.*

*Yes, that suits me fine.*

*I’d like to confirm the appointment.*

You can also add a pleasant phrase such as “*Looking forward to meeting with you!*”

### Rescheduling or Canceling an Appointment

*I’m afraid I won’t be able to make it.*

*Unfortunately, something has come up and I won’t be able to…*

*Would it be possible to reschedule/move our appointment to a different time?*

# *Negotiation Vocabulary*

| word *part of speech* | meaning | example sentence |
| --- | --- | --- |
| alternatives *noun* | other options | We can't offer you the raise you requested, but let's discuss some other alternatives. |
| amplify *verb* | expand; give more information | Could you amplify on your proposal please. |
| arbitration *noun* | conflict that is addressed by using a neutral third party | We're better to settle this between us, because a formal arbitration will cost both of us money. |
| bargain *verb* | try to change a person's mind by using various tactics | We bargained on the last issue for over an hour before we agreed to take a break. |
| bottom-line *noun* | the lowest one is willing to go | I'll accept a raise of one dollar per hour, but that's my bottom-line. |
| collective *adj* | together | This is a collective concern, and it isn't fair to discuss it without Marie present. |
| compensate *verb* | make up for a loss | If you are willing to work ten extra hours a week we will compensate you by paying you overtime. |
| comply *verb* | agree | I'd be willing to comply if you can offer me my own private office. |
| compromise *verb* | changing one's mind/terms slightly in order to find a resolution | We are willing to compromise on this issue because it means so much to you. |
| concession *noun* | a thing that is granted or accepted | I think we can offer all of these concessions, but not all at once. |
| conflict resolution *noun* | general term for negotiations | It is impossible to engage in conflict resolution when one of the parties refuses to listen. |
| confront *verb* | present an issue to someone directly | I confronted my boss about being undervalued, and we're going to talk about things on Monday. |
| consensus *noun* | agreement by all | It would be great if we could come to a consensus by 5:00 P.M. |
| cooperation *noun* | the working together | I have appreciated your cooperation throughout these negotiations. |
| counter proposal *noun* | the offer/request which is presented second in response to the first proposal | In their counter proposal they suggested that we keep their company name rather than creating a new one. |
| counterattack *verb/noun* | present other side of an issue | Before we could start our counterattack they suggested we sign a contract. |
| counterpart *noun* | person on the other side of the negotiations | I tried to close the discussions at noon, but my counterpart would not stop talking. |
| cordially *verb/noun* | politely | In the past I have had little respect for that client, but today she spoke cordially and listened to my point of view. |
| demands *adv* | needs/expectations that one side believes it deserves | They had some last minute demands that were entirely unrealistic. |
| deadlock *noun* | point where neither party will give in | When the discussions came to a deadlock we wrote up a letter of intent to continue the negotiations next week. |
| dispute *noun* | argument/conflict | I was hoping to avoid discussing last year's dispute, but Monica is still holding a grudge. |
| dominate *verb* | have the most control/stronger presence | Max has such a loud voice, he tends to dominate the conversations. |
| entitled *adj* | be deserving of | My contract says that I am entitled to full benefits after six months of employment. |
| flexible *adj* | open/willing to change | We have always been flexible in terms of your working hours. |
| haggling *verb* | arguing back and forth (often about prices) | We've been haggling over this issue for too long now. |
| hostility *noun* | long-term anger towards another | I want you to know that we don't have any hostility towards your company despite last year's mixup. |
| high-ball *verb* | make a request that is much higher than you expect to receive | I'm planning to high-ball my expectations when I open the discussion. |
| impulse *noun* | quick decision without thought or time | I acted on impulse when I signed that six-month contract. |
| indecisive *adj* | has difficulty choosing/making a decision | They were so indecisive we finally asked them to take a break and come back next week. |
| leverage *noun* | (bargaining power) something that gives one party a greater chance at succeeding over another | We have a little bit of leverage because we are the only stationary company in town. |
| log-rolling *noun* | trading one favour for another | After a bit of log-rolling we came to an agreement that pleased both of us. |
| low-ball *verb* | offer something much lower than you think the opponent will ask for | I was expecting my boss to low-ball in the initial offer, but he proposed a fair salary increase. |
| mislead *verb* | convince by altering or not telling the whole truth about something | They misled us into thinking that everything could be resolved today. |
| mutual *adj* | agreed by both or all | The decision to call off the merger was mutual. |
| objective *noun* | goal for the outcome | My prime objective is to have my family members added to my benefits plan. |
| point of view *noun* | person's ideas/ thoughts | From my point of view it makes more sense to wait another six months. |
| pressure *verb* | work hard to convince another of an idea | He pressured me to accept the terms by using intimidation tactics. |
| proposal *noun* | argument to present | While I listened to their proposal I noted each of their objectives. |
| receptive *adj* | open to/interested in an idea | His positive body language demonstrated that he was receptive to our suggestions. |
| resentment *noun* | anger held onto from a previous conflict | Mary's resentment stems from our not choosing her to head the project. |
| resistance *noun* | a display of opposition | We didn't expect so much resistance on the final issue. |
| resolve *verb* | end conflict, come to an agreement | Before you can resolve your differences you'll both need to calm down. |
| tactics *noun* | strategies used to get one's goals met | There are certain tactics that all skillful negotiators employ. |
| tension *noun* | feeling of stress/anxiety caused by heavy conflict | There was a lot of tension in the room when George threatened to quit. |
| trade-off *noun* | terms that are offered in return for something else | Lower payments over a longer period of time sounded like a fair trade-off until we asked about interest charges. |
| ultimatum *noun* | a final term that has serious consequences if not met | His ultimatum was that if I didn't agree to give him the raise he asked for, he'd quit today without two week's notice. |
| unrealistic *adj* | very unlikely to happen | It's unrealistic to think that we will have all of our demands met. |
| victory *noun* | a win | We considered it a victory because they agreed to four of our five terms. |
| yield *verb* | to give in to another's requests | The client will only yield to our conditions, if we agree to work over the holiday weekend. |

