

Welcome to the 2Q17 Desai Management Consulting newsletter.
Come on inside and see all that's happening!



Desai Management Consulting - 2Q17 Newsletter

Welcome! We hope you enjoy our new mobile-focused newsletter. Featuring the same great content, we are re-formatting to acknowledge the high proportion of readers who are doing so with a mobile device. We hope you find the format pleasing and visually clarified.

[Visit our web site!](#)

A Hint of Summer...

Well it seemed like it would take forever, but we've finally experienced a week with three sunny days in it, and the temperature has touched ninety degrees!

Despite the seemingly endless rainy weather of late, I'd like to encourage everyone to enjoy the wonderful summer that can only be found here in Vermont. Travel safely if your plans include it, and take the time to enjoy all the delights that time spent with friends and family can provide.

In addition, many thanks go to our growing and dedicated team, for their constant focus on delivering value to our clients. A special thanks also to our clients - your confidence in us as partners in your journey inspires us in everything we do.



Regardless of the weather, Desai's experienced staff stands ready to help you tackle any challenge or opportunity you may be facing. Please [contact us](#) for more information on how we can become a trusted partner in your business success. Thanks for your support!

Vijay Desai, Managing Partner
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Desai Activities

Desai staff have been active in many areas this last quarter:

- Mike Maslack participated in an evening of presentations on Technology and Longevity to the Middlebury Rotary Club, and members of the Residence at Otter Creek. Joining Mike were Matt Dunne from the MIT Media Lab, and Jack Skoda from Vermont Technical College. Presentations focused on the interplay between technology advancement and increased longevity.

- Desai staff member Chris Durfee is currently on sabbatical, so that he and his teammate Vicki Hart can tackle hiking the Appalachian Trail, from Georgia to Maine! Just this week they reached a major milestone as they crossed the Mason-Dixon line, returning to "the North".



Consultant of the Quarter - Melissa Rancourt

Desai is proud to announce our Consultant of the Quarter for 2Q17. This is a member of our team who illustrates through hard work the flexibility, values and strengths the Desai team is famous for. For 2Q, the honor goes to Melissa Rancourt.

Melissa joined the Desai team in 2014. She is currently working for a major Vermont corporation, focusing on post-deployment high-intensity customer care for a new product. She has helped establish and deploy the care processes successfully, enabling

scale up across all manufacturing lines and a record-setting pace to end high-intensity care. Congratulations and thank you to Melissa!

Latest News and Events

- [PMI-ACP Test Prep Boot Camp](#) - the next iteration of Desai's PMI-ACP Test Prep Boot Camp training is scheduled for 9/21-22, in South Burlington, VT. Click [HERE](#) for info.
- [PMP Test Prep Boot Camp](#) - the next iterations of Desai's PMP Boot Camp training is scheduled for 11/29-30 & 12/1, in South Burlington, VT. Click [HERE](#) for info.



Community Activity

Technology for Tomorrow (T4T), is a non-profit that many Desai staff invest time in. T4T held their first major fundraising event in April, successfully realizing almost \$15,000 in contributions and in-kind gifts. More recently, the T4T 2Q17 community event was once again successful, hosting 40+ visitors, and continuing their close partner work with AARP, AT&T, and SmallDog Electronics. Attendees heard presentations from the UVM Medical Center on how to use their MyHealthOnline system, from AgeWellVT on how to optimize use of Medicare benefits, and from T4T volunteers on how to better manage all those email messages. Click [HERE](#) to find out more about T4T.

The Takeaway

Welcome to our new feature, The Takeaway. Each quarter, this section will feature either a recent business scenario, or a brief article providing food for thought. We're interested in your [feedback](#) as this feature takes off. This quarter, enjoy

How Can I Help?

Vermont is often thought of as a small, rural place, with country accents, foliage, and maple syrup. When I first arrived here, it was difficult to see how it could be a launch pad to the business and professional success I imagined.

I was understandably a little intimidated back then, on one of my first interview trips to IBM. Would managers give me the time of day? Would they share my enthusiasm for creating customer value and helping others? Would I even be able to get in the door? Could I develop relationships with all of the key people involved? Turns out that indeed I could. Not only did I get in the door, but I stayed for over 10 years, before moving on to start my own company.

Looking back across almost 20 years of careers, a very common thread has emerged, as an employee, an entrepreneur, an employer and business owner, a community volunteer, and a Vermonter. Time and time again, inside conference rooms, at coffee shops or huddling in hotel lobbies, I heard the same four-word phrase from professionals, investors and entrepreneurs alike - "How can I help?". These were powerful and extremely busy people. And yet here they were offering up their time and expertise, their connections and critical thinking power, to a new young professional.

Fast forward almost two decades and I heard that same four-word mantra recently while on a business trip. At my destination, I had the opportunity to spend time with a renowned entrepreneur. Imagine my surprise when, part way through the conversation, I was asked the very same question! I had an "aha" moment and had to stop and ask myself: What was so special about this four-word phrase? And why were so many incredibly successful people using it?

The secret strength of "How can I help?"

The more I thought about it, the more it made sense. If business is all about who you know, then this simple line - How can I help? - might be the ultimate networking tool. At its heart, it's a powerful way to fast-track relationships and build goodwill. By offering to help, you cultivate instant rapport and establish an immediate sense of trust. Rather than waiting for someone to prove themselves to you, you take the bull by the horns and prove yourself to them. A foundation is built - with striking speed and efficiency - for future interactions.

It struck me that many wildly successful people had probably been offering a helping hand long before they were successful. In fact, it was likely their willingness to help - the connections built and doors opened as a result - that accounted in good measure for their success.

The key to cementing relationships isn't just offering help, of course. It's following through and actually providing it. From our earliest meetings, for example, one of my own mentors has always made a point of asking me how he can help out ... with advice, employee referrals, you name it. Despite his soft spoken nature, he is one of the best connected and most successful business people around, with an uncanny track record. I don't think that's a coincidence.

Why does it work?

What's the mysterious mechanism at work here? How, exactly, does helping others help you? Well, you could equate it to business karma. I truly believe that helping other people helps you be successful as well, whether that's in business or in everyday life. What goes around almost inevitably comes around.

But if you prefer more hard-boiled business terminology, you could think of the help you offer as an investment. It might pay off in the short-term, you may have to stick around for the long haul or it might be a bust altogether. But I've found - more often than not - that you do see a healthy return from the help you extend ... though usually in ways that are more complex, mysterious and powerful than you might imagine.

Closer to home, for example, I mentor more than a dozen young people each year. Some of them are seeking educational direction, others career guidance and networking. I try to give my advice and time freely. I expect nothing from this other than the satisfaction of seeing young professionals find their path.

We tend to think of business as calculating and sometimes ruthlessly Darwinian. But the truth is that self-interest and a cold shoulder will only take you so far, in business or in life. Regardless of how busy things are or how cutthroat the competition is, I've found that real success often starts with those four simple words: [How can I help?](#)

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