

# GUIDELINES

Guidelines Newsletter 7<sup>th</sup> Edition: November 2011

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## From the Chairman



Solve – Evolve – Resolved

Dear Readers,

I believe you all must have had a great holiday and a wonderful Diwali!

Your success lies in the success of your team and the fruitful contribution of all team members, irrespective of position / level. I would like to share the story I heard of how the ice-cream cone was invented.

The first company to make ice cream was faced with a practical issue. Every time people had ice cream, the bowls in which the ice cream was served had to be washed. This was a laborious task, especially during parties and gatherings. Hence the company decided to call for a conference of all its senior managers for a few days to brainstorm on the issue and come up with a feasible solution. They discussed for several hours, but were not able to find any solution. Ice cream was being served during lunch. After lunch when everyone was getting back to the conference room, one of the senior managers heard the waiter complaining to another: "Collecting and washing ice cream bowls is so irritating. I wish these ice cream companies would make something that could be got rid of after eating the ice cream". This is how ice cream cones idea got originated, and the ice cream company could find a great solution just through a mere comment passed by the ground staff!

### Recent Events:

1. Inauguration Ceremony – Sumedha Infra Projects & V SOLVE Venture 2011 - 2014
2. Quarterly Board Meeting

**23<sup>rd</sup> September 2011:** V SOLVE marked the beginning of a 3-year long project with Sumedha Infra Projects during the Inauguration Ceremony. The plan is to ensure the implementation & documentation of key processes set up during the Phase 1 of the project.

**23<sup>rd</sup> October 2011:** Quarterly Board Meeting was held at the Head Quarters. Key decisions undertaken were with regards to privatization, a new product launch, new employees to be inducted, and the development of the company website.

The fireworks, the lights and the dazzle – well it’s all over – Diwali’s over! Hope all of you had a good time this Diwali!

We are here now with the November issue of our Newsletter. In this issue we cover topics related to leadership. All of us, at one point or another, dream to be on the top – isn’t it? That’s what we are discussing in this Newsletter.

This time the Newsletter is reaching you a little late as we are trying to encompass the festivities together and bring you some special offers like:

1. Diwali Bonanza - Gifts and Offers
2. Special Discounts - For counseling services

We aim, we aspire, we hope and we dream to achieve everything that is in our capacity to make it to the top. But there are certain individuals who go beyond that “average” capacity and shine through and stand out among the rest to LEAD others while inspiring others to be like them. What is it in them that get them to the top of the hierarchy and how can we learn to be like them?

Read on to know more.

This time we also have something special for you. The Diwali Bonanza – offers and gifts – are waiting for the lucky winners. Let’s find out more about how you can win them and get your spirits high once again!



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## **REVEALING YOUR WEAKNESSES AT WORK**

What are weaknesses at work? Is it something that prevents you from performing your job effectively, or is it something personal. This is a question I had when I first began my career and the question remained with me for some years till I summed up the courage to discuss the topic with my manager.

A weakness can be a personal one or job related. When either of these weaknesses interferes with / influences your capability to perform optimally at work, it comes under the purview of work. For example, if you lack discipline in your personal life, it could result in not reaching work on time or not being fresh at work. At the same time, if you want to work as a bank manager, and don't know much about banking transactions, it will definitely affect your work. Just because you cracked an interview does not mean that you have all it takes to perform well.

