

Negotiation Update

March 8th 2009

Value creating reading for business professionals

Searching for Value

Sunday morning in...

Sunday morning and it's 30+ degrees and we're sweltering in Cape Town. It's been up to 40 this week and just like in Aus there are fire issues nearby.

So...no update last week. I had a massive computer failure which started out with my hard drive breaking and then when I tried to reload all the saved data and programmes my AVG anti virus software corrupted the Windows hard drives of both this MacBook and my larger imac. Although I write this every week in InDesign I send it in Outlook and so no Windows equals no email. Fun or what?

Anyway in order to obviate all of this nonsense I'm migrating the sending of this newsletter to Aweber and so I'd ask you...if you'd be so kind...to opt in to the Aweber service by going to my website:

www.beasor.com/contact.htm

and leaving your name and email address. There are no ulterior motives here except for a more reliable service. People who do opt in will receive...once I've worked out how the software works completely...a few negotiation or sales tips as a "thank you." I'm aware that there's going to be massive attrition here and it may be the readership will go from 2500 addresses down to just a couple of hundred but at least then I'll know I'm talking to people who've actually volunteered for the pain rather than the unwilling or the dead or the moved on.

Have a good one with 3 tips as usual.



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

I've had an interesting week playing with online facilities and I've managed to get Mikogo to work really well. If you don't know it then I'll tell you that it's software that organises online meetings and already my web guru was able to show me how Aweber worked by me looking at her computer screen as she did it. Considering we're several thousands of miles apart it was impressive.

This is serious software...it works and it's free. If you want to share a file with a colleague and discuss it online then don't buy Go to My Meeting use Mikogo for free.

Tested and recommended at this end.

and finally...

(03-06) 17:55 PST Kenner, La. (AP) --

First of all, police said he was speeding. Second, the 18-year-old wasn't wearing a seat belt and was driving on a suspended license.

But that was the least of his troubles. According to police, when the man was pulled over on Tuesday they found a marijuana cigarette. Then they found out the car he was driving was reported stolen.

Then they found \$27,000 worth of stolen goods in the car.

And when officers asked about the small dog on the front seat, the man could not tell them anything about it.

But a call to the veterinarian listed on the dog's tag led to its owner, who said the pet had been stolen during a home burglary.

Detectives were unsure if the suspect remained in jail Friday.

A picture is worth a thousand words...



Having a gay time at the Mardi Gras in Sydney...where else!

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The search for value

SDI Tips

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Two cents of Green

I've had a trying week with my computer and my Red side has come to the fore with a "we'll beat this bloody problem if it kills me" attitude.

I do, though, wish I could borrow a little more Green more often. I've got plenty of Red to spare but sometimes a job needs a little more finesse, a bit more thinking through and a more detail consciousness...none of which come easy to me.

I sit it front of my machine with my Green hat on...my Green shoes...and my Green shirt trying to reinvent myself for the greater Red cause but it's just so hard.

We can all borrow traits temporarily when it contributes towards what we're really trying to achieve but those Green shoes really do pinch after a while.

You can see here the value of working in diverse teams where we can outsource the Green jobs to those who really value them and not have me trying to be just a plastic version.

Thanks and praise to Margaret and Nelva....my two Green friends.



The search for value

Sales Tips

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Online

You'll be aware that I'm the distributor of SDI in South Africa and largely that involves supplying a set of inventories to users.

These inventories are paper based and although they look nice they can be expensive to print.

I've been talking to colleagues this week about moving more firmly to an online environment where the communication is quicker and cheaper and indeed more environmentally friendly.

South Africa doesn't have the most sympathetic broadband set up with an abusive state monopoly ensuring that prices are high and service low but this is changing this year and we'll be able to take better advantage of this virtual marketplace.

It may not be appropriate for you with your own goods and services to go this way but it's a major step forward.

One example...I'm having a problem with Air France and they won't talk on the phone or accept emails. We've had to take a paper envelope to the post office and get it registered so that they'll do business with us. Of course they do this to block us and hope we'll go away but if you don't provide simple and easy ways for your customers to interact with you you'll end up like the dinosaurs. I've got the email and website part of this covered. What we need to do now is to get the product digitised and sent out.

That's the challenge for the next few months.



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Negotiation Tips

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Persistence

Kids make great negotiators because they're persistent. Once they want that bar of chocolate or an extra hour staying up then they'll take you to the limits with repetition, emotion and just a little threat.

Not every adult enjoys rejection and if we ask a question and the answer is "no" then many of us just shrug our shoulders and accept defeat. This is where we've got plenty to learn from children.

Effective negotiators accept the word "no" as just a temporary hurdle in their path to success. In that sense they have an almost childlike desire to attain the goal.

Of course these negotiators are not without an understanding of what's required in the big picture when it comes to managing the business and the relationship but many of us would achieve better results if we didn't give up so easily.

In poker it's called "firing the second barrel." If the first barrel doesn't do the job then fire the second. You may have to reload before you eventually shoot the target but don't be a one bullet negotiator.