

Sunday 16th September

Weekly tips and ideas for business professionals



Negotiation Update

The search for value



Gourmet eating and drinking
this week in Vegas

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Sunday morning...

Sunday morning in the land of the 99 cent Margarita and the home of the "all you can eat buffet"...Yes, it's a quick trip to Las Vegas, staying at The Orleans (best value hotel in town) for the weekend and then off to Carlsbad near San Diego on Tuesday for a conference and then back to London next Saturday.

This has been a great week. Enjoyed the trip to New York as always and had a great visit for the first time to Houston. Saw the Astros lose at a very nice new stadium there...they look an even more woeful team than England were against the Springboks. What pained me most was the \$20 cover charge the sports bar charged in Houston to watch the England rubbish on their "big screen".

Lots of business up in the air at the moment. Developing, prospecting, pitching, networking and delivering. It's looks like being a busy few months ahead with trips to Bangkok and Cote D'Ivoire already in the diary...and several other opportunities to follow up. Two passports really are a necessity.

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

This week I...

Last week I gave a plug for "Around Africa on my bicycle" by Riaan Manser and I'll mention it again. I've read a whole load of travel books and this is really up there with the best. It's 600 pages of real delight. A fine read and a great present if you have a traveler you'd like to treat. On the software front I've purchased a copy of Advanced SMTP server. It helps me with the newsletter and it'll make me less reliant on the other SMTP servers I have subscriptions for. I've become quite an expert on this subject so if you travel a lot and want to use Outlook on your journeys I can put you straight if you'd like to drop me a line. It seems extraordinary value at \$49.50.

And finally...

(09-13) 14:31 PDT Pittsburgh (AP) --

A 17-year-old boy accidentally shot himself in the leg while standing in line at a McDonald's restaurant and now he faces an illegal weapons charge.

The boy was fiddling with the .25-caliber pistol tucked in his waistband when it fired, wounding him in the upper thigh shortly before 9 p.m. Wednesday, city police Sgt. William Gorman said.

"Some days you deal with a victim, some days you deal with an actor," Gorman said. "But it's a strange day when the actor is the victim."

The boy was in good condition at Mercy Hospital. He was to be charged with illegal possession of a firearm, because he is not old enough to lawfully have a gun, police said.

Police were also trying to determine if the gun was stolen.

The boy was not identified because he is a juvenile. No one else was hurt.



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Management Tips

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Laughter is the best medicine

You may not be a reader of Reader's Digest but you'll have probably heard about their famous section where they publish jokes to cheer people up and make them feel better.

I've worked with a couple of teams recently where laughter was a constant factor in their work. They spent a great deal of time poking fun at each other and taking it back and the work seemed like a breeze.

Over the years of writing these tips I've tried to talk about work being fun and becoming your hobby and here it's about teamwork and management being the same.

Ask yourself..." Are your people having fun? Do they actually enjoy the job? Are they happy in what they do?"

When you see it for real it stands out a mile.



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Sales Tips

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KAM

It's interesting to follow the frequency of the sales cycle. Some people sell every day...every minute even...that's telephone cold calling.

Some people sell every day...delivery people and daily telesales.

Others sell every week...regular sales round people.

The people that interest me here are those who sell just once a quarter...maybe just a couple of times a year. These are the guys who sell expensive capital goods where the sales cycle is long and complex. You don't cold call Aircraft sales!

So what do these people do in between. They manage the accounts of their existing business and look for new opportunities to begin the cycle with new clients.

This is...in my opinion...the pinnacle of selling. It's not necessarily the hardest...telephone cold calling wins that one hands down...but it is the most complex with the most dollars at stake.

I can envisage a 4 box model with Dollars and Complexity as the two axes and this would put Key Account Management in the top right box...Big Dollars and very complex sales cycle.

That's where the real pros play.



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Negotiation Tips

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Hold 'em or Fold 'em

Poker players are fond of telling you that the key decision in poker is knowing when to hold 'em or hold 'em.

I'll explain...You'll often be in a situation where you have to decide whether to gamble for more or accept the status quo...whether to take what's on the table or test the edge some more...or indeed to concede completely...but we don't want to discuss that here.

Only liars ever get the "best deal". You'll never know what you might have got...only your bones can tell you that you think that you got close to the edge.

I like to use the expression..."let's test the edge of the deal." Don't be comfortable and sit in the middle of the deal...that's lazy negotiating. Get the other party to the edge...push back and see what sort of reaction you encounter.

You won't ever know what might have been possible but you'll be a whole load closer to finding out when you test the boundaries and check the reactions.