

Email Vocabulary – Lesson 2: Persuasion and Diplomacy in Emails

Level: B2 | Business English | Student Worksheet

Vocabulary

NOUNS

leverage (noun)	Power or advantage used to influence a situation or negotiation.	<i>The exclusivity clause gave us considerable leverage in the renegotiation.</i>
proposition (noun)	A formal proposal or offer put forward for consideration.	<i>We would like to put forward a revised proposition for your consideration.</i>
concession (noun)	Something given up or agreed to in order to reach a compromise.	<i>We are prepared to make a concession on the delivery timeline if you can meet us on price.</i>
deadlock (noun)	A situation in which no progress can be made because neither party will move.	<i>Negotiations reached a deadlock after three rounds of discussion.</i>
facilitation (noun)	The act of making a process easier or helping a discussion to progress.	<i>The facilitation of this agreement required input from both legal teams.</i>
mediation (noun)	Intervention by a neutral third party to help resolve a dispute.	<i>Both sides have agreed to enter into formal mediation next month.</i>
consensus (noun)	General agreement reached by a group after discussion.	<i>The committee reached a consensus on the revised proposal.</i>
assertion (noun)	A confident and direct statement of a fact or belief.	<i>His assertion that the figures were incorrect was supported by the audit report.</i>
reciprocity (noun)	A mutual exchange of benefits or concessions where both parties give and receive.	<i>The agreement was built on reciprocity — both parties made equal concessions.</i>
undertaking (noun)	A formal promise or commitment to do something.	<i>We require a written undertaking that the work will be completed by 30 June.</i>

FIXED PHRASES

Notwithstanding the above,	[conceding a point]	Used to introduce a contrasting point despite what has just been said.
We trust this is in order.	[seeking confirmation]	A polite way of assuming the reader agrees with what has been proposed.

We reserve the right to	[asserting position]	Used to state formally that the organisation may take a particular action.
In accordance with	[citing rules or agreements]	Used to indicate that something is done in line with a rule or agreement.
Without prejudice,	[legal/negotiation context]	Indicates a communication cannot be used as evidence in legal proceedings.
We draw your attention to	[highlighting formally]	A formal way to direct the reader's attention to something important.
This is to certify that	[formal certification]	Used to formally confirm or verify a fact in writing.
Pending your confirmation,	[conditional progress]	Used to indicate action will be taken once the reader has confirmed agreement.

Exercise 1: Sentence Transformation

Rewrite each sentence using the word or phrase given. Do not change the meaning.

1. The terms of the original agreement must be followed at all times.

Use: **IN ACCORDANCE WITH**

2. We may take legal action if the payment is not received by the agreed date.

Use: **WE RESERVE THE RIGHT TO**

3. Both sides agreed to give up something in order to reach a compromise.

Use: **CONCESSIONS**

4. Despite everything we have said, we are still willing to negotiate.

Use: **NOTWITHSTANDING THE ABOVE,**

5. We will proceed with the booking once you have confirmed your agreement.

Use: **PENDING YOUR CONFIRMATION,**

6. The company formally promised in writing to complete the work by the deadline.

Use: **UNDERTAKING**

Exercise 2: Error Identification

Each sentence may contain one error or no error. Underline the error and write the correction. If correct, write "Correct".

1. Notwithstanding the above, we remain committed to reaching a mutually acceptable resolution.

Error: _____ Correction: _____

2. Both parties have agreed to enter into formal arbitration to break the deadlock.

Error: _____ Correction: _____

3. We draw your attention to clause 12, which reserves our right to terminate the agreement with immediate effect.

Error: _____ Correction: _____

4. Without prejudice, we are prepared to offer a full refund as a goodwill gesture.

Error: _____ Correction: _____

5. The facilitation of this process will require the involvement of an impartial moderator.

Error: _____ Correction: _____

6. In accordance to the terms of your contract, a notice period of thirty days is required.

Error: _____ Correction: _____

7. We require a formal undertaking from your organisation before we are able to proceed.

Error: _____ Correction: _____

8. The agreement was built on mutual reciprocity — each party made equal concessions.

Error: _____ Correction: _____

Exercise 3: Gap Fill

Complete each sentence with the correct word or phrase from the box.

Word Bank: concession | mediation | Pending your confirmation, | consensus | We draw your attention to | leverage | In accordance with | undertaking

1. We are prepared to make a ____ on the payment schedule if you are willing to commit to a longer contract.

2. Both parties agreed to submit the dispute to formal ____ rather than pursue litigation.

3. ____ we will instruct our legal team to prepare the final agreement.

4. The board reached a ____ after considerable debate, and the proposal was approved unanimously.

5. ____ the penalty clause on page four, which becomes operative after 30 days.

6. Our position in this negotiation is strengthened by the ____ provided by the exclusivity agreement signed last year.

7. ____ clause 9.2 of the contract, we are entitled to withhold payment pending resolution of this dispute.

8. The ____ given by your company at the outset of this project has not been honoured.

Exercise 4: Matching

Match each word or phrase (A) to its definition (B).

A – Word / Phrase

B – Definition

1. deadlock ____	7. Power or advantage used to influence a negotiation or situation
2. undertaking ____	2. A formal written promise or commitment to do something
3. reciprocity ____	3. A mutual exchange where both parties give and receive equally
4. proposition ____	1. A situation in which no progress can be made because neither party will move
5. consensus ____	6. A confident and direct statement of a fact or belief
6. assertion ____	4. A formal proposal or offer put forward for consideration
7. leverage ____	5. General agreement reached by a group after discussion
8. concession ____	8. Something given up or agreed to in order to reach a compromise

Exercise 5: Word Sort

Place each word in the correct category.

