

RECENT ACTIVITIES

Peoplive conducted a 2 day corporate Experiential Workshop for **Vodafone MPCG** Team at Orchha on 26th and 27th August 2013. It was attended by the entire Talent Engagement Team from all Zones in MPCG. The program was facilitated by Jayent Mishra, CEO People Live and the core team including Elmar Jadhav and Avinash Sharma. Besides indoor and outdoor exercises, the emphasis was more on debriefs and learning through various games. Ruchir Shukla, Head Talent Engagement MPCG ensured that the workshop comes to its logical end and the message gets across to all the participants.

Feedback from one of the participants:

"The outcome of exercise & its implication and learning were all related to our business life. We

Leadership & Practical Intelligence - A pre requisite in today's competitive environment

As an organization, we are not wasting our energy forecasting what the future of the soft drink industry will be like in the many countries around the world in which we operate. We don't view the future as predestined fate, but as an infinite series of openings, of possibilities. What is required to succeed in the middle of this uncertainty is what the Greeks called "practical intelligence". Above all this practical intelligence forces adaptability and teaches constant preparedness.

This amusing story will tell you a little bit about how practical intelligence operates in the marketplace:

Two colleagues of a multinational company, one Japanese and another American, were getting ready to jog near a forest. The American saw that the Japanese was in a great hurry to tie his shoe laces. He wondered why? Without wasting a word, the Japanese pointed out to a bush behind them. There the American was terrified to see a Tiger advancing towards them. In a panic ridden voice the American asked, "Of what use is tying your shoelaces? Can you run faster than the Tiger?" The Japanese maintaining his cool said, "I do not need to run faster than the Tiger. I just need to run faster than you." Then, without wasting any more time he began to run.

Leadership Trait - People First



Apart from Lord Nelson's reputation, which preceded him like an ever mounting bow wave, the seamen loved him for his humanity and fellow-feeling. At Aboukir Bay, when a piece of iron shot ripped across his forehead above the eye leaving the bone white and skin hanging over his face, Nelson was carried down to the cockpit. He was convinced that he was a dead man, for the spurting blood had blinded him. In spite of being in intense pain, when the surgeon broke away from a sailor he was attending in order to dress the wound, Nelson stopped him, 'No,' he said, 'I will take my turn with my brave fellow'

Moral: "If you take care of your employees well, you'll never lose them"



loved every game we played." **Comment of People Live team:** "A great bunch of energetic participants willing to learn new things and despite sultry heat and humidity there was never a dull moment. Kudos to Vodafone Team and Ruchir Shukla!"

HOLD THE DOOR OPEN (HTDO)

It has probably happened to you before. As you walk towards the door of an office or a hotel, the person walking in front holds the door open for you. Remember how good it made you feel – if only for that moment? The other person may have been a perfect stranger – but that one act made you feel you had a friend.

Isn't it surprising that although we all feel good when someone holds the door open for us, we seldom do the same for others? How come?

It's probably because we all are preoccupied with ourselves and obsessed with getting ahead. Here, then, is a life changing lesson they don't teach you in any school: Hold The Door Open. HTDO! The world can be divided into two types of people. Those who push open a door, walk through and let it slam behind them. That's about 99 percent of the population. And there's the 1 percent who open the door and hold it open to allow the next person to walk through. Learn to do that and you can join the select 1 percent club. Holding the door open if not just



an act of courtesy, it's a mindset. It says you care for people, that you are not so caught up in your own progress that you have scant regard for other folks. It shows that while you

may be in a hurry, you still have the time for others. It marks you out as a leader who walks faster, pushes ahead, opens doors but is then mindful of his team, checking their progress, helping them get past barriers. HTDO doesn't merely make other people feel good, it makes you feel good too.

The habit of holding the door open translates into a behaviour of helping and caring. On the night before the math exam, you help a friend who is struggling to pass instead of focussing on scoring an extra mark yourself. The friend will never forget that. At the buffet table, the HTDO habit makes you pick up a plate and offer it to the lady behind you in the queue. The smile you see on her face is quite priceless. Small gestures all, but they make a huge difference. HTDO makes you out as someone special. Try it. Become an HTDO person. And get the habit that separates winners from losers.



COME PARTNER WITH US TO TAKE THE LEAP....!!

Do you feel that it is time when you invested in your Human Resources? People Live offers cost effective and customized HR Solutions to suit your organizational needs.

This is achieved through:

- Organizational Design
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- Competency Mapping
- Review of Compensation Structure
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EDITORIAL



Dear Friends,

It was heartening to receive so many mails, sms & calls post our first issue which has prompted me to piece together our second issue. I sincerely hope you will like it.

