

Sunday 7th January

Weekly tips and ideas for business professionals



# Negotiation Update

The search for value



The view over Stellenbosch from Sterhuis

## Sunday morning...

Monday morning in South London...cold and Winter...wet and grey...there's a surprise!

I trust everyone enjoyed their new year's break. We had a great time in Cape Town and return back to Europe with some reluctance.

Off to Maastricht on Wednesday and back in the training harness. Strangely it's back to Joburg next weekend for another week in South Africa before a sharp detour to Bangkok. I'm trying my best not to do so much travelling this year but my good intentions don't seem to go far these days when there are fees to be earned.

Started on my third book over the New Year. It'll be a travel book and I don't think I'll get it published very easily but it's worth a try nonetheless. I'm digitising all my old photos from years gone by and typing up my handwritten journals. Quite a task but a whole lot of fun. Digital photography really does make a difference to the old idea of having just albums of paper pictures.

I could comment on many political and sports topics that have happened over the last few weeks but why should we spoil a happy new year. Have a good one.

Enjoy your week with 3 tips as usual ...

## One good website!!

I won't start with anything too serious but I'll just mention a couple of films I saw on the plane back from Cape Town. Helen Mirren's performance in The Queen is a real oscar winner and I saw another fine film called "Little Miss Sunshine". If you see this film advertised or on a plane list then don't miss it. It's a truly excellent comedy and if you think your family is dysfunctional then it'll cheer you up no end...because this family is worse! This could easily be one of the films of the year...even though I'm a big Scorsese "Departed" fan.

## And finally...

(01-05) 06:35 PST VIENNA, Austria (AP) --

Wedding jokes aren't always funny. When a bride in Austria jokingly answered "no" instead of "yes" when asked if she wanted to marry her husband-to-be, the official performing the civil wedding promptly broke off the ceremony.

Not even the bride's sobs could reverse the decision and the couple had to wait two and a half months before they could give it another — successful — try, the Austrian newspaper Oberoesterreichischen Nachrichten reported Friday.

Officials at the registry office in the city of Steyr where the mishap occurred declined to comment directly but noted the incident was highly unusual, according to the newspaper.

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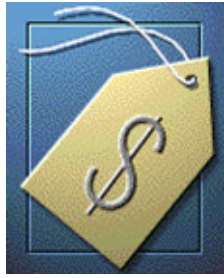
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## The search for value

# Management Tips

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### Type A&B

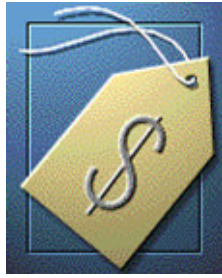
Here are two personality types that you might have covered on some on your time management courses:

I quote here from Wikipedia:

Type A personality, also known as the Type A Behavior Pattern, is a set of characteristics that includes being impatient, excessively time-conscious, insecure about one's status, highly competitive, hostile and aggressive, and incapable of relaxation. Type A individuals are often highly achieving workaholics who multi-task, drive themselves with deadlines, and are unhappy about the smallest of delays. They have been described as stress junkies.

The Type B personality, in contrast, is patient, relaxed, and easy-going.

Type B people don't live longer...it just seems like it....must rush!



## The search for value

# *Sales Tips*

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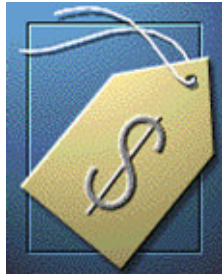
### Expert sellers

The last tip was about expert customers...how about expert sellers.

This is good news and bad news...experts can be just what you need when you're not too sure what you want but they can be a real pain when you know what you want but they're determined to tell you that you're wrong.

Sellers are taught to validate buyer's needs and that's right. You've got to test that the buyer understands the situation and the issues concerning the business. After that it's the buyer's choice...caveat emptor.

Talk to the customer...check the details and if they're sure they know what they want then give it to them at a fair price.



## The search for value

# *Negotiation Tips*

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### Setting up to fail

One of the problems of negotiating on behalf of clients is that often you're called in too late and in too hopeless a situation...you're asked to work miracles and you fail.

One of the advantages of becoming more experienced is that you can spot a hopeless...or maybe just difficult situation and then you can get out your very longest bargepole and give it plenty of distance.

Negotiation can create a great deal of value...it can resolve conflicts and help manage relationships but it can't work miracles....so don't expect it to.

Negotiate in good faith...be prepared to move and have a flexible position in mind but when you've got your back to the wall then maybe it's worth thinking of losing gracefully and not trying to gain a pyrrhic victory.

There's always another day...this is never the last negotiation.