

Sunday 18th March

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



The new Wembley stadium opened this week. How long before I get to see Millwall there?

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Sunday morning...

Sunday morning in South London. Snow next week they say and next Saturday I'm off to California for some training (as a participant and not the trainer, for once) and then we're off to Vegas for Easter.

I've been working on the website with Margaret, my website designer, this week, and we've got some tips for you to buy if you think you'd like a bunch of 250 of any of the three: management, sales and negotiation. I'll put up the whole 1000 for sale in a few weeks once we've finished them and real devotees can then have the lot. I've searched for a digital website for some time now and I can really recommend www.payloadz.com. If you have some downloadable material then that's the place to sell it.

I've also started to unload some of my surplus books and again we're finding amazon a great place to put them. With Amazon and Ebay there's no need ever to throw anything away any more. Electronic profit earning dustbins!

The cricket world cup is well under way and yesterday we said goodbye to Pakistan...beaten by Ireland. Let's hope Canada don't do the same to England today.

Lastly...let's spare a thought about the poor people of Zimbabwe and hope that something positive turns up soon. Maybe a Romanian solution might be the answer. They got rid of Ceausescu eventually and haven't looked back since.

There's been a hiccup with the tips numbering. I've corrected it now and we're back in order

Enjoy your week with 3 tips as usual ...

This week I...

bought a digital radio and it gives me access to stations that are not on FM or AM. Expensive but useful.

I got some maps delivered and another book about Route 66. I did that route some years ago and I'm thinking of doing it again...this time a lot more thoroughly.

I got my Sky+ box repaired and can now watch satellite in bed.

And finally...

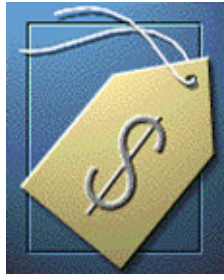
(03-15) 19:27 PDT KUALA LUMPUR, Malaysia (AP) --

Malaysian police detained an eight-member gang of small-sized robbers dubbed the "midget gang," who allegedly confessed to committing 14 break-ins over the past three months, a news report said Thursday. All the gang members, aged between 14 and 23 years, were diminutive, The Star newspaper said without saying whether they were dwarfs or just small.

Some of them who were less than 5 feet tall would be picked to squeeze through small openings into the houses they robbed in central Malaysia, The Star said.

Gang members confessed to their crimes when they were detained, according to the report.

The arrests came about after residents in a housing area alerted police after noticing the group loitering suspiciously in a field near their homes, Ampang district police chief Amer Awal was quoted as saying. Amer and other senior officers were in a meeting Thursday morning and were unable to take phone calls to provide further details, his secretary said.



The search for value

Management Tips

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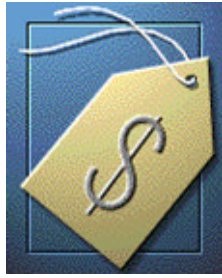
Training the trainer

They say that it's always the shoe mender's kids who have holes in their shoes and that the car mechanic has the shabbiest car in the car park.

Next week I'm going to get some training. It must be the first time for absolute years and it begs the question of who trains the trainer.

We're all responsible for our own development and it's very easy to get carried away with the urgency of daily business and forget that we all have to make plans to take ourselves to new and different levels of competence and knowledge.

Nobody cares as much about your career as you do...and if you're too busy to develop your skills then you've only yourself to blame...and I'm certainly blaming myself.



The search for value

Sales Tips

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Sales success

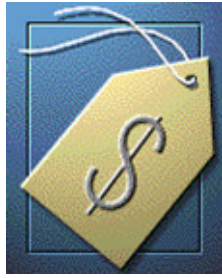
So what makes a successful seller?

What do you think...skill? Knowledge? Marketing?

I know what makes a successful seller and it's effort. Successful sellers get up early and go to bed late. They bang on lots of doors and they send lots of emails. They contact their clients regularly and have large phone bills.

Selling is not brain surgery. You don't have to train for 7 years to be able to sell effectively. I can teach you all the skills you need in one day but I can't give you the right attitude to put those skills to use.

Selling is an effort game...not a skill game.



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Negotiation Tips

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The right filter

I teach that negotiation is getting the other party to agree with you. It's about persuasion.

It's vital that you frame your words so that it they fit the right filter for the other party. You can say the right thing the wrong way and it can kill your case.

"I'm prepared to take a flyer on this one..."when you're talking to a risk taking person.

"I've given this one plenty of thought..."when you're talking to a risk averse person.

"Let's get this deal done...to a task focused person.

"Let's work together here"...to a collaborative person.

We can find many examples of situations where it's not what you say but how you say it that really matters.

Know your negotiators and use words that will hit home and make your persuasion much more effective.