

Sunday 14th October

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



Is this man the greatest living Englishman?

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Sunday morning...

Friday morning in Abidjan. I'm not flying until 6.30 this evening and so I'm working in my hotel room. Sadly Abidjan is not the place to go for a quiet stroll...but the Novotel is OK and it's been a good week.

Home on Saturday afternoon and up early on Monday to fly to Nairobi. I guess with a bit of foresight I could have stayed in Nairobi for the weekend but I needed to get home to Cape Town to get some training materials.

Colleagues in Nairobi are welcome to get in touch and if time allows a quick Tusker at the Intercon will be very much on the agenda.

By the time I send this on Sunday morning I'll know whether England has made the final of the Rugby World Cup. I'm leaving the next line blank to make a quick comment...
Jonny Wilkinson!

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

This week I...

I took a copy of Emotional Intelligence with me to Ivory Coast and I've enjoyed the read. It fits in well with the work I'm doing on SDI and also with some of the "softer" side of the selling and negotiating process. Daniel Goleman has written a thorough text book and it's very readable but you might need to skim the hard bits...well at least I did!

And finally...

(10-09) 18:13 PDT Tampa, Fla. (AP) --

Cynthia Hunter spent almost two months in jail over a vial of cat urine. Hunter, 38, was arrested Aug. 15 on a charge of petty theft after she was accused of stealing from a Wal-Mart store.

Deputies added charges of possession of a controlled substance after finding a vial containing a yellow substance in her purse. A drug field test suggested the substance was methamphetamine, The Tampa Tribune reported.

Hunter had protested, saying the substance was dehydrated cat urine for her son's science project and that it had been purchased at an animal clinic. She was released Thursday after lab tests found the substance was, in fact, cat urine.

Hunter pleaded guilty to petty theft and a judge gave her time served. It was not clear if she had an attorney and why the substance might have tested positive for methamphetamine.



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Management Tips

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Sheep dip

Recent conversations with my clients have focused on the need for my training courses to have more lasting impact.

The impact on the day of the learning is obvious to all concerned but the real issue is how much of it carries over to the work place and creates lasting value.

I don't often see participants after a seminar. I keep in touch electronically wherever possible but I must hand over to their managers the responsibility for maintaining the momentum and reinforcing the learning.

The worst type of training is Sheep dip. I come in..."dip the sheep" and return a year later to give them the "advanced dip".

What really matters is that the participants take responsibility for their own personal development and their managers see it as part of their job to be major parts of that process.

I can start the ball rolling as an external resource but the internal managers have a much greater role to play.



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Sales Tips

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Ambassadors

Whenever I sell to an organisation I have to be mindful of the chain of command in that company.

Sometimes I'm selling to the direct end user...that's the easy sell. More often I'm selling to a manager responsible for coordinating the training internally. They are my client but at the same time they are my internal ambassador and marketing manager.

If you sell to a large organisation this element of Key Account Management is vital. If my ambassador isn't equipped and supported to put my seminars into people's minds then they won't run. These Ambassadors also take responsibility if the training isn't successful so they're quite risk averse.

Sellers are trained to spot decision makers, gatekeepers and influencers but I'm most interested in Ambassadors when I'm selling to large organisations.



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Negotiation Tips

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Natural born speakers

I've been working this week in Ivory Coast and dealing with people who are in their first or second or in some cases their third languages. Their language skills are truly amazing and they put my limited French to shame.

When we were reviewing the negotiating videos I often pressed Pause and asked them what had been said and in many cases they missed a key word that had real importance.

Listening in a "foreign" language is very tough...especially with my accent to also take into account.

My feeling is that when you're not in your first language it's often a good precaution to have a native speaker in your team to help pick up on the nuances of what's being said. I do a great deal of work in The Netherlands and nobody speaks English as well as the Dutch but I'd still offer the same advice to them. If the opportunity allows try to have a natural born speaker in the team...especially one with excellent listening skills.