

THE  
EDG

Business  
Essentials

THE  
Essential  
Dimensions  
Group

“Simplicity is the ultimate sophistication.”  
*Leonardo da Vinci*

# Real Learning from the Real World

“Man’s mind stretched to a new idea never goes back to its original dimensions.” *Oliver Wendell Holmes*



**Deva Mylvaganam**

Deva is a civil engineer and has operated national companies and projects on three continents in a career that has spanned four decades.

His insight into **Building Relationships** and **Everyday Negotiating** is profound and challenging.

Deva believes that Negotiating isn't about clever strategies but a skill that we can learn, practise and use everyday.

His material on Relationships is extremely powerful because he addresses both business and personal relationships that impact our lives. Deva delivers critical foundations for cementing our relationship with customers.



**Scott Coles**

Scott is an Aeronautical Engineer who has had a stellar career in the Information Technology arena. His extraordinary results with research teams and developers have made his global reputation for problem solving and delivery second to none.

When Scott shares his philosophy of **Excellence** and skills in anticipating and **Solving Problems** you too can deliver ultimate value for your customers and your employer.



**Richard Jones**

Richard was originally qualified as a Sociologist which perhaps led to his diverse and eclectic career path. Over four decades Richard has focused on effective communication in business. His skills have earned him leadership roles in industry, government, education and primary industry across four continents.

Richard develops skills in **Effective Listening** and **Communicating with Clarity** which apply across cultures and industries, his primary message being, “*You cannot not communicate*”.



**Shelley Elms**

Shelley has a career that includes Regional Vice-Presidential Roles in Quality, Training, Customer Service and Human Resources in multinational corporations. Shelley likes to also point out that her greatest achievement is that she is a working mum.

When Shelley presents **The Loyalty Effect** and **Dealing with Conflict** she provides innovative and powerful approaches along with examples from real business where margins are fine and competition intense.



**Martin Mulcare**

Martin is an Actuary by profession and has held senior executive positions in leading Australian and international financial institutions.

Having a real passion for getting the most out of every day and an insatiable curiosity has led Martin to develop material on **Filling the Unforgiving Minute** and **Questions are the Answer**.

His direct style is both challenging and powerful as he asks you to come to your own conclusions about the way you communicate with questions and how you choose to invest your day.

“What you do speaks so loudly I cannot hear what you say.” *Ralph Waldo Emerson*



# Business Essentials

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Relationships

Communicating

Problem Solving

Dealing with Conflict

Negotiating

Time Effectiveness

Questioning

Customer Loyalty

Listening

Excellence

“I am easily satisfied with the very best.” *Winston Churchill*

# Business Essentials

## Methodology

- › Integrated learning sequence
- › Transference of skills to workplace

- › Stimulating participative environment
- › Video catalyst with live facilitation of learning
- › Reinforcement of application and implementation

### Building Relationships

Deva Mylvaganem

**“It takes a whole village to raise a child.”**

**The most important relationship: The Customer.**

**L**etting

**O**thers

**V**iews

**E**merge

### Problem Solved

Scott Coles

**Logic and Efficiency may not deliver.**

**The Wrong Direction Risk.**

**Styles.**

**Personal Ramifications.**

**Six Steps to Problem Solved!**

### Communicating with Clarity

Richard Jones

**The highest quality communication is behaviour.**

**Transfer Understanding.**

**Communicate Effectively with Anyone.**

### Dealing with Conflict

Shelley Elms

**Conflict is part of life.**

**You never win an argument with a customer.**

**Steam valve responses.**

**Solution, Resolution or Compromise.**

### Filling the Unforgiving Minute

Martin Mulcare

**Time manages itself!**

**It takes time to save time.**

**Decision making model.**

**Four strategies to maximise time.**

**The unforgiving minute will be filled...**

“Tell me and I forget. Teach me and I remember. Involve me and I learn.” *Benjamin Franklin*

## Outcomes

- › Skills that strengthen all relationships
- › Understanding and Application of Essential Skills
- › Ongoing Reinforcement through spaced repetition
- › Commitment to enhancing customer experience
- › Competence and Confidence via experiential learning

