

Sunday 28th January

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



I saw this picture and just had to put it in...find your own words!

Sunday morning...

Sunday morning in South London. Had a great week in Bangkok. 22 participants on a programme from all sorts of backgrounds. It's good to get buyers and sellers on the same programme.

I have a very ambivalent view of Bangkok. On one hand it's a dysfunctional place...the traffic is horrendous and the public transport system is poor...you can't move for being offered "sexy movies" everywhere you go and it's polluted. However it's got a vibrancy that appeals and the food is definitely a plus. Singapore it certainly isn't. I'll be back in May...things won't have changed.

A week of R&D at home this week. Work to do on the book and a chance to think about a new product that I'm hoping to put into the South African market.

Off to Hong Kong next Saturday for a week. It's a while since I've been to HK so if anyone fancies a beer and a chance to catch up then do let me know.

Enjoy your week with 3 tips as usual ...

This week...

I visited a website I found a website:
<http://www.apromotionguide.com/awards.html>
that gave me some really interesting ideas on website design. If you're in the business of websites then you'll enjoy a few minutes checking this one out.

And finally...

(01-25) 11:06 PST Warwick, R.I. (AP) --

The chapel isn't the only place where silence is expected at one Rhode Island Catholic school. The Saint Rose of Lima School in Warwick has new lunch rules that require students to remain silent during lunch.

The move comes after three recent choking incidents in the school cafeteria.

All three students are fine -- but school Principal Jeannine Fuller said in a letter to parents that "the school's priority is the safety of each child."

The letter says all students must remain silent during lunch. Students who don't follow the policy will receive a lunch detention.

Providence Diocese spokesman Michael Guilfoyle says the school is enacting a temporary safety measure. He says the school doesn't expect complete silence but enough quiet to keep students safe.

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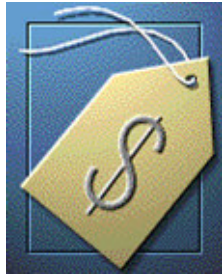
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Management Tips

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Killed with kindness

I was with a client recently and they wanted to show me around their city and make my stay as enjoyable as possible.

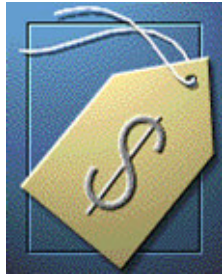
I had another agenda...relax and do some personal shopping.

It took a great deal of persuasion from me for them to finally understand what I wanted from my time.

We're all different people and your staff are all diverse themselves. Never assume that you know best or that what's good for you must be automatically good for them.

There are many tools to use if you want to understand people better. You can use common sense or psychometrics but the principle is the same...we're all different...different strengths and different weakness.

Diff'rent strokes for diff'rent folks.



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Sales Tips

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Let's do it now!

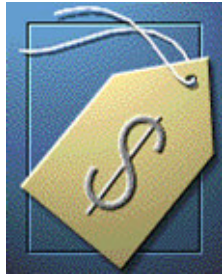
Buyers are often hesitant people who need a little help to make up their mind.

If you put people on the spot and ask for a quick decision the answer is often "no"...customers are very risk averse. On the other hand you may not wish to let the customer leave if it's likely that the moment of opportunity will be lost.

The Standing Room Only tactic is designed for this. It says to a buyer that if they can commit now then they'll benefit from a discount or similar benefit.

Most experienced buyers will see through this so you've got to back it up with some good logic. Tell them that if they sign now you'll save admin and management time and you're prepared to share some of it with them. You might find some time limited reasons why now is best.

This technique is clearly abused by many sellers. But every sale does actually have a "last day" so I'll leave it to you to work out what is morally correct and what is a manipulative dirty trick.



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Negotiation Tips

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The middle way

I've just returned from Thailand and as on previous trips I enjoyed watching my participants' negotiation style.

We did an exercise designed to test conflict and it was all over in a couple of minutes. Conflict just didn't exist.

I accused the participants of being "too nice" and of not bottoming the deal's possibilities but deep down the reason was that many Thai people...similar to many Brits...will not take an extreme position and they see no problem in settling an issue down the middle.

This can make people very vulnerable to extreme positions. Those negotiators who enjoy "the edge of the cliff" will make Middle Way negotiators feel very uncomfortable and you can see this when the Brits meet the French and the Thais meet the Koreans.

By all means let's meet in the middle but let's make sure that we've checked out all the possibilities before we get there. The middle of a deal is a very comfortable place...maybe it's a bit too comfortable.