

# Negotiation Update

March 15th 2009

Value creating reading for business professionals

Searching for Value

## Sunday morning in...

Saturday morning in Cape Town and up early to get ready for the flight back to London this evening. When I'm well organised I get the direct flight from Cape Town but it fills up pretty quickly so I often have to go via Joburg.

First up let's say "thank you" to the 80 people who visited the website and registered. This is week two and in 2 more weeks I'll be closing down my direct mail of this newsletter and if you'd like to continue receiving it I'm kindly asking you to visit my website and leave your details on this page:

[www.beasor.com/contact.htm](http://www.beasor.com/contact.htm)

One or two folks may get a double mailing until I cross over to Aweber permanently but I would ask you to be forbearing. Once we've managed to do this then I'll mail out an appropriate "thank you."

British football at a club level is in the ascendancy and I was up this week late helping Arsenal win on penalties... and even Millwall is looking good for the playoffs. Sadly the Stormers couldn't win a raffle. It's good to have a foot in both camps.

Have a good one with 3 tips as usual.



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

Once I'd got Mikogo working I looked at Team Viewer which is an identical piece of software and maybe works even better...it did seem to be quicker. For me this is ground breaking stuff...the chance to share computer screens with distant colleagues...and to be able to give them access to my machine...and vice versa...so that we can help each other.

The next stage is to get Camtasia working. This is video capture software for computers and I want to make some vids to share or sell of myself talking and working at my computer. You can see that I'm trying to create a remote resource so that I can interface with clients without long journeys taking place and creating a relationship that is not location dependent.

I'm taking my guide here from a colleague who's now in London but still managing her business as if she were in Cape Town. I like the idea.

## and finally...

(03-13) 18:18 PDT Bryant, Ark. (AP) --

Police said a woman has been arrested for allegedly slipping some tranquilizers into her boss's coffee because she felt "he needed to chill out." Police said the 24-year-old woman admitted to detectives that she slipped the drugs into veterinarian John Duckett's drink. Officers said Duckett knew something was wrong shortly after drinking some of the coffee Tuesday morning.

Images

Officers said the woman cleaned the cages at the the Reynolds Road Animal Clinic.

A judge set bond at \$25,000 Friday and a jailer said the woman was still being held Friday. Her next court appearance is scheduled for April 21.

## A picture is worth a thousand words...



Michael Jackson sold nearly 1 million tickets this week for his upcoming concerts in the UK. I'm sure fans won't be disappointed.

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## *SDI Tips*

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### **Planet 72 Red**

So what's it like living on Planet 72 Red. Let me tell you.

I went to see Slumdog Millionaire this week. Fine film...enjoyed it.

Bought my ticket at the cashier and wandered into the cinema and sat down ready for the film. The cinema was pretty empty...actually very empty. As soon as I got comfortable a couple came up to me and said that I was sitting in their seats....in an empty cinema!!

I moved and guess what...two minutes later another couple also told me I was sitting in their seats...so I moved up one...and they sat next to me happy in the knowledge that they'd got exactly the seats printed on their tickets.

That's when it dawned on me that the tickets had seat numbers on them.

Who cares about seat numbers in an empty cinema...well I guess at least two couples do.

And what's worse when they sat right next to me in this empty cinema the gentleman to my left starts engaging me in conversation. Starts talking to me as if he knows me.

I changed seats and sat on my own.

Planet 72 Red goes to the cinema.



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## *Sales Tips*

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### **Online again...**

I'm still shocked at how few people use Skype. I can understand that in the corporate world there are IT issues and that's fine for them but at the independent level it seems almost perverse not have it enabled on your computer.

My Mac has a camera and good microphone built in so I just talk away. I even managed to take the laptop into the garden to show my wife the work that was done this week...and she could see it in London.

You've heard me say many times that if the customers are not talking to you then they're talking to the competition.

Get Skype loaded on your computer. Check out Mikogo or Team Viewer and see what that can do for you...it means that you can do a small sales pitch right from your computer to their one and it's all free!

You disregard this note at your peril.



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## *Negotiation Tips*

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### How much?

I'll tell you about 2 negotiations I haven't had in the last week. First up I visited the dentist and he did a great job over 3 visits. I gave his receptionist my credit card without looking at the bill.

A computer technician did a good job on my iMac this week and when he left he said he'd bill me for an hour. I didn't even ask how much an hour of his time would cost.

Is this a sign that I have more money than sense...hmmmm....I'll take that argument under advisement...but what it does mean is that I believe that when you give wonderful service or the relationship is so warm people won't chisel you on the dollars.

Do I really want the cheapest dentist in Cape Town...absolutely not. Do I want an amateur messing up my computer. The thought makes my blood chill.

A deal always has to have a number attached to it and they'll always be some discussion on T&Cs but you can minimise all of this if you concentrate on the relationship and quality issues.

Happy people often say "yes"...and that's just about the best word there is in the world of negotiation.