

Negotiation Update

April 5th 2009

Value creating reading for business professionals

Searching for Value

Sunday morning in...

Sunday morning in Cape Town and it's warm and very pleasant. This is a nice time of the year. We could do with some rain but I guess that'll be on its way soon and we'll then start complaining about it.

I've been looking forward to writing this note for some time as it's the first week with the new Aweber system. This means that instead of using 30 Outlook distribution lists it's now a simple one step process.

I was also intrigued to see how many people would opt in and the number is 350...and I'm very pleasantly surprised and I'd like to say "thank you" to everyone who took the trouble. I used to send this note to 2500 addresses but of course there was no way to know how many read it or just deleted it or put me straight to the junk mail list or indeed had just moved on. Now I know and as an appreciation there's something extra attached this week. I hope you enjoy reading the negotiation and management tips.

I'm working with South African bureaucracy at the moment and it's moving OK. The work permit is almost completed but the VAT is taking an age to transfer...I can't do the VAT move until they email me and they won't email me so I'm stuck...and of course the only course of action is to send an email....very Kafkaesque.

Have a good one with 3 tips as usual...and spare a few thoughts for the Stormers...hopeless or what.

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

I've now made my first video and very easy it was. I think I'll buy Camtasia and put it to good use.

The concept is that I'll build a library of sales and negotiation videos that I can then use with clients. A video here is a series of screen slides and pictures with a voice over from me. The concept is well known in the poker world and I subscribe to such a site...Cardrunners...and they've over 1000 vids that members can download. Combine this with online coaching via TeamViewer and Skype and we've got a chance to work with clients from a distance.

I'll let you know how it progresses.

I'm enjoying reading America Unchained by Dave Gorman. He's got a light and witty style and the travelogue zips along.

and finally...

(04-04) 11:20 PDT New York (AP) --

New York University officials weren't laughing when hundreds of people mistakenly received word that they'd been accepted to grad school on April Fools' Day.

NYU says it sent out acceptance e-mails April 1 to 489 applicants to the Robert F. Wagner Graduate School of Public Service. Those applicants should have received rejection letters instead.

The school sent out a second e-mail about an hour later to the applicants, saying they hadn't been accepted after all.

NYU spokesman Robert Polner blamed the mixup on a clerical error. He says the school apologizes for the mistaken e-mails and is looking into it to prevent it from happening again.

A picture is worth a thousand words...



Elephant at play...write your own caption.

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The search for value

SDI Tips

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Blue meets Red

I had a very important meeting recently and time was short. I sat down with the other party and wanted to get down to business very fast.

As I started the conversation the other party stopped me in my tracks and said that we shouldn't rush so much and that we needed to relax a little and not be so task focused. The other person felt that we couldn't really start the meeting until they'd had a social introduction. I was prepared to forego that social introduction.

I guess that this other person had a bit more Blue in them than me. They saw the meeting as a coming together of two people....I saw it as an agenda of items to get finished.

I often have this issue with my accountant in Cape Town. I want to get down to business and he wants to talk about his motorbike...which is a very good thing to talk about but not in business meetings!!

People or tasks...Blue or Red...you choose.



The search for value

Sales Tips

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Times are tough

There can't be a seller anywhere who isn't hearing that times are tough at the moment and that business is slow.

The key issue here is that we need to ensure that we express our products and services as real value adding investments and not merely as a frivolous extravagance.

I can pitch my sales and negotiation courses on that basis and that's pretty easy. I've got the Benefits Statement off pat. I guess it must be a bit harder if you sell luxury goods...they're often the first thing to get cut.

No matter what you sell you must try to position it as a real spend of merit or you'll be told that the purchase decision has been postponed until the economy improves.

Work on the merits of your product and be prepared for the objections on price and budget.



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Negotiation Tips

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Truth or lies?

You should never lie in a negotiation. There's no merit in purposely providing a falsehood...it'll bite you in the long run if the other party ever finds out that the deal was done on a purposeful misrepresentation.

There is, however, a grey area where we have matters of opinion rather than ultimate lies or truth.

Check these out:

Time is short
It's a competitive market
You're not the only supplier
Your price is not competitive
Capacity is limited
My price base is rising
The dollar is causing me problems

and the list goes on.

You'll have to decide whether these are downright lies or just a matter of opinion. It's your call.

We all define our moral positions differently...truth or lies?