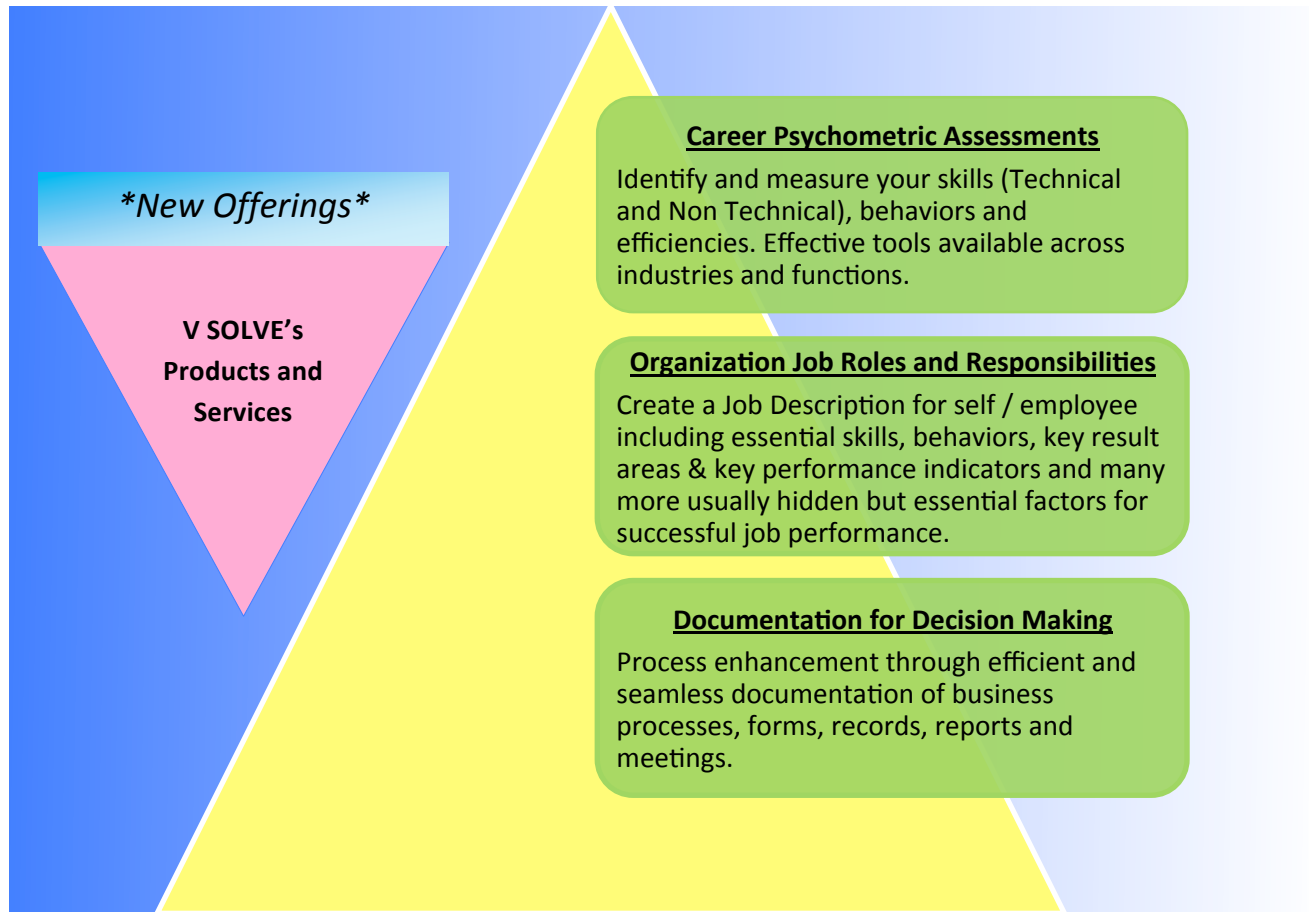
It is very important to first identify your weaknesses. This is not an easy job. Deep introspection can help. In more complex situations where there could be multiple factors involved, or where the introspection is not enough, talking to an expert who can have an objective assessment of your weaknesses helps.

The second step is to acknowledge them and accept them. Awareness of the problem is half the battle won, and acceptance is the first positive step towards resolution. Group all your weaknesses together and prioritize your dealing with them, since you cannot overcome all weaknesses at once. Overcoming weaknesses means investing good amount of time, since they have to be worked on. It is a scientifically proved fact that our bodily clock needs 90 days to imbibe a particular habit / behavior. Hence continuous practice for 90 days can help make changes.

If you are unsure about your weaknesses, you can talk to your manager. Make sure it is done in a positive manner without putting yourself down, but at the same time being upfront about your weaknesses and seeking help / advice to overcome it. This can be the case when there is a situation that could deeply affect the outcome of the work and needs immediate attention. The situation gets tricky when others recognize weaknesses in you, which you are not aware of. Hence if a manager brings up a weakness formally or informally, you can take it positively and make all efforts to overcome it. If your colleagues identify weaknesses within you, they could misuse it, so you need to be very meticulous about what you discuss with them.

The importance of involvement of a third party to ensure an objective assessment cannot be emphasized enough. Managers too are human beings who are subject to judgment and bound by expectations from the company, and hence advice given could be tainted with such expectations. There are objective career tests, which help you identify these issues. Counseling sessions with a career counselor, post assessments will close the loop and create an environment where you have all the skills and knowledge to overcome your weaknesses. These methodologies can also train you to overcome such issues in the future. The role of the career counselor is just to tap your capabilities and guide you towards the right path via scientific methodologies. The role of a career counselor is that of a catalyst but it is ultimately your contribution that will make the change! – V SOLVE Team Member.

