

Sunday 14th January

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



That's all I saw of
Maastricht

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Sunday morning...

Sunday morning in South London. Back safe and sound from Maastricht (6 hours driving) and off this evening to Johannesburg. I fly to Bangkok from Joburg next Saturday so the update might be a little late next week.

It's a shame I didn't get to leave the hotel. It's the second recent visit to the place and as before it was fast in and fast out.

We've still got a drought order in London but it seems a little stupid as it's pouring with rain and everything is getting very rusty. This must be the mildest and wettest Winter for some time.

I'm spending my leisure time filling the diary with holiday commitments for the year. January's a good month for holiday planning. We're driving up to Victoria Falls from Cape Town in August and it's taking a while to get the hotel bookings sorted out.

The year's slowly cranking up...but I hope it's easier for you than it is for me.

Enjoy your week with 3 tips as usual ...

One good website!!

I paid my first visit this week to youtube.com

It's difficult to know whether this site is a valuable asset to the world or just a piece of junk for every nutcase to post trivial video. If you want to be a voyeur and look at the vids your kids are talking about at school then you should check it out. You might just find something interesting...just.

And finally...

(01-11) 04:44 PST New Orleans (AP) --

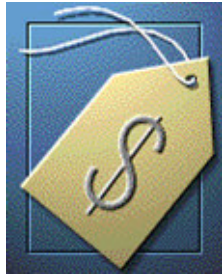
Tara Chauffe understands she'll have some competition on her wedding day. She's getting married in New Orleans Saturday evening, the same time the Saints will be playing the Philadelphia Eagles in the Superdome. Chauffe says she's already had a dozen guests who've canceled because of the playoff game.

She knows they have tickets and she's trying to be sympathetic.

But two bridesmaids and a groomsman who have seats for the game are giving them up to attend the wedding.

Chauffe and husband-to-be Corey Boland say they'll probably have a TV at the reception, so guests can track the Saint's fortunes.

But they'll turn the sound down so there won't be any cheering interrupting their first dance.



The search for value

Management Tips

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Feedback

The One Minute Manager tells us that “Feedback is the breakfast of champions.”

Well...trainers like me must be real champions!

There are not too many activities in life where every time you perform your job the recipient of the job is expected to mark you out of 5 and then write a critique of your performance.

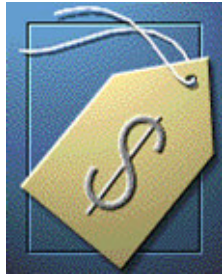
That's what happens on training courses and you're never left in any doubt what people think if they've had a less than stellar experience.

It certainly helps you improve...even if it is through gritted teeth!

I'd say that we do change our content and delivery courtesy of some of the feedback the participants provide.

It's a powerful concept and maybe the next time your boss calls you in for a chat you could pass them a mark out of 5 for their performance afterwards.

Let me know how it goes.



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Sales Tips

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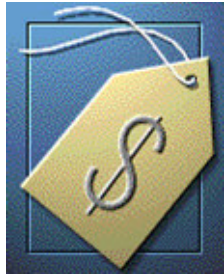
Check out the opposition

From time to time I call up the companies that I compete with and ask them for a brochure and a guideline on their prices.

You'd be surprised what you can get if you just ask.

Once you know what it is your competitors are doing and what they're charging you can tune your offering accordingly.

If you're stuck for something to do one morning, pick up the phone and talk to the opposition. It's amazing what they'll tell you.



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Negotiation Tips

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On the stage

I was reviewing some video this week with a class and we took a special interest in the style and tone.

We use a phrase: “the words, the music and the dance” and we’re always keen to check out what people say, their tone of voice and the body language that accompanies it.

We’re looking for a good performance with all three elements properly congruent.

Never forget that in a negotiation you’re on the stage. Prepare your script, learn your words. Remember to use your voice properly and never forget the power of the non verbal signals (body language).

You’re on the stage and the audience is just the other side of the table.