The content in this newsletter are extracted from books or literature I had the privilege of reading over the years and are my proud possession. My effort is to share with you any text which can make a difference in your lives. I don't know how far I would be successful but I will strive to give you the best and the focus would be 'People' and the mind set.

Your opinion is always welcome and suggestions in any form would be given a hearing. Look, we at People Live want to bring about a paradigm change in the mind set and attitude towards people and this is just a beginning. Share your moments of learning with us which I am sure would benefit many. Thanks once again for a very humbling response.

Jayent Mishra

CEO

People Live

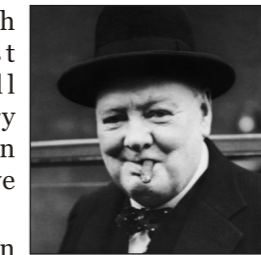
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SIR WINSTON CHURCHILL Astute Leader with a Business Sense!

Hailed as one of the 20th century's greatest leaders, Churchill managed his country through war with an astonishingly effective business sense.



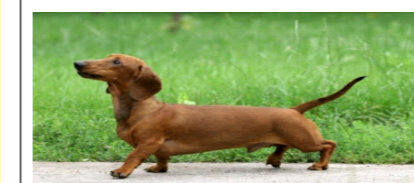
Churchill on Leadership demonstrates that the principles that guided Churchill ably translate to private industry today... If you remove Churchill from his political context, he would have the resume to be among the great business leaders of any age."

Excerpts from the book – 'Churchill on Leadership' – Author- Steven Hayward

1. Always look for opportunities to advance bold new initiatives.

Churchill's maxim: Do not fitter away your energy on small schemes.

Poetic lesson from Daschund



There was once a daschund once so long.

He had no notion How long it took to notify his tail Of his Emotions

And so it happened While his eyes were filled with Woe & Sadness.

His little tail went on wagging With previous Gladness...

Learning : In big organizations the first appearance is always of scale, professionalism and corporate correctness, but once you break the barriers; the true picture emerges.

2. You cannot build a Staff as you build a house, from the bottom upwards, and then when it is all finished put the Chief of Staff on top of it like the chimney. – Winston Churchill, 1912.

3. Churchill acted according to three basic principles when it came to picking personnel. First, ignore seniority, and pick the person you think is best suited for the job. Second, have your main plans in mind before you pick your executives, so that they are serving your designs and not their own. Third, start at the top, rather than at the bottom.

4. Optimism. Churchill's maxim: "Laugh a little, and teach your men to laugh.....If you can't smile grin. If

you can't grin, keep out of the way till you can." "It is a crime to despair." "Live dangerously; take things as they come; dread naught, all will be well."

5. Independent judgement and self-criticism. Churchill's maxim: "Every night I try myself by Court Martial to see if I have done everything effective during the day."

"Criticism..... is like pain in the human body. It is not pleasant, but where would the body be without it?"

AND..... Churchill's Humour at it Best..!! There's also the story about the time Churchill had too much to drink. A woman at the party chided him, saying, "Mr. Churchill, you're drunk." He replied, "And you, Madam, are ugly. But tomorrow morning I'll be sober."



WORKSHOPS FOR SALES & CROSS FUNCTIONAL LEADERSHIP TEAMS..!

We have indoor and outdoor workshops which is 1 Day/ 1N 2D/2N3D depending upon the requirement and priorities of the Company.

The training has a mix of classroom and outdoor/indoor exercises which makes the entire experience enjoyable and educational.

It is NOT the game or the exercise but the 'Learning' from the exercise which will improve productivity in real time.



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WHY HAVE A DOG AND BARK YOURSELF?

My sincere apologies for the comparison but in a professional environment when you hire a competent professional and pay him rather well, then why do you have to intrude in his domain? It is all about the empowerment and trust you bestow on your Senior Managers and potential Leaders. This message goes out to all promoter CEO's who despite the lack of their professional expertise and domain knowledge cannot entrust the job to their handpicked senior professionals. I know of a very senior manager who confessed that in the prevailing corporate culture "I don't think I'll be allowed to make a single decision in the next two years." This person left in 6 months. To grow big is an urge which everyone of us is smitten with and we all want to have our hands in every pie. This is true for most promoter driven companies striving to be big. When you are small you sniff at all functions and domains.

Today the small players are emerging and want to share space with Big Ticket enterprises and want to follow the growth chart and organization design and absorb them into their own functioning. But it is so difficult to leave the style of functioning! When you are small, you handle all the verticles viz. finance, accounts, sales, marketing, production, quality control, PR & liasoning and above all HR. Do



you recall the 'Seth' or Mill Owner of yesteryears who was a perfect HR Manager? He took care of all the needs of his Staff i.e. getting their children educated, getting their daughter married and finally on his retirement (which was not as per age but physical ability) building his house. What more an employee wants from his employer? This is what we call HR now!

