

Sunday 10th June

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



It was forty years ago today, Sgt. Pepper taught the band to play.

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Sunday morning...

Friday in Cape Town and it's raining and freezing cold. This rain is taking on biblical proportions and yesterday a train got derailed courtesy of the wet. I'm sincerely hoping that Nigeria will be dryer when we get there on Sunday. We'll be there for 2 weeks and I'll do my best to get the newsletter out but we'll have to see what the comms links are like when we get there.

I was talking with a colleague this week and we discussed two software programmes. Does anyone in the network have any info on Visio 2007 and Outlook Business Contact Manager. I'm thinking of upgrading to Office 2007 but I've had conflicting reports.

That's all for this week...lots to do before Sunday.

Have a good one...with 3 tips as usual.

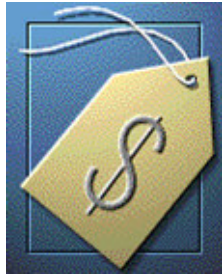


This week I...

I gave a short speech on the subject of pricing this week and I used "The Art of Pricing" by Rafi Mohammed as the basis. I remember recommending books on pricing by Adrian Slywotsky before and if you buy his two books and this one you'll have the subject covered pretty well. This is a book for both buyers and sellers and it covers a subject that should be high on the agenda for any serious commercial professional.

And finally...

A wheelchair user has been taken for a high-speed ride along a US highway after his handlebars became tangled up in the front grille of a lorry.
The back of the 21-year-old man's wheelchair was scooped up as he passed in front of a lorry leaving a petrol station, Michigan state police said.
The truck driver drove off, completely unaware that he had a new passenger.
Passing motorists told police, who found the man unhurt - but still attached to the front of the truck.
He had been kept in his wheelchair by a seatbelt.
Police in the town of Paw Paw, Michigan, said the unidentified man told them "it was quite a ride", but complained only that he had spilled his soda.
The truck reached speeds of 50mph (80km/h) as it drove down the Red Arrow Highway.
After several miles the driver pulled over at the depot of a trucking company where police then told him about the man on his front end.
He refused to believe there was a man in a wheelchair stuck to the front of his truck until he saw it for himself, police said.



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Management Tips

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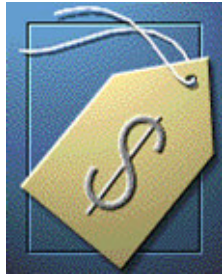
Coaching

Whenever I need a quick dose of knowledge I go to Wikipedia. It's a fantastic resource. Here's what it says on coaching:

A coach is a person who supports people (clients) to achieve their goals, with goal setting, encouragement and questions. Unlike a counselor or mentor, a coach rarely offers advice. However, term coaching is often misused in situations where the "coach" provides expert opinion and "how to" answers and advice.

Coaching does not include the given solution for the problem but will energize the coachee to solve the problem. Typically, a coach helps clients to find their own solutions, by asking questions that give them insight into their situations. A coach holds a client accountable, so if a client agrees to a plan to achieve a goal, a coach will help motivate them to complete their plan.

Try some more management themes and you'll get some really well focused insights.



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Sales Tips

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Selling and Negotiating (Again!)

If I had a dollar for every sales question I've been asked when I've been running a negotiation programme then I'd be a very rich person.

Just for reinforcement:

Selling is matching the client's needs with your product/service.

Negotiating is agreeing the terms and conditions of that business.

I love negotiating with clients..."you're too expensive" is music to my ears. It tells me that they've pretty much bought my services and all we have to do is negotiate the price.

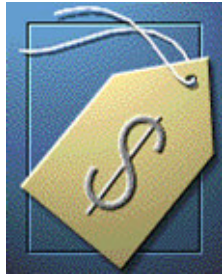
Buyers are taught to keep the seller selling. I like to tell sellers to get negotiating as soon as possible...many times just doing that alone can act as a closing technique on the whole process.

Selling always comes first...so:

"Will you buy it?"

"How much will you pay?"

First we sell...then we negotiate.



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Negotiation Tips

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Before and after

Most of the negotiation that I teach takes place before the deal is signed. We discuss the terms and then we sign the deal.

Many of the participants in my training programmes are very different. They live in a world of tendering where terms and conditions are not readily negotiated before the deal takes place. What they do is to negotiate after the deal is done by way of claims and variations.

Some contracts are so badly framed and so badly let that the discussion starts almost as soon as the first piece of work is started. Costs and Relationships can be just as readily be made and developed after the signing as before the signing.

Of course the principles of the subject remain the same but the context is very different.

So...even if you're a contract manager who's never negotiated a deal before the signing you'll need to be a sharp operator when the contractor comes knocking claiming new payments that weren't in the contract.

A dollar of pre deal cost saving spends just as well as a dollar of post deal reduced claim.