### Everyday Negotiating

Deva Mylvaganem

### Effective Listening

Richard Jones

### The Loyalty Effect

Shelley Elms

### Questions are the Answer

Martin Mulcare

### The Journey to Excellence

Scott Coles

**You can't avoid negotiating.**

**Negotiating is a discussion to reach satisfactory agreement.**

**Farmers and butchers.**

**A win for both parties.**

**When we listen we learn.**

**Listening is more than just hearing.**

**Rapport.**

**The greatest distractions.**

**W.O.W.Y**

**The ultimate currency: Choice.**

**The risk of becoming invisible.**

**Familiarity kills passion.**

**The Loyalty Ladder.**

**Enhanced Relationships.**

**Impact.**

**Feelings.**

**Values.**

**More detailed, interesting and illuminating answers.**

**Quality Questions = Quality Responses.**

**Achieving your potential.**

**Find the positive before you find the fault or problem.**

**We rarely regret what we do, we always regret what we don't do.**

**Three steps to Excellence.**

# Business Essentials

“You can’t build a reputation on what you are going to do.”  
*Henry Ford*

## Participant Resources

- › Ten Months of Ongoing Training
- › Comprehensive Reference Material
- › Specific Actionable Implementation Plans

Time: \_\_\_\_\_

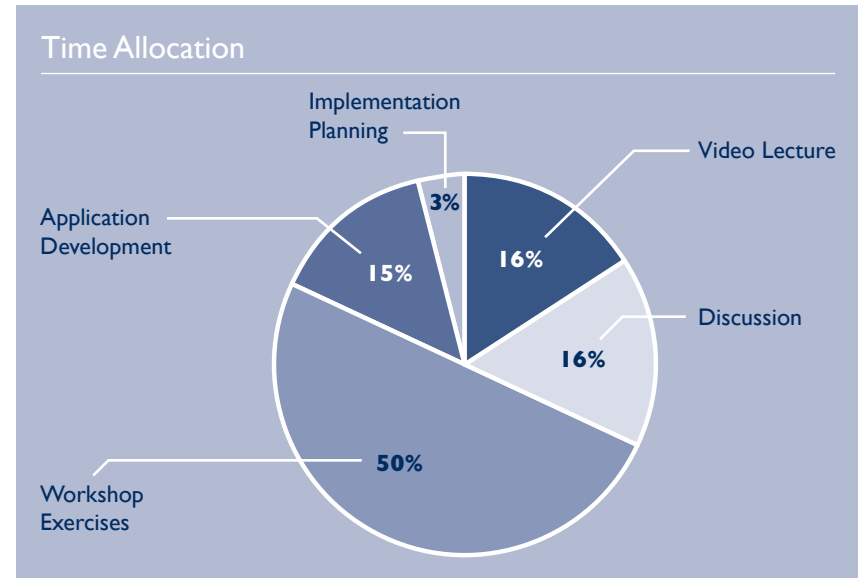
Date: \_\_\_\_\_

Location: \_\_\_\_\_

Amount: \_\_\_\_\_ per session per participant.

Five enrolled participants earns one Scholarship Place  
Ten enrolled participants earns two Scholarship Places  
Fifteen enrolled participants earns three Scholarship Places  
Twenty enrolled participants earns five Scholarship Places  
Twenty five or more enrolled participants negotiated rate

“The future depends on what we do  
in the present.” *Mahatma Gandhi*



## Preview Workshop

An EDG trainer will conduct an in-house training session to allow evaluation of Business Essentials at no cost. This session is a designed training workshop and ensures walk away application even if you choose not to attend any further training.

This preview is subject to the following:

1. All decision makers attend.
2. There are no interruptions during the session.
3. Immediately following the session a decision will be made regarding the participation in the training.

“I was seldom able to  
see an opportunity  
until it had ceased  
to be one”  
*Mark Twain*

## The Essential Dimensions Group (The EDG)

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