

Welcome to the 2Q18 Desai Management Consulting newsletter.



Desai Management Consulting - 2Q18 Newsletter

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As Spring Turns to Summer...

One of the typical environments we consultants work in is that in which there are many unknowns - some we know about in advance, many more awaiting discovery. It's a lot like summer weather here in Vermont - sunny and hot, rainy and cold, who can predict? Regardless of the weather, I encourage everyone to find ways to enjoy our all-too-short summer season.



Another example of knowns and unknowns is the current volcanic activity in Hawaii. The mostly-dormant neighbor to many local residents has become unexpectedly active, and is showing the world how much respect nature deserves. My family and I were fortunate to visit Hawaii recently, and to observe the volcano up close. It is a force of nature impossible to measure, and seemingly impossible to reckon with, as lava flows across the landscape for who knows how long. Thankfully in business we have a better capability to predict, measure and respond to the unknowns we encounter.

Our Takeaway this month demonstrates the value of personal and professional relationships, and encourages us to consciously work on them in of our daily life. I encourage you to take a look.

As always I thank [our customers](#), as they continue to help us grow and polish our expertise and our delivery of value to all. I also thank [our team members](#) for their ongoing role in our success. In 2018 and beyond, we continue to add and deploy experienced skills in project and business process management and operational leadership. ***Working together we can endlessly focus on how to add customer value in every engagement.***

To be successful on projects requires a dynamic and capable workforce, with appropriate skills as needed across a project life-cycle. This quarter's Business Solution looks at the many benefits of Staff Augmentation in helping customers meet both immediate and long-term staffing and skill needs. I hope you find it of value.

Thank you for your support!

Vijay Desai, Managing Partner

Business Solution

The Versatility of Staff Augmentation

Desai can help with customer staff augmentation aligned with business needs, through the recruiting of professionals for the short or long term, resulting in local or remote placement in full- or part-time capacity, for project management and business analysis skills.



One of the greatest levers that Desai can bring to a customer is an ability to contribute to their workforce. Whether the customer is looking for temporary staff augmentation or a permanent hire, Desai's TAC solution consists of processes for identification and preparation of the best possible candidates.

Desai works hard to find and place candidates by focusing on the major challenges in managing human resources, using the best in talent- management practices. Together with customer partners, Desai can help:

- Define the needed talent
- Attract a sound pool of applicants
- Assist in reference/background checks
- Select the most qualified
- Get new hires up to speed quickly
- Determine who's ready among internal staff for a new job
- Candidates and staff gain an understanding of their competencies
- Customers get the most out of employees
- Customers retain the best employees

Desai provides skilled and experienced project-management and business-analyst staff, proficient in an appropriate set of industry-standard methods that ensure greatest value to the customer. The TAC solution process begins by assessing the customer business to understand the resource and skill gaps that must be filled, to ensure that all aspects of resource management are considered when launching a staff search, as well as evaluating the candidates that result. Desai can propose either contracted or permanent-hire staff, in many configurations, acknowledging parameters such as:

- Location: Staff can be available to work at the customer's location or remotely, if reasonable
- Duration: Staff can be available to augment the customer workforce, adding capacity and skills for short or fixed durations (contracted) or permanently (new hire)

Please [contact us](#) if you'd like to learn more about how to incorporate Staff Augmentation into your Human Resources plans.



Consultant of the Quarter - Sue Cook

Desai is proud to announce its Consultant of the Quarter for 2Q18. 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 **Sue Cook**. Sue is a deeply-experienced project manager. Her leadership qualities foster customer confidence and help bring structure to complex environments. Desai would like to thank Sue for her contributions, and we look forward to continued great utilization of her skills as a member of the Desai team.

Latest News and Events

- Desai co-sponsored the PMI-CV Annual Symposium on April 20, 2018. In addition, Vijay Desai moderated a panel discussion on Project Management Offices.



- David Bieg, Business Analysis & Requirements Program Manager at Project Management Institute, talked about "PM / BA Collaboration" at Desai 2nd Quarter Business Meeting held on June 20th.



- Desai will be offering it's next [PMP Certification Test Prep Bootcamp](#) on June 27-29, 2018.

Making and Keeping Strong Relationships

It is important to make a lifelong commitment to clear and strong personal and professional interrelationships. It's not often a natural talent, and requires a lifetime of work. Here are some simple tips to help sharpen your approach.

Stop trying to prove yourself right every time

All of us can immediately recall incidents where we have debated with family members, friends or colleagues over pointless matters - where we ate last month, who said what at the last business meeting, or what time someone committed to show up for movies. It is a natural tendency to prove that you are right, that you remembered correctly, or are certain you didn't make the mistake someone points out.

Even the simplest of disagreements can turn bad, leaving everyone involved hurt or angered. We can't (and shouldn't) try to win every argument! Once we recognize that, we quickly realize that unless the matter is extremely important, there is more value in letting go of the need to be right.

- If you can break this difficult habit, you will find that people become much more comfortable sharing their views with you, and the quality of conversations with them will be much improved.

Don't keep score

Each of us has countless experiences where we have done something nice or gone the extra mile for people for the people we care about; for the people we work with, or who work for us. Little did we know at the time that all these nice acts and gestures came with an unstated expectation. Unconsciously, we expect them to return the favor, to show the same commitment, even in the way we expect.

When these expectations are not met, they lead to disappointment in the relationship, as if the parties have an unbalanced view of the others' worth. Yet when you think about it, why should they do it? We like to believe that we act unselfishly - because we want to - with nobody forcing or telling us. Once we realize we are all individuals, with different value systems and means of expression, we can stop expecting the exact same things in return for our own actions.

- As you give people around you more space and freedom to be who they really are, your relationships are free to build in their own ways and at their own pace.

Start listening more

Learn to practice the art of "Active Listening" - where the listener fully concentrates, understands, responds, and then remembers what is being said. We spend most of our "listening time" simply waiting to talk, rather than truly and deeply striving to hear and understand what is being said.

Our society rewards those who speak first and loudest, and so this is a hard habit to break, especially when our heads are simply full of good ideas we can't wait to share. When someone starts to share a story or problem, we are too eager to show we understand and have a solution.

- Always remember, often people don't want solutions - they just want someone to listen!

THE TAKEAWAY

Relationships are hard work, too often easier to break than to build. Taking time, effort, and thought-out steps to nurture them will result in stronger, more meaningful, and longer-lasting relationships of great benefit, both personally and professionally.

"You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you." - Dale Carnegie

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