



Desai Management Consulting - 4Q19 Newsletter

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Happy Holidays and Best Wishes for 2020!

It seems impossible, but here we are once again at year end, looking forward to the holiday season, and a more relaxed pace with family and friends. Looking back on all that has happened in 2019, it is ever more important to thank our [Customers](#), who continue to place their faith in us to produce value in our solutions and services, while our [Staff](#) continues to help deliver that value in execution.

As you can see, the Desai household has embraced the holiday season, and is prepared to celebrate. With all the noise and hubbub that comes with the holidays, it's often difficult to simply coast through everything with no deliberate plan, and still get everything accomplished.



In that spirit, this quarter we look at two related topics - first our Business Process Management offering, which helps define and bring order to their operations. Second is this quarter's Takeaway, which personalizes the discussion on getting away from coasting and moving to deliberate planning and prioritization in our lives.

In closing, I would encourage us all to use this holiday time wisely - personally as a cherished time with friends and family and special events, and professionally as a time to recharge our batteries for the next year. Happy Holidays and Thank you all for the continued support to Desai, and for making Desai a trusted partner in your business success. I wish you the best for the new year 2020 and beyond!

Thank you!

Vijay Desai, Managing Partner

Business Offering: Business Process Management

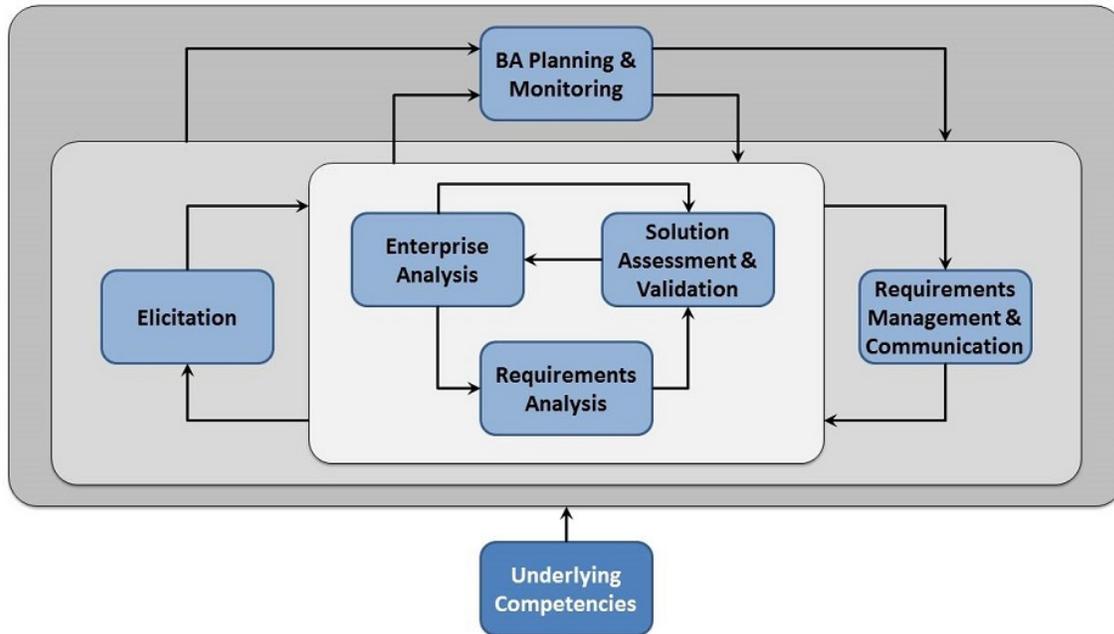
Desai's Business Process Management (BPM) solution consists of methods for formal business-process definition and execution, plus monitoring and control of key performance indicators, resulting in execution of

repeatable, scalable, and measurable business processes.

Understanding how to define and manage business processes opens up a customer's ability to improve effectiveness, efficiency, and productivity. Desai's BPM solution brings together years of experience, focused skills, and Desai's collection of components, principles, and processes. The resulting flexibility ensures that they can address all aspects of the customer's BPM needs, from small to large, simple to complex, and manual/automated processes to software development.



Desai can partner with customers to help bridge from strategic objectives to execution, identify core processes, and apply appropriate elements of their framework for analysis, to help ensure customer success.



(click [HERE](#) to enlarge)

Desai's deep understanding of organizational change management as a BPM critical success factor ensures that their work products can be successfully implemented within the customer organization. Desai places great emphasis on understanding the customer's overall business context, from strategy to execution, to properly plan and deliver their solution. This helps Desai define and implement the right key performance indicators and measures of success, so that all business decision-making can be fact-based. Desai's suite of methods and experienced staff are grounded in IIBA's BABOK industry standards for BPM, ensuring lasting value and standardization of work products and ease of knowledge transfer to customers.