But in today's context, when you are on the threshold of making it Big or entering the Big League, you have to let it go. When you hire a professional let him / her perform his duties and make decisions. S/he may falter but learn & remember the times you made a rank bad decision but since you were a promoter, you could get away and tried a different route map till you succeeded!

What I want to drive home is that when you hire a competent and professional manager; let him / her take the call. You define the vision and mission & let him/her decide the route map. If you interfere and poke him all the time then it is just like Having the Dog but Barking Yourself! Empower them and give them space. You can always specify the Key Result Areas but give him / her resources to achieve the milestone because you have selected him for his capabilities and experience. Let him do the barking!

Jayant Mishra

PERCEPTIONS CAN CHANGE !

I know of a senior colleague whose impression generally was of a 'Nerd' i.e. the person was unapproachable and devoid of any humor whatsoever and stuck to his task which he did meticulously. I never saw his cheek part, even in fake smile till he sent me this joke which changed my perception about him. If you intrude and break the barrier, this guy had a great and subtle sense of humor and was an engaging person. So, first impression can change over time. Here is the joke which I would like to share with you!

"There once was a farmer whose wife had died and left him with three beautiful teenage daughters. Every weekend, when they went out on dates, the farmer would stand at the door with his shotgun, making it clear to their dates he wanted no trouble from them. Another Saturday night came

around. About 7 p.m., there was a knock on the door. He answered and the young man said, "Hi, my name's Joe. I'm here for Flo. I'm taking her to the show. Is she ready to go?" The farmer thought he was a clever boy and wished them a good time. A few minutes later, another knock was heard. A second boy appeared and said, "Hi, I'm Eddie. I'm here for Betty. I'm taking her for spaghetti. I hope she's ready." He thought that he must know Joe, but bade them off as well with his best wishes. A few minutes after that, a third knock was heard. "Hi, I'm Chuck..." The farmer shot him. SO PERCEPTIONS CAN CHANGE..!!

BOOK REVIEW

HOW TO HAVE A BEAUTIFUL MIND

- By Edward De Bono

Though there are more than 70 odd books by Bono and I don't claim I have read many, but this book deals with different personality and attitude issues which can make a big difference in our approach towards other human beings. I like one chapter 'How to Disagree', the excerpts of which are being reproduced for your enrichment.

"If you don't know how to disagree you will never have a beautiful mind. This is the critical operation. If you get this wrong, your mind will be ugly even if it is effective.

There are those who disagree in a rude and Aggressive way or in order to battle and to show they are winning or

in order to vaunt their egos or in order to demonstrate their superiority or

are those who disagree because they simply do not know any other way of exploring a subject.

Some examples of **expressing disagreement** :

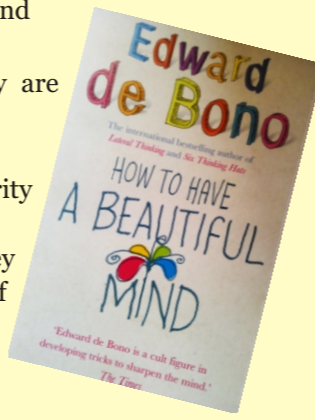
- You are just stupid.
- That is the silliest thing I have heard in a long time.
- That is wrong.
- That is poor logic.
- I disagree with everything you have said.

All these are rather harsh and rude ways of expressing disagreement. A better choice of expression can still communicate disagreement without being offensive:

Politeness can be a great substitute. You can replace your argumentative mind by saying the following:

- I am not sure I follow your reasoning.
- There might be another way of looking at it.
- That is only one point of view.
- How about this other possibility?
- I think I have some doubts about your conclusion.
- I can think of an alternative explanation.

Gentle disagreement is as valid as valid aggressive disagreement. On the whole, it is more beautiful to be gentle than to be aggressive.



Wishful thinking of an employer !



"We're looking for someone with the wisdom of a 50-years old, the experience of a 40-years old, the drive of a 30-year old and the payscale of a 20-year old"

Training Triggers

+ CFO: What happens if we invest in people and spend time, money, efforts in training & developing them and then they leave? CEO's reply "What happens when we don't and then they stay"

+ "The Peach was once a Bitter Almond and Cauliflower is nothing but Cabbage with a College Education." – Mark Twain

NELSON MANDELA AND THE ART OF RECONCILIATION & KEEPING THE DOOR OPEN

10 May 1994 was a very special day for South Africa. It was a day that witnessed an event which not too many people had thought would come to pass. It was a day when Nelson Mandela became the first democratically elected President of South Africa. It was a day of transition – from an era of apartheid and injustice to a new dawn of freedom and democracy.

