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**"My Services Will *MOVE* You"**

## Greetings!

Negotiating skills can be helpful in many areas of our lives whether we're negotiating a large business deal or trying to get a bargain on a rental car. Our first article outlines some popular negotiating strategies.

In an online world, it's no surprise that criminals are becoming more creative when it comes to identity theft. Our second article offers some tips on how to protect your identity.

Finally, simple is often best when preparing summer snacks. Our third article shows you how to prepare frozen grapes -- the snack that'll satisfy everyone's sweet tooth.

Thanks so much for taking the time to read our newsletter. Please let us know if you have any questions or comments regarding the articles or real estate in general -- we'd love to hear from you!



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## Negotiating Tips For Everyday Life

Real estate agents use their negotiation skills to help both parties move towards a common goal. Negotiation skills aren't just for agents though -- they're an important skill for everyone to use in everyday life situations.

Whether you're discussing a raise with your boss or compromising on a curfew with your teenager, the principles of negotiation are the same. You always need to be well prepared and understand the other party's objective while focusing on your goal.



Be thorough in your research because information is power and ensure you listen carefully to the other party. Don't ever underestimate the other side and be confident in your communication while remaining in control.

Here are a few techniques that work well:

- **Feel, Felt, Found** - The 'feel, felt, found' technique allows you to recognize the other party's objection, empathize and then share a solution. E.g. "I know how you feel son, I felt the same way when I had to go to bed early but the next day, I found I had more energy."
- **Meeting in the Middle** - If you're willing to pay \$100 for a \$125 hotel room, don't be afraid to start at \$80. There's no room for negotiation if you go in with your best offer. Just don't go too low as they may not take you seriously.
- **Cash or Charge?** - If your child hates doing their homework, ask them "Would you like to do your homework before dinner or after dinner?" Instead of making excuses, they'll be more likely to pick one of the two options.
- **Silence is Golden** - After making an offer, don't say anything. This gives the other party a chance to think while encouraging them to break the uncomfortable silence. Too many people end up talking the other party out of the agreement.

Negotiating is a big part of an agent's skill set so when it comes to buying or selling a home, you'll want to have an expert in your corner. There are many factors to overcome within a real estate deal that an agent will be able to successfully navigate on your behalf. For other life circumstances, honest communication and the ability to negotiate effectively can help turn anything into a win-win situation.

## Preventing Online Identity Theft

Criminals used to steal personal details from dumpsters but now they're much more sophisticated. Today's methods include chat rooms, personal networking sites, email scams and hacking. Here are some ways to protect your financial reputation:



- Be sure to create different passwords for each site you use.
- Create passwords that contain a combination of letters, numbers and symbols.
- Update your anti-virus program to deter Trojan horses from infecting your computer.
- Make sure to erase your hard drive before getting rid of your old computer.
- Beware of phishing schemes which direct victims to legitimate looking sites that ask for personal info.
- https: and padlock icons no longer mean a site's secure as even these are now being forged.
- Insurance companies now provide "Identity Theft Insurance". There are mixed opinions on the value of this service so do your research.

If you're aware of online criminal methods and vigilantly defend yourself, you'll be in a much better position to defend your good name. It takes a great deal of time and frustration to clear up the mess caused by criminals who specialize in stealing your identity so prevention and common sense are key.

## Frozen Grape Treats

Frozen grapes make a refreshing, scrumptious snack on a hot summers day! The best part about this frozen treat is that it's a cinch to prepare. Grapes are also a healthy food choice that contain potassium, pectin and vitamin C. Here's all you need to do:

- Wash and separate the grapes pulling out the stems.
- Pat dry with a paper towel.
- Place on a cookie sheet and freeze. You can then store them in freezer bags.

They're just like mini popsicles! Enjoy as a healthy snack or as 'ice cubes' in any kind of summer drink. Remember though, grapes can pose a choking hazard for young children.

