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Value creating reading for business professionals

Sunday morning in...

Sunday morning in Hong Kong and I haven't written that for quite some time. Had a couple of days in Macau speaking at a conference that included gems on vertical transport and green buildings. Actually I learnt a lot and it was a very pleasant experience courtesy of several bottles of Lynch Bages.

Back to CT on Wednesday after a few meetings in HK. It's good to be back here as I've got lots of friends and it's always good to do business here but I certainly wouldn't like to live here permanently and the humidity and press of people isn't something I really value.

Many thanks to all the "old timers" who checked in after last week's comments. It was good to catch up with them and I didn't realise how many Kiwis date back that far courtesy of a lot of work I did there then. I remember my times in Auckland with great affection...and I'll wholeheartedly recommend it as a destination...it's just so bloody far away! Stayed up and watched the Boks murder the All Blacks last night. When it suits me I can be an honorary Saffer...but I'm having to work on the accent.

Today should see Lance Armstrong on the podium in Paris. I watched in awe yesterday at him going up Mont Ventoux in the tour. It prompted me to visit the Livestrong website and I guess that's what he's all about these days. Good luck to him.

Enjoy your week with three tips as usual...

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

You've heard me wittering on about the new website...well the beta version is up online at www.negotiationupdate.com

It's not finished...not by a long way...so I'd appreciate comments and feedback on style, layout and any broken links. Websites are always a work in progress and this one won't be any different.

My Ipod broke this week. This is the second one that has just died on me and although they're lovely bits of kit reliability doesn't seem to be their strong suit. I'm dabbling with an itouch this time but actually I think I might downgrade to a Nano. Does the job and is cheaper.

Left my portable Sony radio in Macau. Wonderful. It's not easy to buy quality radios that can travel so I'll be in Fortress this week to see if I can replace it. More expense for a poor consultant.

and finally...

(07-23) 17:56 PDT Buckhannon, W.Va. (AP) --

A high school principal who admitted jumping atop a pile of students during a cafeteria food fight has been fired. The Upshur County Board of Education voted Tuesday to oust Brenda Wells from Buckhannon-Upshur High School. She'd been suspended since late May.

Wells said earlier this month that she jumped onto what she called "a dog pile" of four or five students while attempting to stop a food fight.

Wells said she jumped on the pile to relieve the tension. She said she was back on her feet before you could count to one.



The search for value

SDI Tips

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Looking in the mirror

I've done some work recently with some Red people and they've been very hard work. It's been tough to reach a position where I actually enjoyed working with them and I tolerated them at best.

Of course, if you're a regular reader of these tips you'll understand the irony of this first paragraph because I also live on Planet Red...on the 72nd floor to be precise...and maybe I'm now just experiencing what I dish out to others.

I'm not looking for feedback as I don't want to spoil my week but I'm sympathetic towards you all...honestly.



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Sales Tips

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Nobu...for the last time...promised!

So here's what the manager should have said:

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Dear Mr. Beasor,

Many thanks for taking the trouble to write to us about your experience in Nobu this week.

I'm sad to hear that it was disappointing for you and I have spoken to the staff concerned. In any restaurant we do have occasional bad nights and you obviously caught us on one but we're determined not to repeat it and to prove the point we'd like to invite you back as a VIP guest to give us a second chance and I'll make sure that we wine and dine you to the highest and prove that we can, and usually do, get it very right.

I'll also be happy to offer you some of our Sake and a bottle of wine as a "thank you" for your visit.

Do contact me, personally, at the number below and we'll enjoy welcoming you back to our restaurant.

===

Now that's what I call a proper reply as opposed to the argumentative one I did get.

If you get a really good reply how can you refuse an offer to go back and then you tell your friends...just like I told you.



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Negotiation Tips

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Don't ask...

Talking with some people this week I mentioned the old adage "If you don't ask, you don't get..." and they looked at me as if I was speaking the wisdom of the ages rather than trotting out some tired old cliché as we've all done over the years...but maybe I'm being a little harsh on myself.

When you know something really well you tend to believe that everyone else must know it as well as you do...and clearly this is not the case or else I'd be out of a job as a teacher of negotiation.

So...whether or not it's common knowledge...don't worry.

Believe me, it really is true that if you don't ask, you won't get. And it really is true that if you ask for a little you'll get a little and it's also true that if you ask for a lot you'll get a lot.

Simple as that...and don't forget it....but you knew it already, didn't you.