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newsletter are
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share this newsletter
with colleagues and to
clip the tips provided
that my authorship is
acknowledged.**

Value creating reading for business professionals

Sunday morning in...

Sunday morning at Chateau Beasor in Cabourg. It's the first time I've been over to our house in France for quite some time and it's seductively pleasant but common sense must prevail and we're discussing selling the property to our neighbour. I hope it comes off...if Christian can't raise the cash then we'll keep the place until next year and put it on the market then. This is not the time to be selling any property on the open market no matter where you are in the world.

Thursday night saw the giants of London Football win at Leeds so next Sunday will see me in the posh seats at Wembley to support Millwall. When you support a lower league team you don't get these opportunities too often so I'll be delaying the return to South Africa to accommodate a trip to the new stadium along with 30,000 other sons and daughters of South East London. Fantastic.

Quick supermarket comparison: Super U in Cabourg, Tesco in Rotherhite, PicknPay in Constantia. South Africa wins hands down.

Have a good week with three tips as usual...

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

The book that I ordered from lulu.com arrived and it was fairly basically printed. The content was fine but the learning point for me is that if you want to circumvent the traditional printing process then you might as well publish it online as a pdf book rather than worry about getting it printed. There are several ways around the issues of illegal copying that make this type of publishing more than OK.

Bought a second screen for the computer which is slim enough (I hope) to go into the case and take to Cape Town. Flat screens have really come down in price and a 22inch screen was hardly more than £100.

and finally...

(05-16) 18:11 PDT Winston-Salem, N.C. (AP) –

Authorities in North Carolina say a store owner and a patron thwarted a teen accused of trying to carry out a robbery by concealing a banana beneath his shirt to resemble a gun. Winston-Salem authorities say 17-year-old John Szwalla entered the Internet cafe Thursday and demanded money, saying he had a gun. The owner, Bobby Ray Mabe, said he and a customer jumped Szwalla, holding him until deputies arrived. While they waited, Mabe says the teen ate the banana. Mabe says deputies took pictures of the peel. Forsyth County Sheriff's office spokesman Maj. Brad Stanley says deputies joked about charging Szwalla with destroying evidence. Szwalla faces a charge of attempted armed robbery. Jail officials say he doesn't have an attorney.



The search for value

SDI Tips

43

Anger

Everyone gets angry from time to time. Anger is a very common behaviour when we are disturbed by something and our emotions take over.

SDI helps us understand the triggers that can cause Anger and it does look at some of the reasons why Anger can take place.

I often get angry when things take longer to do than they should. My impatience can cause me to become tetchy when progress isn't being made. My Red score is clearly responsible for this but I can "choose" whether to become angry and emotional or just to try to tolerate the situation placidly.

We always have a choice about our behaviour. SDI helps us understand why Anger takes place but it is down to us how we choose to express our unhappiness.

People are custodians of their behaviour not innocent victims. No matter what you're feeling inside it's your choice either to let it come out as Anger or just to smile and let it wash over you.



The search for value

Sales Tips

426

Selling in a recession

If you want me to run a training course for you I can guarantee that it will make your people feel better, increase morale and put a smile on their faces.

How many do you want....?

On the other hand I could run a training course for you that makes your people more productive, increases bottom line P&L performance and reduces staff turnover that reduces your recruitment costs.

Interested now?

In today's tough times customers want more than ever to know what they're going to get for their training dollars. Maybe a year or two ago you could have got away with a less defined value offering but in today's tough times you've got to put a dollar payback on their training investment.

Sell investments not costs...sell paybacks...sell P&L improvement and you've got a good chance to survive the downturn.



The search for value

Negotiation Tips

446

How I'm selling my house

I mentioned in my newsletter that I'm talking with my neighbour in France about selling to him my holiday home.

I've known Christian for 20 years and his friendship is important to me. He's not a commercial person so I've not tried to negotiate with him in a way that would make him feel uncomfortable.

We've looked at the local market and got some quotes. I took the highest and lowest and discarded them and averaged the middle estimates and then I took off 10% because I won't have to pay any agency fees.

He was more than pleased with the result and if it comes off it means that I get a fast sale at a fair price to a person I like and he said we could always come back and stay in the house for free if we wished.

It's an ongoing principle in these tips that the relationship remains paramount and I'd feel pretty bad if I left my neighbour anything less than happy with the result.

We'll always leverage one off deals with strangers whenever we can but more and more I'm finding that balancing a leveraged result with the ongoing relationship provides more hidden value into the future than would usually ever be believe.

Goodwill is a powerful commodity and you can be pleasantly surprised how many unexpected dollars it can create.