



VitalSmarts™

When negotiating, do you sometimes feel forced into a corner? Sales representatives are often in a precarious situation, because they think they are in a precarious situation.

four most important activities when negotiating are: make sure that a substantively positive result is achieved, adopt a flexible attitude to rules and procedures, influence the negotiation climate in a positive way and know how to manipulate the balance of power correctly.



Negotiations always require the involvement of at least two parties: the customer and the seller, both parties have their own unique characteristics.

When negotiating, you will have to work together to get the rythem right; you will have to determine when and which steps to take knowing at the same time what the other party is capable of.



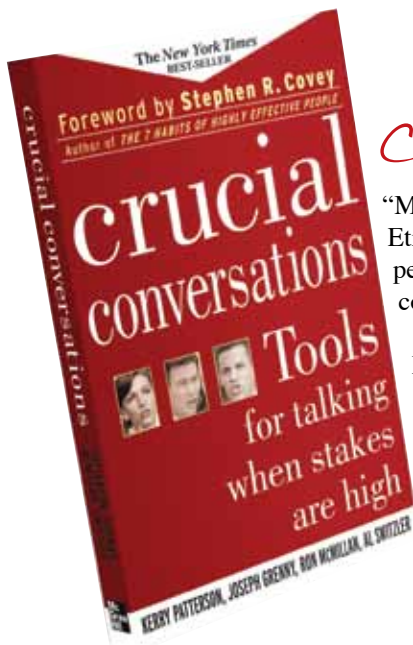
The customer is always under time pressure and likes to attack. He sometimes has no alternatives and he talks too little. On the other hand the seller needs to score and meet his visiting targets and contrary to the customer he usually defends and talks a lot.

In short, when negotiating, the overriding factor is the ability to empathise with the other person. In other words, Negotiation means being in tune with each other.



How can you link up these two situations as best as possible? The

- Source: Negotiation Skills Training Program Door Training and Consulting



Client Spotlight: Crucial Conversations

“My name is Ibrahim Sokkar. I am a Desktop Support Manager in Etisalat Misr. According to my job nature, I deal with many types of personnel for technical support issues which usually drag me to crucial conversations and sometimes I get nervous.

Name: Ibrahim Sokkar
Title: Desktop Support Manager
Company: Etisalat Misr

I had to think how to overcome this issue; I was advised by my HR mentor, who recommended attending the “Crucial Conversations” training. I attended the training and had a very nice time. Although it was only three days, I benefited a lot. It was full of real life examples and we, as attendees, did acting scenes. My mind opened up for many things that I was not aware of, either in myself or in other parties. After the course, I exerted an effort to train myself on how to manage conversations with customers, staff, and my manager. Guess what, this impacted my personal life positively with my wife and my children.

What is a Crucial Conversation?

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results. Put our award-winning Crucial Conversations Training approach to work for you, your team, and your organization, and everything gets better.

Mind Snacks

- each time you see a full moon you always see the same side.
- sound travels almost 5 times faster underwater than in air.
- the sentence “the quick brown fox jumps over the lazy dog” uses every letter in the English alphabet.
- if you add up all the numbers from 1 to 100 consecutively (1 + 2 + 3...) it totals 5050.
- the oldest word in the English language is “town”.
- 96% of candles sold are purchased by women.
- people who work at night tend to weigh more
- Einstein slept 10 hours a night
- wearing headphones for just an hour will increase the bacteria in your ear by 700 times
- honey enters your blood stream within 20 minutes of being eaten
- recycling one glass jar saves enough energy to watch TV for 3 hours
- you burn more calories eating celery than it contains (the more you eat the thinner you become)

Tip of the Month

Five Tips when starting a conversation That will end up being interesting and fun.

1. Do not drill with questions

Do not keep firing questions at them without giving your own feedback and actually discussing.

2. Break the Ice

Tell a funny story to break the ice. You'd be surprised how sharing something funny that happened to you will get others to open up. Laughing makes people feel comfortable.

3. Ask open ended questions

Open ended questions allow people to elaborate and this creates conversation. You are drawing the person out and making them become part of a conversation.

4. Make the other person comfortable

Let people initiate topics if you notice they seem uncomfortable. You can turn a total stranger into a friend by just making them feel as if you want to hear what they have to say and that you care about what they have say.

5. Find a common ground

Bring up a subject everyone can talk about. You can start off by telling a story about one of your kids and others are sure to join in. A feeling of friendship also forms and allows everyone to talk freely, making for great conversation.

Quote of the Month

“If you think education is expensive, try ignorance.”

- Derek Bok

With Trust, It's a Leader's Behavior That Counts Most

Trust has taken a hit lately in all facets of our life. Chalk it up to the combined effects of the economic meltdown, financial mismanagement, and an increasing sense that, in business at least, everyone seems to be in it only for themselves. The result has been dwindling levels of trust in organizations to a recent new low point where only seven percent of workers strongly agree that they trust their senior leaders to look out for their best interest.

Leaders need to tackle these declining levels of trust head-on, according to Cynthia Olmstead, founder and president of TrustWorks Group, Inc. that is partnering with The Ken Blanchard Companies to improve trust in organizations. To combat the decline, Olmstead recommends that leaders take the time to assess current trust levels in their organizations and if they find trust is lacking, immediately begin a process to resolve the issues.

To help with the process, Olmstead recommends thinking about four core elements represented in the ABCD Trust Model™ that people can use to evaluate whether someone is trustworthy or not. How would the people in your organization rate their leaders in these four areas?

