



#### In this issue...

Negotiating with the big boys

The downside of sourcing  
from local suppliers

See Andrew featured in the  
[Globe and Mail](#)

Attend Andrew's webcast on  
Procurement savings on  
Wednesday October 22 at  
[brighttalk.com](http://brighttalk.com)

Andrew's monthly nugget:  
Conflict resolution

### **Andrew Miller's What's New in Business? Volume 7, October 2008**

The monthly electronic newsletter presented by ACM Consulting Inc.

**Negotiation tactics**- Summarized in an article for PROFIT magazine, in his new book *Negotiating With Giants: Get What You Want Against the Odds*, negotiation specialist Peter Johnston identifies four key elements to include in your negotiation strategy: send a message through how you negotiate; know your strengths and build on them; know your weaknesses and counter them; and set decision-making criteria to protect your business. These elements can help your business to become stronger at negotiation, regardless of with whom you are negotiating.

#### **What's new with supply chain?**

**Managing global supply chains** - From lead paint to tainted milk, what will be next? [This article](#) in the Wall Street Journal discusses what some food companies are doing to better manage their local suppliers in Asia. What was seemingly a good strategy, sourcing from local suppliers in a global marketplace, may be backfiring as issues of quality come to the forefront.

#### **What's new with ACM Consulting?**

- [Click here](#) to read the article from the **Globe and Mail** national newspaper featuring Andrew Miller
- Andrew Miller has gone **interactive** by partnering up with BrightTALK to do a series of webcasts called "Ways to improve your bottom line." Please join Andrew for these free webcasts. To see more information or to subscribe to these free webcasts, [click here](#).
  - "Procurement Savings" - Wednesday October 22, 11:00amEST
  - "Getting savings from your IT budget" - Wednesday November 19, 11:30amEST
  - "Retaining employees" - Wednesday December 17, 11:00amEST
  - "Influencing people" - Wednesday January 21, 11:00amEST
- **Execucasts** - [Click here](#) to check out our website for a series of free Executive podcasts. The series is called "Execucast" and the podcasts are 5-7 minutes in duration.
- View Andrew's **monthly blog** at [www.projecttimes.com](http://www.projecttimes.com)

#### **Andrew's nugget**

*Each month, Andrew Miller, President of ACM Consulting Inc. will provide a little nugget of advice to help with your business.*

#### **Conflict resolution**

Deal with conflicts head on and right away. Do not let the situation fester as that will only make it worse. Understand the reasons for the conflict, deal with those reasons directly and determine a path to resolve the conflict. Always ensure that the parties involved participate in the resolution process from start to finish.

*For more information please contact Andrew Miller at  
416-817-1336 or visit our website at [www.acmconsulting.ca](http://www.acmconsulting.ca)*

Please feel free to forward this newsletter to anyone to whom it might be of value.

ACM Consulting Inc. © All rights reserved. 2008.