



Negotiation Update

The search for value



Sunset in Carlsbad...I cheated and clipped this from the hotel website.

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Sunday morning...

Saturday evening in the Virgin lounge at LA waiting for the flight to London. Drove up from Carlsbad and arrived far too early. Transit days are always unsatisfactory. Back to London...jetlagged and sending this at 3.15 Monday morning.

As expected the trip to Vegas was first class and I got there just as OJ was being arrested. The US seem fixated by the man.

My visit to the SDI conference in Carlsbad was time very well spent...especially as I bumped into a UK colleague I hadn't seen for a while. Strange that you have to travel half way round the world to meet someone who lives less than 50 miles away. For those who don't know...Carlsbad's a really pleasant small coastal town just north of San Diego.

Brought the travel blog up to date this week so if you're morbidly interested in how many different hotels I can stay in in any one month then you'll find it on the website.

I'm down to Cape Town on Thursday for an extended stay with just a few African detours pretty much until Christmas.

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

This week I...

I got into a few Borders and Barnes and Nobles and bought some sales books. I'm developing a new sales product so it's always good to have another look at Zig Ziglar. Had the Fish book recommended to me and bought a copy. Read it in one sitting and it reinforced my thoughts on work being fun. It's a bit thin on implementation but the principles are sound. Happiness was a theme at the SDI conference and I might try a couple of the titles mentioned there...at least it'll make the authors happy. I'll let you know what they're like when I've dipped in. I even managed to watch the Will Smith film on the journey home...so this week's theme is definitely Happ(y)ness.

And finally...

(09-21) 13:17 PDT Yorktown, Ind. (AP) -

A man accused of snatching another man's false teeth straight from his mouth during a fight has been charged with robbery. Robert Henry Stahl, 62, was charged Thursday in Delaware Circuit Court with felony robbery and battery causing bodily injury, a misdemeanor. If convicted of robbery, he could face two to eight years in prison.

Police and prosecutors said they did not know if Stahl had retained an attorney.

Billie Townsend, 56, told police he went to a bar on July 27 to pay Stahl money he owed him, then Stahl asked him to go outside and started punching him repeatedly.

During the fight, Stahl allegedly put Townsend in a headlock and removed his false teeth. "He said, 'You ain't getting these back,'" Townsend told police.

Stahl did not attend Thursday's hearing and prosecutors did not seek a warrant for his arrest. Another hearing was scheduled for Oct. 22.

Stahl had no number in published listings for Yorktown or Muncie and he could not be reached for comment Friday.



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Management Tips

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Managing diversity

I heard a lot this week about the managing of diversity and we're not talking about gender or race. What I mean is the different styles that a manager needs to employ when dealing with a whole different variety of people.

Tools like the SDI and Myers Briggs help people understand others better. Once we've got a handle on what makes people tick then we're in a position to value who they are and what they do from their individual viewpoint rather than expecting them to conform absolutely to a manager's view of what is "normal".

Everyone is normal and everyone is different.

How normal are you?



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Sales Tips

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Still fishing

I remember a tip I wrote some time ago where I posed the question:

What does a successful fisherman need most of all?

It's not bait or tackle or skill.

It's Fish.

This has come home to me in recent weeks as I try to launch my SDI inventory into the South African market. Imagine...a product nobody has heard of...that's not very appealing bait...in a market already full of other fishermen and baited hooks.

Nonetheless I'm relentless in my search of Fish...and all sellers should love fishing for clients. Go where the fish are...get that hook in the water...they're there somewhere...and my Fish thankfully generally have email addresses!



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Negotiation Tips

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Pro negotiators

People sometimes ask if I prefer negotiating with trained or untrained negotiators. Without any shadow of a doubt it's ten times easier to negotiate with the pros.

Professionals know why they're there...they value their time and they don't want to mess around. They generally understand the difference between price, cost and value and that can save hours.

Here's an example...I've got a client whose sales team are totally frustrated with dealing with amateur price focused buyers. These buyers only see price...they don't have any concept of value or total cost. As a result both the buyers and the sellers get a poor deal.

It would be so much easier if the buyers understood the "rules" of the game. I've found this to be true particularly in China and Hong Kong where price focused buyers are the bane of a seller's life.

Sellers might actually find it cheaper and easier when dealing with Key Accounts if they funded some joint training so that both parties could at least speak the same language. The same goes for buyers and their major suppliers.