But there was something else that happened the same day, which was quite remarkable. Nelson Mandela showed a trait that was to mark him out as a terrific leader. Here he was emerging after spending 27 long years in jail. Most people thought that he would come forth with a thirst for revenge, a burning desire to settle scores with people who may have wronged him and kept him in jail. Mandela instead did something else. In a gesture that sent a message to the world at large, he invited his former jailers to attend his presidential inauguration – as VIP guests! Three men who had held the keys to his prison cell were special invitees on that momentous day.

Mandela knew that in his journey towards rebuilding



the nation, what was needed was not revenge and retribution, but reconciliation. Revenge is linked to the past. Reconciliation is what paves way for a better future.

Learning to forgive is a skill that we must all embrace. Carrying a grudge in life only makes you overweight – and in turn slows down your progress.

You've probably heard of people who parted ways with their bosses or friends in a rather messy fashion only to regret when their paths crossed again. You never know whom you will meet and, more importantly, whom you will need on the road ahead.

The next time you have an argument, disagreement or fight, don't push yourself into a corner from where there's no coming back. **Keep the door open.**

The Top Five Reasons Employees Look for While Seeking a New Job

According to CEB's Quarterly Global Labor Market research, the top five things employees look for when seeking a new job are:

1. Stability
2. Compensation
3. Respect
4. Health Benefits
5. Work-Life Balance

Nb: R-E-S-P-E-C-T is new to the top five list this year according to Kropp. Like compensation, it's something that employees are starting to expect in the new and increasingly comfortable

EXCERPTS FROM "CONQUERING THE CHAOS"

- By Ravi Venkatesan, former chairman of Microsoft India
- Chapter – "Growing Leaders"

HR: The Toughest Shoes to Fill

"It may sound trite, but good HR leaders care about employees. They have to connect with people on the front line and have their fingers on the pulse of the organization.

The HR Profession does need to reflect on why it is so criticised. Does it have empathy with people or has it got caught up in processes and paperwork? **Indians grow up in caring environment at home and expect somewhat similar treatment at work.**

The HR leader also has to help transform a set of talented individuals into a leadership team, which is particularly challenging in India. "An emphasis on individual achievement right from childhood breeds leaders who are capable but competitive, rather than collaborative, and who define success in individualistic terms. They are highly capable lone wolves and we have to teach them to hunt in a pack."

Communication ... "The door swings both ways"



Have you met silent Sam? He seldom complains, he seldom compliments. Excitement? Depression? He shows little of either. He is not sarcastic. Nor is he very affectionate. He is just nice and neutral. When asked how your day was, he summarizes eight hours of human drama with all of its problems and pressures, victories and defeats, challenges and insights, with a cryptic "Nothing." His wife's new dress is "OK." Tomorrow's plans are "Whatever you say." What it is that is bothering him is "Nothing important." When asked to share it he "would rather not talk about it. The shell is well-constructed and neatly wrapped around them. All we really see and hear is Surface Sam, not the real Sam. He features himself as the strong, silent type but strength is not always synonymous with silence. True, we are to be careful about multiplying words when a simple Yes or No would suffice. But, at the same time, we are obligated to speak the truth. Sam's communication pattern keeps people *guessing*. God wants us to communicate in such a way that we keep ourselves and our relationships with others *growing*.

Learning: Communicate and express yourself. Let your feelings be known if you want to enjoy the trust and respect of people around you.

Never try to teach a pig to sing. It wastes your time and it annoys the pig. George Bernard Shaw

MANAGEMENT LESSONS FROM A DRIVER!

'Sometimes, the biggest lessons in life come from the very unlikely sources.'

Five valuable lessons from the man in the driver's seat.

- 1) **Getting a driving licence does not make you a driver.** The lesson here is that licence is only a permit and not a certificate of authority. Just as an MBA is only a qualification, it does not make you a manager.
- 2) **The real world is very different from a classroom.** The world outside the classroom is a very different place. Get ready to get surprised. As practicing managers, we come across these situations all the time. Just when you think that you have mastered the art of driving a car, you get asked to drive a tempo. We need to adapt and learn constantly.
- 3) **Get your hands dirty.** The brightest marketing professionals in the country will tell you that they learned their biggest lessons in the days they spent slogging in the small towns selling soaps or colas or recharge cards for cell phones. There's no other way. If you want to be successful, work hard, get your hands dirty and go beyond your specific role.
- 4) **Initially, what you learn is more important than what you earn.** In the eal part of your career don't worry too much about the pay packet or the size of the organization. Make sure you get learning opportunities. Get a boss who is a good mentor.
- 5) **Don't worry about which car you drive. Focus on being a good driver.** Many young people are so busy complaining about the company they work for – or the job they have to do – that they don't spend enough time focusing on doing their jobs well. Do the best with what you have, wherever you are.