

Sunday 4th November

Weekly tips and ideas for business professionals



The search for value

# Negotiation Update



Not exactly Paradise but hotel views are definitely improving

## Sunday morning...

Sunday morning in seat 11D on the way from Cape Town to Joburg en route to Nairobi for a 3 day training programme. I normally talk about the weather...well it's very sunny and -50 outside....that's at 30,000 feet.

Got back from Kuala Lumpur and Miri this week. Long flights but a pleasant trip. This trip to Nairobi is a fast in, fast out affair and I'll be back in Cape Town on Thursday and this time there's a 2 week gap in the training festivities which gives me some to get my negotiation planning software tool further developed and continue planning for the launch of the SDI Facilitator's Course in December which marks the launch of SDI in South Africa. If you still don't know what I'm talking about then check out [www.personalstrengths.com](http://www.personalstrengths.com) and all will be explained.

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That's about it for this week...we're coming in to land at Joburg and it's time to shut down.

Lastly...thanks to the Mac users who sent in their thoughts. It proved very valuable and the ability to run Windows at full speed on a Mac makes it a very powerful option but I must say that I do like my Thinkpad X60. It's a glorious machine and has served me brilliantly for 2 years. If you're a traveller then you could hardly consider anything else.

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

## This week I...

This section is designed for simple tips and ideas. Here's the simplest tip I can ever remember giving: when you travel in economy always book a special meal. I do a lot of shuttling in economy from Cape Town to Joburg and I always order a low calorie meal. It always comes earlier than the regular meals and in comparison always offers a better bite to eat. There are about 20 different meal options and you can always ask for one of these no matter who you fly with nor whether it's business or pleasure. Why wouldn't you want to do this...I ask.

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## And finally...

(11-02) 15:10 PDT STOCKHOLM, Sweden (AP) --

A Swedish man accused of falsely telling U.S. authorities that his son-in-law had links to al-Qaida has been charged with defamation, a newspaper reported Friday.

The false warning spoiled a business trip to the U.S. for the man's son-in-law, who was stopped at a Florida airport and questioned for 11 hours before being sent back on a plane to Sweden, the Sydsvenska Dagbladet daily reported.

U.S. authorities apparently reacted to an e-mail sent to the FBI saying the man "likely has links to the Muslim terror organization al-Qaida's network in Sweden," the newspaper reported.

The 52-year-old father-in-law admitted to having sent the e-mail after it was traced to his home computer, the paper said. He reportedly told police he sent the e-mail in anger after a dispute with his son-in-law, who was divorcing his daughter.

The man said he did not expect such a "paranoid reaction" from U.S. authorities, Sydsvenska Dagbladet reported.

According to court documents, he was charged Thursday with grave defamation in the district court in Lund, southern Sweden, and could face up to two years in prison if convicted.



## The search for value

# *Management Tips*

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### The purpose of work

As you can imagine I meet many different people from different countries and different organisations. As a student of business organisation and practice I ask questions to many people about their jobs and what they seek from their employment.

Recently I've been in both Africa and Asia and I've noticed a difference...not a difference in the people but a difference in the organisations.

I have one client who is a global leader and very process driven. It's employees are asked to do what the manuals say. In many cases entrepreneurial enterprise is difficult to find...although it is supposedly encouraged.

Another organisation...a market leader in their sector...is finding it hard to come to terms with its competitors eating away at its success. Entrepreneurial spirit is just what they're looking for but they don't actually always have the procedures to make it happen the way they'd wish.

I could provide many more examples of companies who ask tough questions of their staff but don't always give them the tools to do the job. They are not optimising staff performance and that has to be to their ultimate disadvantage...both in performance and turnover.



## The search for value

# *Sales Tips*

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### Trial close

I said last week that I'd explain the role of the trial close in handling objections. Here's how it goes:

You receive an objection...."Your price is too high..."

You reply..."I can understand your concern...(and then you fix the objection)...and maybe I could just check that if you did get the value proposition you're looking for would you be in a position to make the purchase?"

What you're doing is using the solving of an objection as a means of checking whether you're on the right lines and whether the sale has a good chance of being closed out.

You may have heard my story about when I tried to buy a conservatory and this technique was badly applied and I threw the seller out. So be careful...this is a powerful technique but needs to be used with some discretion.

By the way...if you'd like to hear about my conservatory buying experience then give me an email and I'll share it with you.



The search for value

## *Negotiation Tips*

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### Bullies and threat

So do you remember when you were in the school yard the local bully gave you a hard time...

And do you remember the last time that you were in a negotiation and the other party told you to "take it or leave it."

It's the same stuff...bullying and threat.

Here's some advice...never give in to a threat. If you do then all you'll get is more bullying and threat.

Let's learn this script:

"Mr Farnsbarns...thanks for your comments and I must say that if you put me in a tough position like this I may have no option but to walk away and leave the deal on the table...but that's not what I want to do...and I don't think you really want me to either...so why don't we sit down and see how we can fix this deal so that it's good for me and good for you."

People who know me well enough will now that there's a big difference between what I'm saying and what I'm thinking about the good Mr. Farnsbarns and his cheap threats.

The answer to every threat is..."that's a shame..." and then continue with the above script. It kills 99% of all known threats.