

Sunday 11th February

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



View from my training room in Hong Kong

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Sunday morning...

Sunday morning in South London. Back from HK and a week at home before flying to New York next Saturday for a week in New Jersey and NYC. As always I'm more than happy to share a drink or meal with colleagues if you'd like to get in touch.

OK, so you've decided how we want to work in this network...questions about buying and selling houses, string jokes and Las Vegas. I've been bombarded by string jokes and ideas about my mate's house and ideas for Vegas. Thanks to everyone who wrote in...I replied personally...but it was a knotty problem...and by the way my mate decided it was a moral issue and he kept the agreement with the first offer despite a later but higher bid.

4 inches of snow in the UK and the place shuts down. How they must be laughing in Minnesota. Those guys really understand snow.

Ian Richardson died this week. He was the character Francis Urquhart in House of Cards...and I do hope you watched it...because if you didn't you missed one of the great British dramas of recent years. If you don't know what I'm talking about buy the vid and treat yourself.

Enjoy your week with 3 tips as usual ...

This week I...

murdered my computer at Backgammon. I find it very therapeutic after a long day. I use Snowie and it's the best computer programme on the market.

I watched Babel on the plane. Fine film...if you liked Crash then you'll like Babel. Definite Oscar contender.

Finished a nice book: A Game Ranger Remembers by Bruce Bryden...a story of his life in the Kruger National Park. One for African wildlife lovers.

Am writing this while rain stops play in Sydney and maybe is robbing England of a series win against Australia...you'll know this by the time you read it.

And finally...

(02-10) 03:38 PST ABINGTON, Mass. (AP) --

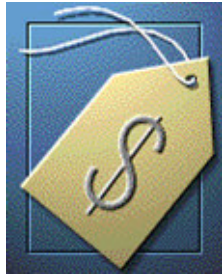
Trying to get something done at town hall can be a pain, one local woman says for her it was literally. Joanne Harding broke a tooth on a Tootsie Roll she took from a candy jar in the town clerk's office in Abington Town Hall last month during a visit to get a license for her dog.

Now, Harding wants the town to help pay her \$4,000-\$5,000 dental bill.

"I took the candy, so it's partially my fault," the 40-year-old Harding told the Patriot Ledger of Quincy. "I wouldn't have taken it if it wasn't there."

Town Manager Phillip Warren Jr. forwarded Harding's request for financial assistance to the town's insurance carrier.

"We'll wait to see what the insurance company says," he said. Meanwhile, the candy jars are still there at the clerk's office.



The search for value

Management Tips

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Friends or colleagues

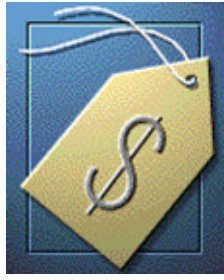
I was reminiscing with a friend this week and we looked back at many of the colleagues that we'd worked with over the last 10 years and we regretted how few...if any...of them we were still in touch with or indeed wanted to be in touch with.

Maybe it's a little sentimental to suggest that a work colleague should become a friend but I've not done too badly in business by trying to turn my clients into friends so why shouldn't the same be true of work colleagues.

I don't live in a corporate environment so maybe my criteria are different for relationships but my premise is that when a job becomes really successful you tend to spend more time with your colleagues (friends?) than you do at home so it's important to have good personal relationships.

If I were a manager I don't think I'd be very successful with this attitude...so it's probably best that I remain independent where I can pick and choose my colleagues (friends?) more readily.

Friends or colleagues...love them or hate them...you choose.



The search for value

Sales Tips

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Waiting time

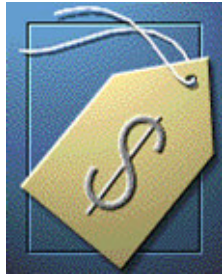
Successful sellers are busy and important people. They manage their time well and get to appointments on time. That's a courtesy that they show their clients...it's the professional thing to do.

So what happens then when you turn up on time only to find the client asking you to wait. Clearly the client believes that their time is more important than yours!

I'd suggest that you wait 15 minutes as a reasonable amount but after that it's definitely not on. You might like to leave a note and say that you'll call later to reschedule the meeting or you might like to ask if you can use a desk or office while you're waiting to make some calls and do some work.

If you believe that a client is so important that you dare not make them feel that you're upset with waiting then you deserve all you get...and you'll get plenty...once the client realises that you need them a whole lot more than they need you.

Attitude is what matters here...be a seller with attitude. Sometimes the client might have a really legitimate reason for the delay...that's OK...but they'd better be apologetic...and mean it.



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Negotiation Tips

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Small stuff

There are things in a deal that are important...issues of strategic impact and sensitivity that transcend price and cost.

There are personal issues and objectives that drive a negotiator to do deals of a particular type.

There are budget, value and cost issues in every commercial deal.

I could continue with this list of powerful and important drivers to a deal. You'll know as well as I what they are.

The reason I'm writing this is so that we don't let the Small Stuff get in the way. If the other party has a particular issue and it's not a big thing for you then concede. Don't fight every battle as if it's life or death.

Win the important battles...and you'd better know what they are...but don't sweat the small stuff...you've got better things to do with your precious time and energy.