## V SOLVE PRODUCTS & SERVICES SHOWCASE



For making informed career decisions, contact Jenny Joy:  
9096022362

### Diwali Special

1. **Diwali special offer: Get a free assessment of the documentation processes followed at your company!**
2. **Special discount: Use our Career Psychometric Assessments tool for 1 person, and get 25% off for the 2<sup>nd</sup> person.**



### **Successful Leadership begins at the grass root level**

There are some not too well known success stories of individuals who have reached the pinnacle of the corporate world. These stories stand out from the rest because the individuals came from tough and poor backgrounds. It is the focus and determination of these few who, despite all odds, made it to the top. Let us introspect on one of the key skills that such individuals have, which helped them shape careers of others.

Mr. Kal Raman is one such example. Born in a small village in Tamil Nadu, his father died at a young age and left the family with a pension of Rs. 450 per month. At one time the family had to sell their dishes for food and eat rice in their palms. He would study under the streetlight night after night to complete his education. His mother was determined to impart education to her children under any circumstances. After becoming an engineer, he got his first job with an option of location between Chennai & Mumbai, and he decided to travel to the financial capital. He took the train to Mumbai, slept at the station all night, showered at the station and went to office in the morning with his bags and with chappals in his feet. When he met his manager, his manager was disappointed that the new employee had come in wearing a pair of chappals. The manager expressed his disappointment to Kal, but was shocked at the response. Kal told him that he did not have the money to buy a pair of shoes, upon which, the manager asked Kal where he would be residing in Mumbai. Kal replied that the railway station would be his residence till he got his first salary, as he did not have the money for accommodation either. On hearing this, the manager sanctioned Kal's first month's salary to be paid in advance. Kal immediately sent Rs. 1,500 to his mother in the village and used the rest for accommodation arrangements and to buy a pair of shoes.

Within a short span of time (1 month) he moved to Bangalore and got the opportunity of doing programming. Within a few months he got the opportunity to travel to UK and after that to the US. Within a span of 2 years he was a director responsible for running an entire division with one of the largest retail firms in USA. He then joined an online pharmacy store as Chief Information Officer, and, at the age of 30, he was promoted to be the CEO of the company.

Being a successful leader entails taking risks (calculated risk!). Risk taking is essential for change to happen. It involves taking decisions, which will definitely impact self, the people associated and the company. Risk taking constantly puts you out of your comfort zone. That is where individuals who have come from a tough background and have to fight for a survival win over others. They can never remain in a comfort zone merely for survival.

Making mistakes is the biggest fear people have, and which stops them from taking risks. The risk of failure and ridicule drives people to take lesser risks. Individuals from modest backgrounds have tasted the flavor of failure, and have also borne the effects for a large part of their life. This makes them strive harder to make a better living. They do not fear hard work and tough challenges irrespective of the outcome. They become capable of working under varied work condition. What separates them from the rest is their killer instinct.

Having worked at every level during the work life, such individuals would be able to relate employees at each level and understand what it is to be in their shoes. They understand at the ground level the issues



faced by employees from different classes & categories and would be in a better position to tackle work related issues when they crop up.

The Chief Operations Officer at Knoll – the furniture designer – Lynn Utter emails four senior managers every week asking them to mail her the name of 1 employee on their team that have done exemplary service. She then calls these 4 people to congratulate and thank them for excellent work done.

Successful Navy Commander – D. Michael Abrashoff 's highly progressive leadership model allowed him to achieve with his sailors much more than several of his colleagues. According to an article in the Fast Company, he emphasized on the purpose, rather than the chain of command, and shifted his organizing principal from obedience to performance. He recognized that it was the people at the grass root level that actually performed the work. They were smart and talented and knew the work well. All he had to do was listen aggressively and pick up ideas from them on how operations could be improved. He was quoted saying “The most important thing a captain could do, is to see the ship from the eyes of the crew”.

**- V SOLVE Research Team**

## ***CALL FOR CONTRIBUTIONS – Let's hear your voice***

We encourage you to send us your contributions in the form of articles, quotes or comments & thoughts on the discussions in this newsletter.

This is your newsletter, so contributing will strengthen our purpose of publishing it. Further, your life experiences are valuable to us, and could provide other readers with solutions.

Write to us at [news@vsolvegroup.com](mailto:news@vsolvegroup.com)

Share with us 50 or more e-mail ids to expand our reader's database, and be the lucky one to win exciting prizes!



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