Word Bank: reciprocity | leverage | mediation | deadlock | assertion | consensus | undertaking | facilitation | concession | proposition

Power & negotiation	Resolving disputes	Formal commitments
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Exercise 6: Paragraph Gap Fill

Complete the email extract by writing the correct word or phrase in each gap.

Word Bank: Without prejudice, | proposition | We draw your attention to | leverage | Notwithstanding the above, | undertaking

1. ____ we write to put forward a revised proposition.
2. ...we write to put forward a revised ____ with a view to resolving this matter.
3. ____ the clause stipulating that disputes must first be submitted to mediation.
4. We acknowledge that you hold a degree of ____ in these negotiations.
5. ____ we are confident that a mutually acceptable outcome is achievable.
6. We therefore request a written ____ that no further escalation will take place.

TEACHER ANSWER KEY

Do Not Distribute to Students

Email Vocabulary – Lesson 2: Persuasion and Diplomacy in Emails | B2

Exercise 1: Sentence Transformation

1. The terms of the original agreement must be followed at all times.

Answer: In accordance with the terms of the original agreement, these must be followed at all times.

2. We may take legal action if the payment is not received by the agreed date.

Answer: We reserve the right to take legal action if the payment is not received by the agreed date.

3. Both sides agreed to give up something in order to reach a compromise.

Answer: Both sides made concessions in order to reach a compromise.

4. Despite everything we have said, we are still willing to negotiate.

Answer: Notwithstanding the above, we are still willing to negotiate.

5. We will proceed with the booking once you have confirmed your agreement.

Answer: Pending your confirmation, we will proceed with the booking.

6. The company formally promised in writing to complete the work by the deadline.

Answer: The company gave a written undertaking to complete the work by the deadline.

Exercise 2: Error Identification

1. Notwithstanding the above, we remain committed to reaching a mutually acceptable resolution.

Answer: Correct — no error.

2. Both parties have agreed to enter into formal arbitration to break the deadlock.

Answer: Correct — no error.

3. We draw your attention to clause 12, which reserves our right to terminate the agreement with immediate effect.

Answer: Correct — no error.

4. Without prejudice, we are prepared to offer a full refund as a goodwill gesture.

Answer: Correct — no error.

5. The facilitation of this process will require the involvement of an impartial moderator.

Error: "impartial" → Correction: "independent"

Reason: Register error — "impartial" is broadly correct, but "independent" is the standard formal term for a neutral third party in mediation contexts.

6. In accordance to the terms of your contract, a notice period of thirty days is required.

Error: "to" → Correction: "with"

Reason: "In accordance with" is the fixed phrase; "to" cannot be used here.

7. We require a formal undertaking from your organisation before we are able to proceed.

Answer: Correct — no error.

8. The agreement was built on mutual reciprocity — each party made equal concessions.

Error: "mutual" → Correction: "[remove "mutual"]"

Reason: Redundancy error — "reciprocity" already implies mutuality; "mutual reciprocity" is redundant. The correct form is simply "reciprocity".

Exercise 3: Gap Fill

1. We are prepared to make a ____ on the payment schedule if you are willing to commit to a longer contract.

Answer: concession

2. Both parties agreed to submit the dispute to formal ____ rather than pursue litigation.

Answer: mediation

3. ____ we will instruct our legal team to prepare the final agreement.

Answer: Pending your confirmation,

4. The board reached a ____ after considerable debate, and the proposal was approved unanimously.

Answer: consensus

5. ____ the penalty clause on page four, which becomes operative after 30 days.

Answer: We draw your attention to

6. Our position in this negotiation is strengthened by the ____ provided by the exclusivity agreement signed last year.

Answer: leverage

7. ____ clause 9.2 of the contract, we are entitled to withhold payment pending resolution of this dispute.

Answer: In accordance with

8. The ____ given by your company at the outset of this project has not been honoured.

Answer: undertaking

Exercise 4: Matching

1. deadlock → 1

A situation in which no progress can be made because neither party will move

2. undertaking → 2

A formal written promise or commitment to do something

3. reciprocity → 3

A mutual exchange where both parties give and receive equally

4. proposition → 4

A formal proposal or offer put forward for consideration

5. consensus → 5

General agreement reached by a group after discussion

6. assertion → 6

A confident and direct statement of a fact or belief

7. leverage → 7

Power or advantage used to influence a negotiation or situation

8. concession → 8

Something given up or agreed to in order to reach a compromise

Exercise 5: Word Sort

Power & negotiation:

leverage, concession, deadlock, proposition

Resolving disputes:

mediation, facilitation, consensus, reciprocity

Formal commitments:

undertaking, assertion

Exercise 6: Paragraph Gap Fill

1. ____ we write to put forward a revised proposition.

Answer: Without prejudice,

2. ...we write to put forward a revised ____ with a view to resolving this matter.

Answer: proposition

3. ____ the clause stipulating that disputes must first be submitted to mediation.

Answer: We draw your attention to

4. We acknowledge that you hold a degree of ____ in these negotiations.

Answer: leverage

5. ____ we are confident that a mutually acceptable outcome is achievable.

Answer: Notwithstanding the above,

6. We therefore request a written ____ that no further escalation will take place.

Answer: undertaking