Desai's BPM solution and supporting staff are ready to help with projects from small to enterprise. **Let's get to work!**

David Kearns Consultant of the Quarter

Desai is proud to announce its Consultant of the Quarter for 4Q19. This award goes to a team member who illustrates through hard work, flexibility, values and strengths the characteristics the Desai team is famous for. For 4Q, the honor goes to **David Kearns**. His talents for organization, communication, and leadership help inspire confidence in the customer that he can do the work



necessary to be successful. Because of this, David is in constant demand from many Desai customers. Congratulations to David!

Latest News and Events

• 2019 Holiday Party

The 2019 Holiday Party was held on December 7th, at the "Fire and Ice" restaurant in Middlebury, VT. It was a great night with family and friends for celebration and relaxation.



• Certification Bootcamps

- Desai in partnership with PMI Champlain Valley will be offering the next [PMI-PMP Certification Test Prep Bootcamp](#) on February 19-21, 2020. **PMI is changing the current PMP® exam curriculum and June 30th, 2020 is the last day to take the exam as is. It is recommended to take the exam before June 30th, 2020 if at all possible as the updated exam is expected to be more difficult.**
- Desai in partnership with PMI Champlain Valley will be offering the next [PMI-ACP Certification Test Prep Bootcamp](#) on March 5-6, 2020.

• 2019 Donations

Throughout 2019, Desai donated to a number of organizations and causes:

- Alzheimer's Association
- American Cancer Society
- American Diabetes Association
- Climate XChange
- Committee on Temporary Shelter (COTS)
- Dana Farber Cancer Institute
- Generator Marketplace

- National Suicide Prevention
- Never Give Up Ever Inc.
- Technology for Tomorrow (T4T)
- Town Hall Theater
- Vermont Future Projects

Am I Coasting Through Life, Or Being Deliberate?

The older we get, the more time moves forward. The faster things change. Life doesn't just keep marching on, it keeps accelerating. The world plays a cruel trick on us with every new day, propelling us forward, ever faster, into an ever shrinking time and space. All the while, things are changing around us.



Change is inevitable. Nobody needs that reminder. Our biggest challenge is how we let change happen. Many of us create an environment devoid of friction, one fully conducive to being pushed, shoved, propelled, catapulted forward. Instead of stopping and taking notice, instead of being thoughtful about our next steps, we let that momentum happen. We even strap wheels to our feet, put up sails, and let our environment propel us forward.

As a result, we're coasting and sailing through life. We aren't deliberately working our way through it. And when we aren't working, things come easy. And when things come easy, they lose their value and their impact. We see it everywhere. Obviously, with family and friends. But our work selves aren't insulated from mindless coasting.

Think about your work day - If you're like me, for so long, we've focused on moving faster and catching the next coattail at work or riding the next shiny new trend and wave instead of paying attention to what matters. What should matter are the people we work with and work for (our teams, customers, partners), and the reason we work in the first place - to help people achieve their goals. What has mattered for so long is the next, not the now. The next tool, the next platform, the next hack. We're so focused on what's next that we forget about what's here - the people who need our time, attention and support.

With all of this competition; with all of this technological density; with all of this existing frustration and disappointment from the people we're trying to help - our customers - the way forward is to slow down. To unstrap those wheels from our feet and slow down a bit so we can respond more quickly and thoughtfully to the people whizzing by us as opposed to simply letting them fly by. To lower our sails so we aren't being carried or blown forward but rather, so we're deliberately choosing how and where we walk in the first place.

The truth is ... we often make excuses. Paying attention isn't hard; but it's a change in behavior. Change is hard. Change for the right reasons, though? It's worth it. Life. Relationships. Work. Everything gets real when you pay attention. I'll also tell you that when you start paying attention, you'll stand out in the minds of the people paying attention to you. You'll be remembered for remembering. Paying attention and caring is the most authentic way to differentiate yourself and stand out in a noisy world. For your company, team, customers, and personal life.

The Takeaway

Paying attention is transformative. Not just at work though; for your family and friends, too. It's hard to believe I'm sitting here ten years after founding Desai Management Consulting. In hindsight everything has happened so fast. But every moment of 2019 has felt more salient, too. For as fast as it's gone, I feel like I was sometimes forced and sometimes compelled to squeeze the most out of every moment. It was a life-changing moment for me when I lost my father to pull down my sail and unstrap those wheels. It

forced me to slow down and pay attention to all of the people who matter to me. I have worked continually since then to identify who and what really matters, to pay more attention to them, and to create and set my own priorities more deliberately.

Paying attention to the people is paying attention to me; and helping the people around me focus on doing the same, has made 2019 a foundation at my feet instead of a wall at my chest. The idea of paying attention is a philosophy that feels right to me because I believe I can apply it universally, with positive impact.

"Now I feel free, and hope is creeping back. Maybe because I'm paying attention to what I have rather than what's missing."

- Doug Cooper -

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