



**AUSTRALIAN
BUSINESS VOLUNTEERS**

Mission

To strengthen business in communities
to alleviate poverty.

Values

Altruism is the driving force behind everything we do.
Supporting volunteers to contribute to strong
development outcomes.

Your Enterprise Scheme

Essential training and mentoring
for small businesses

Your Enterprise Scheme (YES)

is a proven comprehensive
training and mentoring program
in business management for small
business owners and managers.

The YES Program is unique, in that it
couples intensive management training with
one-on-one mentoring by Australian business
experts. The result is not only valuable
business know-how and expertise for SME
owners and managers, but support and
guidance is also provided to implement what
is learned in their workplaces.

www.abv.org.au

+61 2 6151 9999

info@abv.org.au

PO Box 207, Civic Square

ACT 2608 AUSTRALIA



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ABV began in 1981 when the Australian Government
sought to use the business skills and experience of
newly retired Australian executives.

Small and medium sized businesses in our closest
developing countries became our partners and
retired Australian executives agreed to visit these
countries and provide practical business advice and
guidance. This cost effective form of skills transfer
was initially known as the Australian Executive
Service Overseas Program (AESOP).

AESOP continued to grow in size and reputation.
To reflect our focus on assisting the private sector,
AESOP was changed to Australian Business
Volunteers in 2003. The underpinning principle
for all our work is that locally developed business
provides an effective model for sustained
community development, alleviating poverty by
contributing to economic growth, job creation, and
people's livelihoods and incomes.



About YES

YES is a practical course designed to raise the skill levels of the business owners of micro, small and medium-sized enterprises. Two experienced ABV volunteers conduct the business management training. One-on-one mentoring is a core element of the program and is conducted in each of the participants' workplaces.

History

The YES concept originated from a Commonwealth Head of Government Meeting (CHOGM) in 2002. A pilot program was conducted throughout 2003 and 2004 in the Pacific. The courses proved to be successful and demand driven. Since this time, more than 30 YES courses have been delivered in the Asia-Pacific region involving more than 500 participants.

Volunteer facilitators

ABV YES facilitators are small business experts with a minimum of 10 years' experience. They are typically mid-career to early retirement and most have previously worked or undertaken multiple volunteer assignments in the Asia-Pacific region, and understand the sensitivities of cross-cultural communication. Volunteering their time, the facilitators are committed to building and supporting local communities, and to ABV's value of altruism.

Small business participants

YES is targeted to those running an existing business or landowner company, with participants selected on the basis that they are committed to growing their business or seizing current opportunities. They may come from a variety of sectors, age groups and experience.

Training and mentoring

The course consists of five one-day workshops conducted over a four week period. One-on-one mentoring sessions are conducted between workshops to provide guidance to participants on goal setting and strategies to consider before participants return to the next workshop.

YES topics

Workshops cover the fundamentals of:

- Business vision, objectives and strategic planning
- Risk analysis, management and control
- Accessing capital, accounting processes and financial statements
- Marketing strategies, advertising, promotion and customer service
- Methods of market research and analysis of results
- Pricing strategies and tactics
- Managing employees
- Networking
- Conflict and negotiation
- Occupational health and safety
- Hazard identification and control

Tailored content

Extensive training materials have been developed and refined, including an extensive manual for participants. Facilitators research and modify the training to ensure it is tailored to the capacity building requirements of participating businesses and companies.

Local professionals are invited to deliver inspirational speeches, give practical insight and discuss their business experiences. Follow-up mentoring provides additional support to participants.



Testimonials

"We have reduced our debt, increased turnover, trained staff and increased profits. We now plan to open two new stores in Lae and Madang. I also helped other participants with their cash flow forecasting."
Peter, Goroka Stationery, PNG

"The workshop was excellent because it addressed how I could actually improve the day to day running of the business and improve my marketing and financial skills. Our business has been running for ten years and I don't think we even had a business plan. Now I can sit and write one and I've also been able to identify weaknesses that I didn't even know about."
Tanya, Fua 'o e Fonua, Tonga

"I learnt a lot about business and realised the good impact of following these techniques. Learnt to manage my personal finances and on towards my own business. I'm now ready/confident of managing my business professionally, especially financial calculations and cashflow. I'm confident of doing my budget more than before."
Anonymous, Kokopo, PNG

"It helped me to establish an effective and well operated bakery business. I appreciate the advice and help. My daily sales have improved from before."
Cliff, Baker, Vanuatu