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**Written and published
by Tom Beasor**

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

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Value creating reading for business professionals

Sunday morning in...

Sunday morning in Cape Town and Winter is closing in. It's rained a few times this week with dark brooding clouds that tell us it's going to be good for the gardens and the reservoirs in the next couple of months.

Spent some time with the neighbour this week getting rid of their banana plant in the garden which was taking over the world and blocking my view of the mountain. We are now banana plant free.

The IPL cricket was good value last Sunday and watching Adam Gilchrist and Herschelle Gibbs do so well means that there's life in the old dogs yet. I'm now a Deccan Chargers fan!

So Zuma wins the election and Helen Zille wins Western Cape. Neither of them were real surprises but both give us plenty to look forward to in the future. Today's paper is saying that Trevor Manuel is leaving as Finance Minister after 14 years. That's the real rub...how the economy is managed and Manuel has been hugely successful. He's the Gordon Brown of South Africa but unlike Gordon Brown he'll never become the leader.

Back to London next Saturday for a couple of weeks with a trip to Slovenia thrown in.

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

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

I'm looking for a new monitor for my desk top computer...I want a 2nd screen and it's not easy to find one at a decent price in South Africa and they're too bulky to bring back from the UK. My imac is now a year old and it's always the same how slow they become as new programmes become more power hungry. I'm running a 10gig database and it almost seizes up the machine when it's calculating.

and finally...

(04-24) 18:00 PDT Beloit, Wis. (AP) --

A teen allegedly broke into cars to raise money to pay a lawyer to defend him on other charges. A criminal complaint said a resident caught the teen inside his Chevrolet Camaro in his garage about 4:30 a.m. April 16 and tackled him and held him for police. Officers found a GPS system, nine CDs and seven video games in his backpack. The criminal complaint said he took the items to help pay for a lawyer.

He was charged with felony burglary, possession of burglar tools and bail jumping.

The teen was charged previously with drug possession, disorderly conduct and theft of movable property.



The search for value

SDI Tips

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Teamwork

A Red person I know...and it wasn't me!...had a problem that needed some work so I organised the task, asked my Blue friend for help and courtesy of the Green detail person it all got solved in double quick time and everyone walked away happy.

That's what I call getting a job done properly.

Look around you and think about what each individual brings to the team and what they enjoy doing in the team and how they and others benefit from this understanding.

Good work on teams was done by J. Meredith Belbin some years ago and I really recommend his theory.

SDI combines well with the work of Belbin and, like in many cases, SDI can be used in conjunction with many other theories to make a very potent combination.

If you want to understand teams better get to know Belbin and place it next to SDI in your toolbox.



The search for value

Sales Tips

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Insurance

I tried to buy some car insurance this week and I phoned a company that was recommended to me and I called them, filled in the forms, emailed them over and then phoned up to confirm the details.

That's when the problem started. The person on the phone was unpleasant and obstructive. I asked them why they were being so difficult and they said that they weren't being difficult at all and that it was my fault. We then started a heated discussion...and I do heated discussions very well and down went the phone.

I'm now looking for a new insurance company.

There aren't too many golden rules in business...(except that the person with the gold sets the rules!!) but here's a sales golden rule...Don't argue with customers....ever, ever. You can't win the argument and if you do win the argument you'll lose the customer.

Selling is difficult enough but don't make it any more difficult even if you think you are dealing with a foolish customer.

N.B. Colleagues in South Africa may care to ask for the name of the company involved so that they can avoid the lady in question if they ever do business with them.



The search for value

Negotiation Tips

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Floating

Here's yet another poker analogy.

The technique in poker is called "floating". It's the use of a bluff to secure a position when the other party thinks it's valid rather than just full of air.

Let's check an example:

"We're looking at several potential suppliers..."

The buyer floats this statement in order to create an impression of strength so that further on in the business they can use it as leverage.

Of course the seller isn't a fool either and comes back with the reply:

"Of course you are. I'd be surprised if you weren't. I'd be doing the same in your position...but nonetheless we do believe we've got a fine product with an outstanding value proposition."

That's why negotiation is so much fun. You try a tactic...they work an angle...you reply...they counter.

Be sharp and don't allow the other party to float any statements that are just full of air.