

Negotiation Update

April 12th 2009

Value creating reading for business professionals

Searching for Value

Sunday morning in...

Sunday morning in Cape Town and Autumn is arriving. I've got my fleece out of the cupboard and it'll get plenty of use.

Cape Town houses are cold in the Winter and hot in the Summer. It always makes me smile to see people wearing fleeces in their houses in the Winter. Central heating is unknown here and domestic air conditioning is not far behind. What ever happened to insulation.

Went to Newlands this week to see South Africa crush Australia and I've got tickets for the IPL which starts next weekend. It's fantastic to have a house that is walking distance from both the Rugby and Cricket stadiums.

South Africa is gearing itself up for the general election in two weeks. It seems that the only issue is whether Jacob Zuma will get more than 60% of the vote or less although in Western Province I'd have a sly dollar on the DA to get in.

No travel this week so it's product development time and I'm making training videos at my desk. When I've got a short pilot I'll send it round for comments. They're only a few meg in size and will give you an idea of where I think the future lies in the training field.

Enjoy your week with three tips as usual...

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

I'm looking at my online presence and we looked at Webex this week. It's a lovely piece of software but the monthly licence makes it expensive.

I will definitely buy a copy of Camtasia and I've created good work with it even though I'm a novice.

The reading has taken a back seat for a few days and I'll wait till I get back to the UK in 3 weeks before I stock up again. I've exhausted Exclusive books stock of travel and business and poker books.

I'm going to go back to Microsoft Publisher for next week's update. It won't be as snazzy as the InDesign newsletter but I'm finding InDesign increasing too complex for the simple tasks I need to do. Professional software (like Pastel accounting) is all well and good if you're a full time professional but as a part time user I need easy functionality. That's why I use Quickbooks for my accounting and I've now got a licensed copy of Pastel going cheap!

and finally...

(04-11) 17:46 PDT Flint, Mich. (AP) --

Authorities in Michigan say a man fathered 14 children with 13 different women and owes more than \$530,000 in unpaid child support.

The Flint Journal reports 42-year-old Thomas Frazier was jailed Thursday. court records say he hasn't made a support payment in six years.

The newspaper says the unemployed man could be held for 90 days if he doesn't pay \$27,900.

Frazier says he thinks he fathered only three of the children and that it's unrealistic for authorities to expect him to pay child support that was \$3,000 a month at one point.

Frazier remains held at the Genesee County Jail. It wasn't immediately clear if he had a lawyer who could speak for him.

A picture is worth a thousand words...



Sad scenes from the Italian earthquake

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SDI Tips

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Stage two

As I get a bit older and hopefully a little wiser I manage my conflicts a bit smarter...I hope.

I had a situation this week where I started immediately to “rise to the challenge” when I was put in a difficult situation. This is my stage 1 conflict.

Some time ago I would have stayed there and picked up the phone and sorted it out in no uncertain terms. This time though I went immediately to stage 2 and tried to sort out a solution and create a thoughtful reply.

When I do get this sorted out I’ll now hopefully be a whole lot less excited and a great deal more planned.

I’ll fix this issue in stage 2 conflict which is Green and there’ll be a successful resolution.

I don’t think it’ll go to stage 3 whereby I walk away and give up. I certainly hope not.



The search for value

Sales Tips

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Easy form filling...I think not

This week I booked a flight on Easyjet. I don't normally fly budget airlines in Europe so I'm not really experienced with the online booking process.

I am now though!

Their website is more complicated than it need be. First up it was difficult to find the total real price of the flight. I could see that they were nickel and diming me to pay more for a proper checkin...and then I had to pay more for taking a bag on the plane and then I had to uncheck the insurance buttons.

There's an amount of inertia selling here whereby you have to unclick the boxes if you don't want something.

All in all I felt it cheapened the experience and it reminded me of a chinese proverb...

Cheap things are no good.

I enjoy flying full fare on Star Alliance...I get to pay more but I don't feel like it's a low grade experience. Easyjet may be cheap but do you really want to be a bottom feeder in your business or would you rather fly with the birds and make some extra margin from happy customers.



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Negotiation Tips

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An unpleasant experience

I've been involved in a negotiation over the last few weeks that has proved to be less than pleasant.

It has now reached a conclusion and the deal is done.

Agreement has been achieved but it has been achieved at a cost to the relationship and should this negotiation need to be revisited then the goodwill will have disappeared and the next negotiation will be much more arm's length and certainly less friendly.

People take the baggage of previous meetings into the next meeting and so it can be a very Pyrrhic, short term victory if the deal damages the long term relationship.

In all my courses I teach in first 10 minutes that we want a good deal but it needs to be in the context of a positive relationship going forwards.

We need good value today but we also need better value tomorrow and only a good relationship will provide this.