

Negotiation Update

August 31st 2008

Value creating reading for business professionals

Searching for Value

Sunday morning in...

Sunday morning in Cape Town...freezing cold and with Biblical rain. This is a real storm blowing.

Back from the break. We did 9,000 kms and visited 6 countries. Highlight was staying at Flat Dog's camp in South Luangwa Valley and being able to do some walking. Viewing animals from a vehicle is good, very good but I also wanted to get out and walk.

I've bought a new vehicle for these trips. It's a Nissan Patrol and it never missed a beat. Looks like I've made a good choice.

On the road I managed to watch some of the Olympics and the four great world sporting powers asserted themselves...that's USA, China, Russia and Great Britain!...and the English cricket team is whacking the South Africans but the Springboks did the business on Australia yesterday. Always room for some sport in your life.

I'm off to Joburg today for the week and then there's another week in Joburg followed by time in London, Zurich and Hong Kong. This is the busiest few weeks that I can ever remember as a consultant and it shows how much you have to be prepared to turn a hand as a teacher, travel agent, photocopier, seller and accountant...all when you're in and out of airport terminals. Let's hope I drop any of these balls during the process.

Back next week with three tips as usual...



This week we used, read, visited, played with....

I always try to mention a few things that I can recommend and after a break the things in my mind concern holiday issues.

Driving great distances can be a real bind so we often listen to tapes that I download from Audible.com and play on the Ipod through the car radio system. I bought a Belkin gadget that lets the Ipod talk to the radio and if your car doesn't have a direct MP3 player connection then the Belkin product does the job brilliantly.

It's not always sensible to recommend holiday locations when I'm dealing with a worldwide readership but for those in Africa I'd definitely recommend Flat Dogs Camp in South Luangwa. I've been to Etosha and this is much better and once you're in Zambia you can combine it with a visit to Vic Falls.

As usual the Garmin GPS did the job and I'm also taking it with me to Joburg to get me round the roads up there as well. I never regret buying that product and have used it enormously with great effect all round the world.

and finally...

(08-26) 11:52 PDT FEDERAL WAY, Wash. (AP) --

A judge has decided that a suburban Seattle woman who registered her Australian shepherd-terrier mix to vote has spent enough time in the legal doghouse.

Jane Balogh (BAY'-loh) had been charged with making a false statement but entered into a plea agreement last year. A King County judge dismissed the charge Monday after Balogh showed that she had paid \$240 in court costs and completed community service.

Balogh says she registered her dog Duncan to protest a loophole in the law that she says makes voter registration so easy a nonexistent person could be added to the voter rolls.

She says she made no secret of her action after the fact, telling a number of elected officials she had registered her dog.

And she says Duncan never voted.

A picture is worth a thousand words...



Residents of New Orleans flee Hurricane Gustav. It's a Category 5 and much more powerful than Katrina.

Written and published
by Tom Beasor

Contact Tom at
tom@beasor.com
www.beasor.com

Copyright © Tom
Beasor 2008

All rights reserved

Back issues of the tips are
always available free. Please
ask. The archive is at www.beasor.com where you can
catch up with recent copies.
We're happy for you to put our
tips on your company intranet
at no cost. Formats are
Powerpoint and Adobe pdf.

If you wish to unsubscribe then
please reply to: tom@beasor.com
and put "unsubscribe" in
the title box.

Your privacy is assured. Your
name will never be shared with
a third party.



The search for value

SDI Tips

12

People in boxes

It's very easy to talk about people in categories: Red, Blue, Green and Hub... but we should also remember that there are the blends as well: Red/Blue, Red/Green and Blue/Green.

We should also remember that people don't live in one category all the time. I'm a 72 Red person but that still gives me 28 to share around the other colours and I can readily choose behaviours that are Blue and Green when it suits. Obviously I tend to default to a Red position...that's where I feel most at home...but for people closer to the Hub then they can move much more readily into other positions.

What we don't want to do here is to put people into Personality Types. Individuals can choose their own behaviours and as autonomous people they're not victim to their score or position on the triangle.

By all means use the colours to help understand people better but they're not a brand that is stamped on people that forces them to behave in one way only.



The search for value

Sales Tips

396

Doctor's visit

Went to the doctor's this week and spent about 5 minutes in his room and then another 5 minutes with his secretary paying for the event.

\$50 left my life very quickly.

Was it good value? Absolutely. Remember I'm not judging the value by the number of minutes that I spent with the doctor...I'm judging the value by the quality of his thinking and diagnosis. The fact that he was able to diagnose the problem and dispense a prescription so quickly suited both of us.

In this situation I'm not paying for his arms and legs (time) but for his brains (knowledge).

You should remember this if you're selling professional services. People want expertise and the time element is just the mechanism by which they pay for it. Don't let the time become more important than the knowledge.

If I can make you a million dollars in 5 minutes would you pay me any less than if it took two hours or two days? Sadly clients don't always think like this and you may need to educate them on the fact.

Brains cost more than arms and legs!



The search for value

Negotiation Tips

416

No!

One of the definitions that I use in training in negotiations is that we only negotiate with people who say “No.” If the answer to any question is “Yes” then it means that we got what we want and have no need to negotiate.

By the same token if you find it hard to say “No” because it’s in your nature to be accommodating or you’re a friendly, pleasant person or more worryingly because you lack assertiveness then you’re never likely to be a very successful negotiator.

Successful negotiators say “No” to the other party’s position and attempt to find a solution based on their own position or maybe a combination of the two.

In short...if you can’t say “No” then you’re in a tough position right from the outset. You may need to practise some scripts that will help you get through this problem if it’s not in your nature to be disagreeable.

Remember...being disagreeable is exactly what negotiation is about. I can be very disagreeable and very friendly at the same time. The two behaviours are not mutually exclusive.