

Sunday 21st January

Weekly tips and ideas for business professionals



# Negotiation Update

The search for value



The Great Walls of Northern Joburg

## Sunday morning...

Sunday afternoon in Bangkok. Flew Thai Business Class to the new airport. I'll have a better look round when I leave on Thursday and I'll bring the blog up to date.

I'm running a public course here in Bangkok this week. It's only the 2nd one I've ever done so it should be interesting. We've a full house and that means people from all walks of life...buyers and sellers.

Had an interesting week in Joburg with 2 back to back courses. Stayed in the Melville area and was quite impressed with the restaurants. The Guest House rejoiced in the name Mi Casa Su Casa and the picture shows the delightfully welcoming façade. Nowhere in the northern suburbs in Joburg exists without walls...and boy did it rain...biblical levels.

So are you watching UK Big Brother?...if you're not then you must be the only people on the planet not interested by this ghastly trivia. I'm not really interested at all...it's a bit like watching a train wreck...but my money's on Shilpa...not that I'm paying it any attention!

Lovers of the beautiful game will have noticed the incredible revitalisation of Millwall...haven't mentioned them much lately but the juggernaut may at last be moving.

Enjoy your week with 3 tips as usual ...

## One good website!!

Didn't have any internet connection this week so no websites to mention but a book I read is worth recommending. It's Long Way Round by Ewan McGregor and Charley Boorman. It's a really good travel book...their journey from London to New York on motorbikes via Russia and Mongolia. I'll get the vid when I get home...it looks worth the bother. Watch or read it.

## And finally...

01-17) 20:03 PST Columbia, S.C. (AP) --

A man trying to steal a car at gunpoint from a couple ended up being shot himself, Richland County Sheriff Leon Lott says. Harold Levar Jeffcoat, 29, was arrested Sunday at the hospital where he was being treated for a gunshot wound to the buttocks, Lott said.

Jeffcoat was shot Saturday night after he stuck a gun into the stomach of a man getting into his car at a Wal-Mart in suburban northeast Richland County and demanded his keys, deputies said. A woman in the passenger seat pulled a gun from the glove compartment and fired five shots at Jeffcoat, hitting him once, investigators said.

Lott is calling the couple heroes. The sheriff said police don't encourage people to go out and "just start shooting," but they do want people to protect themselves.

Jeffcoat also was wanted for at least nine other armed robberies across Columbia, Lott said.

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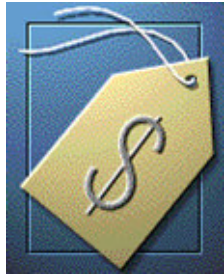
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## The search for value

# Management Tips

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### Telepathy

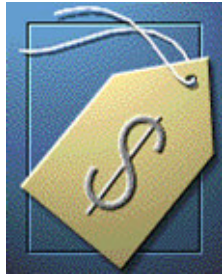
I'm working with some people at the moment and their most popular form of communication is telepathy.

They know what they want to do and they expect me to know this by thought transference or mindreading. Sadly I'm not much good at either and in two recent situations we've had a pretty comprehensive muck up.

My learning point is that when sensible people have sensible conversations then all things are possible but when communication seizes up then nothing is possible.

Talk to your people...inform them of what's going on...tell them of your plans and decisions made. Ask them for their ideas, plans and information.

You'll be amazed at how well simple projects can be improved by improved communication.



## The search for value

# *Sales Tips*

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### Decision makers

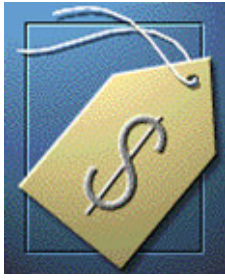
I was talking to some sellers and their bosses recently and we found that within the same target companies there were many “clients”.

Both the field sales force and the managers were selling in to the same companies but at their different levels. The sales force were talking to the end users and the managers to the procurement department and the finance people.

The clear learning point here is that within the principles of Key Account Management a sales force should create a clear matrix of who the key players are on the client side and then ensure that the sales effort is properly integrated.

I notice a great degree of duplication and some examples of people selling to the wrong person.

Know who your decision makers are in your target companies and work your efforts on them and their influencers and doorkeepers.



## The search for value

# Negotiation Tips

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### Smokers

I had a lively discussion recently concerning whether you should negotiate with smokers.

It seems strange that such things should concern negotiators but here's my point:

I refuse to negotiate with people who smoke. I see no reason why I should sit in a small room and let someone put their passive smoke in my lungs. It's rude and discourteous...at the least.

The argument was that in certain cultures smoking is so normal that it would be me who was the odd one out and by not "allowing" smoking it was me who was being discourteous and probably cutting myself off from many good deals.

My argument is that I want to be in control of the negotiation process when I operate. I don't like to see things going on without my being on top. Having a rule on smoking gives me a healthy environment and tells the other party that I'm no pushover.

If that means that in some cultures I'm not likely to do much business or in some geographic locations I'd be *persona non grata* then I guess I'll just have to go where the clean air is.