

Sunday 18th November

Weekly tips and ideas for business professionals



The search for value

# Negotiation Update



Newlands in Cape Town...the site of the Beasor kraal

## Sunday morning...

Sunday morning in Cape Town...imagine a whole week without getting on a plane and it'll be another whole week before I get on a plane to Dakar next Sunday. On Wednesday I'm off for a couple of days at Plettenberg Bay. Chance to see the sea.

Well done, Senegal, for not requiring a visa for visitors. It's a real grind having to keep applying for visas. In Cape Town visa applications have to go up to Pretoria in many cases. It's ruinously expensive and requires that you have at least 2 and sometimes 3 passports if you wish to keep travelling.

Went to the theatre this week. South African colleagues will know of Pieter Dirk Uys. It was a fine evening and he hasn't lost his satirical bite. Another advantage of living in Newlands...among many... is the proximity of the Baxter theatre.

All England fans are currently thanking Israel who did the honest thing and beat Russia yesterday. Wednesday night sees us all in front of the tele for the Croatia game.

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

## This week I...

Can't think of anything to recommend. Didn't visit any new websites, didn't read any new books...well I don't think a new African road atlas would interest very many. I did buy a case of Sterhuis wine which is one of my very favourites and I did watch all 3 Godfather films...So let's leave it there...we'll put this one down to a leisurely week. I'll try to find something new for this week...but I might fail again!!

## And finally...

(11-06) 18:07 PST McAllen, Texas (AP) --

A man was arrested for drug possession after telling authorities that two masked gunmen had stolen 150 pounds of marijuana from his home.

Hidalgo County sheriff's deputies arrived at the home near Penitas in South Texas to find the door kicked in and nearly 15 pounds of pot lying on the floor, Sheriff Lupe Trevino said.

Jose Guadalupe Flores, 35, escaped while the men ransacked the house but returned later and told the deputies he had been wrapping the drugs for shipment when the intruders arrived.

"The guy walked right up and said the drugs were his," Trevino said. "That's not the smartest move."

Flores, an illegal immigrant from Mexico, was charged with felony possession of marijuana at an arraignment hearing Monday. Because of his immigration status, Flores will be jailed until his case is heard.

Authorities were still searching for the gunmen.

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## *Management Tips*

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### Coaching

I spent some time this week thinking about coaching.

My interest is in commerce and so I tend to look at coaching at a boss/employee level. The interest is in how far the manager can create an environment for the team member to grow...both in performance terms...development and output...and in personal terms...life and interest.

I've worked with a variety of managers and most of them were very interested in output and performance. In selling it's called Profit and Loss and your P&L is the barometer against which you're judged.

In more developmental terms I've only met a few managers who truly interested themselves in the "life" issues of their staff. In many cases people become work units and their lives outside work tend to get ignored until, that is, they impinge on the workplace.

Sports coaches know that they have to get inside the head of their people. Golf is an example where the mental side is often more important than the technical...just ask Jean Van de Velde.



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# *Sales Tips*

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### Persistence

I'm not one of the best sellers in the world but I might just be one of the more persistent.

When I started consultancy I had a rule that the sun would never set on a day when I didn't do something to help take the business forward.

15 years later I still keep to that principle. The laptop goes on holiday with me and Outlook is my friend. I've just checked and the contacts list is now 4949.

That's my story and that's what I'd say to a new seller. Don't concentrate on being the best just be the most dogged. If you get up earlier than the rest...make more phone calls...send more emails...kick more doors...then the rest is downhill.

We all know that selling is activity. If you're active...with a half decent product and value proposition...the selling world is yours.



The search for value

## *Negotiation Tips*

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### **It's easier than you think**

I had a chat with someone recently about a piece of business and by the end of the conversation the deal had been done.

We'd agreed on the price...the payment terms...and a couple of key variables that suited us both.

It took less than 2 minutes and it was easy and we both felt OK with the outcome.

So how simple was that.

It was a negotiation and if we analyse that conversation what do we get:

- Objectives organised in advance
- Key variables planned with numbers attached
- Understanding of the other side's position
- Some trading and bargaining with the positioning of markers
- Close out
- A win/win outcome

This took less than 2 minutes. It was only a cameo but it showed all the right principles that would suit any large value negotiation.