

Negotiation Update

January 11th 2009

Value creating reading for business professionals

Searching for Value

Sunday morning in...

Welcome back after the Christmas and New Year break. I'm finding it harder and harder to crank things up after this long break especially when its 30+ outside and the middle of Summer here in Cape Town... but I'm just about back in the groove for the new year.

Let's all hope for a happy and peaceful 2009 although the omens may not be all that good first up.

I'm trying to build up my presence on Facebook and if any of you are already members then hunt me out. I'm happy to build up a negotiation group of people in this network and Facebook is just the right sort of environment. See you there.

Sad to report the death of Helen Suzman in South Africa. People of her character and merit don't come along very often and she's way up there in the pantheon of freedom strugglers.

I've started writing this half way through the SA-Aus 20/20 game...it's SA's turn to bat so I'll break off and see if they can beat 182...and after 3 quick wickets I've decided to give that one a swerve and finish this instead.

Have a great Christmas and New Year and back in January 2009 with three tips as usual.



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

Absolutely nothing to write about over the New Year unless you're interested in playing poker on the internet in which case I'm a bit of an expert on books and software. If you're not then we'll pass on that subject.

It's an SDI Level 2 course soon in Cape Town...the first that we've done and I've been getting ready for that with photocopying and organisation.

I've ordered a couple of books on Amazon.com and the postage to South Africa is more than the cost of the books...there's definitely a need for a local book presence beyond Exclusive and Kalahari.net.

and finally...

(01-10) 01:57 PST Bullhead City, Ariz. (AP) --

An "eternal" flame at Bullhead City's new veterans memorial park that only lasted until city officials received a \$961 gas bill has been re-lit following complaints by veterans groups.

The Medal of Honor Memorial at the Arizona Veterans Memorial Park alongside the Colorado River was lit on Veterans Day in November. When the bill arrived in late December, city officials were stunned.

"It caught us by surprise," City Manager Tim Ernster said Thursday. "What we decided to do for the time being is to turn the flame on ... for special events, for Veterans Day, Fourth of July, Memorial Day — those types of activities."

The flame was extinguished on Monday. The Mohave Valley Daily News published a story Friday quoting city officials and disgruntled veterans who had worked to pay for and build the memorial before turning it over to the city.

"What happened was really a miscommunication," city spokesman Steve Johnson said. "The issue came up one day and it was never intended to be shut off." Johnson said the flame is impressive, but city parks officials are

looking at ways to put a smaller burner in place and only use the larger one at special events.

"We're looking at alternatives, because \$1,000 a month in these economic times is certainly a consideration,"

A picture is worth a thousand words...



The ransom is parachuted on to the tanker for the Somali pirates to escape with.

Sadly their escape boat capsized and they and their money went to the bottom. Sad really...but then maybe not.

Written and published
by Tom Beasor

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

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The search for value

SDI Tips

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R&R

When I teach negotiation I always mention first the need to balance the outcome (value) with maintaining the relationship. Any fool can get a good outcome and destroy the relationship.

That's where I find SDI so helpful in allowing me to teach the means of getting a good Result and at the same time develop a meaningful Relationship.

It doesn't matter whether your activity is in the commercial field or the developmental...we're all looking for good R&R in our activities and I believe that understanding SDI can very much help you achieve that.



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Sales Tips

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New year's resolution

So what does a seller need to have in their mind at the beginning of 2009.

Let's keep it simple:

Great Product/Service
Great Price/Value
Great Customer Service

I'll spend the rest of the year helping you to achieve it.



The search for value

Negotiation Tips

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Split the difference

I'm involved in a negotiation at the moment and one of the clear choices we have to reach an agreement is to split the difference between the two parties concerned and try to reach an amicable agreement in the middle.

It's a strategy that I'm very much trying to avoid as there are many better ways to fix this problem.

Only at the end...and only if all else fails will we go to the middle ground.

Splitting the difference favours the side with the most extreme position and as I've said many times...you can't reward bad behaviour.

It's an option but it's weak and suboptimal.