- **Able**—demonstrates competence, expertise, experience, and capability in getting the desired results accomplished
- **Believable**—walks the talk of a core set of values, demonstrates honesty, and uses fair, equitable practices
- **Connected**—interacts with staff, communicates and shares relevant information, provides praise, and gives recognition
- **Dependable**—is accountable, takes responsibility for own actions, and consistently follows up

It's What You Do That Counts

For Olmstead, the key is to exhibit the trust behaviors that people look for in their leaders. This is critical, because people need to see trust in action more than they need to hear about it.

“One example is the use of the word ‘transparency’ these days,” explains Olmstead. “Everyone agrees that leaders should be open and candid in sharing information. But when people look around, they don’t see the transparency they are hearing about.”

“The challenge with transparency then is to identify the behaviors that clearly define the concept. It’s important to remember that trust is in the eyes of the beholder. What does transparency mean in your organization? Should employees be getting all of the information? Who should be included in meetings? And if you have been a very tight-lipped organization in the past, you are going to have to be open and candid about what you are going to do to become more ‘transparent’ in that transition before people are really going to trust the new behaviors.”



For leaders looking to be more upfront and authentic, Olmstead recommends three behaviors to get started.

- **Be accessible.** As a leader, particularly during tumultuous times, it’s important to be out in front of the organization sharing plans for the future. Don’t hide behind closed doors or delegate the important task of communicating to others. As a leader, employees look to you for information on what’s going on. That means you have to be very clear about what the plan is. “What are we going to do?”, “When does it start?”, and “How does it get implemented?” are all questions that will have to be answered.
- **Acknowledge that people have concerns.** Once you’ve communicated the vision for the organization, you also need to take the time to listen for concerns and anxieties that people might have. Create opportunities for dialogue. This doesn’t mean coddling people, but it does mean making sure that you are listening.
- **Follow-through.** If you don’t know the answer to a question immediately and say that you will get back to the employee, make sure that you do in the promised amount of time. Keeping your word on small things demonstrates dependability and reliability that people can count on when it comes to big things. It builds credibility that you, the leader, will continue to do what you say you will.

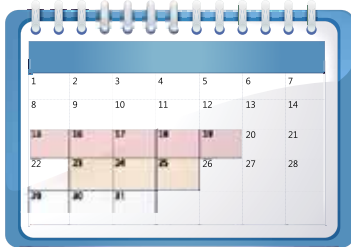
- Source: The Ken Blanchard Companies’ newsletter
By Cynthia Olmstead, founder of TrustWorks Group, Inc



**Public workshops
launched in the UAE**

Ken Blanchard UAE is launching public workshops for the first time in the UAE through a comprehensive “Situational Leadership II” workshop taking place on October 3rd till 5th in Crown Plaza Hotel, Dubai from 9:00 am to 5:00 pm. Situational Leadership II (SLII) works on emphasizing the fundamental changes in the role of the leader in accordance with the professional development levels of his/her subordinates. For more information please contact LTC UAE.

Public Workshops



Problem Solving and Decision Making

Door Training

17 October

The 7 Habits of Highly Effective People

Franklin Covey

02 - 04 November

Art of Communication

Door Training

07 - 08 November

Leading at the Speed of Trust

Franklin Covey

10 - 11 November

Coaching with Passion

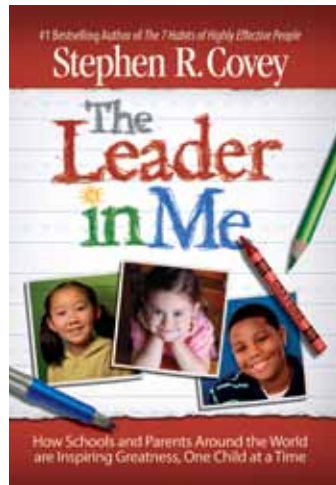
Door Training

12 - 13 December

VitalSmarts’ Joseph Grenny to lecture on Influencing for Change in Egypt

LTC is proud to announce that Joseph Grenny, VitalSmart’s legendary lecturer and co-author of current best-sellers and award-winning training products of the same titles: Influencer, Crucial Conversations, and Crucial Confrontations is lecturing next October in Egypt at Intercontinental City Stars Hotels on Influencing for Change.

Joseph draws his expertise upon a wealth of accredited research and real-life experience. Joseph has taught and advised more than one hundred thousand leaders on every major continent from the boardrooms of the Fortune 500 companies to the slums of Nairobi, Kenya.



Launching Franklin Covey’s “The Leader In Me”

LTC is proud to launch Franklin Covey’s “The Leader in Me” in Egypt. The Leader in Me process helps to create a common language within a school, built on proven principle-based leadership skills found in Dr. Stephen R. Covey’s best-selling book, The 7 Habits of Highly Effective People.

The Leader in Me is designed to be integrated into a school’s core curriculum and everyday language so that it isn’t “one more thing” teachers and administrators have to do. It becomes part of the culture, producing improved results year after year.

LTC Lunches New Experiential Workshops of Eagle’s Flight

It gives us pleasure to announce that LTC has launched new experiential workshops due to a comprehensive certification process conducted by Nicola Mount, from the Canadian world’s pioneer experiential training company “Eagle’s Flight”. The new experiences are; “Redline Racing”- All about Goal Setting & Decision Making- & “Code Name: Enigma”- All about Team Effectiveness & Performance Perfection.

LTC Egypt

6th of October

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