*Taken from https://www.englishclub.com/business-english/negotiations-vocabulary.htm*

## *Phrases You Can Use During a Negotiation*

### Beginning the Negotiation and Setting the Agenda

#### *Let’s start by having a look at the agenda.*

#### *Before we begin, shall we have a look at the main points on the agenda?*

#### *Should we have a look at the main points for today’s discussion?*

### Listening and Asking for Proposals

#### *What are your views on…?*

#### *Do you have any suggestions for…?*

#### *Would you like to suggest a course of action for…?*

#### *How do you feel about…?*

### Making Suggestions and Proposals

#### *We think the best way is to…*

#### *We propose/recommend that…*

#### *I’d like to suggest a solution.*

### Arguing for Proposals and Views Presented

*The most important reason for this is…*

#### *I am basing my solution on three ideas/points/reasons: Firstly,… Secondly,… Last but not least,…*

#### *One of the key reasons for this is…*

### Agreeing with Proposals

*I agree with your suggestion.*

#### *I think your proposal is acceptable.*

#### *That sounds great to us.*

### Disagreeing with Proposals and Giving Reasons for Disagreement

*I have some reservations about…*

#### *Unfortunately, our position is different from yours.*

#### *I’m afraid we can’t agree on…*

#### Compromising

*We might be able to work on…, if you could…*

#### *We could offer you…, if you think you can agree on…*

#### *Offering you… is the best we can do right now. However, we’d need your approval on…*

#### *In exchange for…, would you agree to…?*

### Clarifying

#### *Let me make sure I got your point.*

#### *I’m not sure I understood your position. Could you please tell me again how you feel about…?*

#### *I just want to make sure I got this part straight.*

### Concluding

#### *Let’s look at what we decided to do.*

#### *Shall we try to sum up the main points of our discussion?*

#### *Let’s sum this up really quickly to make sure we are on the same page.*