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**INSTITUTE OF MANAGEMENT**



# ***FORTE***

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# EDITORIAL

Dear friends,

We are indeed happy to meet you again with the latest edition of FORTE!

It is disheartening to see a business pioneer, a company that brought revolutionary mobile phones, Nokia, closing its operations, and signing off! The part that touched us was the ending statement from CEO Stephen Elop 'We didn't do anything wrong. But, somehow we lost'. A silence filled that room and tears rolled down the cheeks of all those who gathered there!

There is a truth wrapped in a shining foil. And it is simple! When everything changes, it is even worse to remain idle and stare at the things that change around us. It can cost you anything! From life to business! Even For HR professionals, this era has brought significant changes, where HR being transitioned from an employee engagement role to strategic role. So the crucial question is, have we changed from a student to an HR professional? Have we geared up to be in that strategic role? If not, let us start now!

To help you in your transition, FORTE once again comes with articles that provide Corporate insights, Summer Internship Experiences, Nanotales and Knowledge Corner.

To our dear readers, have a happy and insightful reading time.

Best wishes,

FORTE Team



# HR ALUMNI PANEL DISCUSSION

## TRENDS IN TALENT ACQUISITION

TRENDS IN TALENT ACQUISITION was the topic of HR alumni panel discussion

The panelists were

Ms. Usha Murty-2001 Batch: *Senior Manager Talent Acquisition at LinkedIn*,

Mr. Prince Anirudhan-2008 Batch: *People Advisor at Accenture India* and

Ms. Agnes Reema Charles-2009 Batch: *Talent Management - Global Leadership and Diversity*.

The session was moderated by Ms. Sarika Krishna- 2014 Batch: Mindtree

The discussion started off with the panelists identifying the main challenges faced by Talent acquisition today. They are-

- ◇ Diversity in the workforce
- ◇ Attracting the top talent is hard as all companies are looking for them
- ◇ Jobs being redundant due to advancement in technology

The panelists were of the opinion that these challenges can be addressed with a robust talent acquisition strategy. Also redundancy of the jobs can be reduced by continuously

reskilling and restructuring the jobs and bringing something new into the picture.

Some of the talent acquisition strategies that were generated out of the discussion were-

*Workforce planning-* It is important to not only understand how many are required for a particular job, it is also important to analyze and understand why so many should be hired and for what reason. Due to this reason, nowadays Talent Acquisition( TA) team is now a part of even important board meetings. Lot of digital analytics and data help you to achieve up to 2 years of workforce plan. Labor supply and demand are more easily accessible. It is also important for the TA team to have data handy (about competitors, places to hire, job market conditions etc.). It is also important to do capacity planning for each team or department.

*Employment Branding-* It is also important to understand how new hires and potential employees perceive the organization's brand and what benefits the brand can give back to them.



*Recruitment strategies-* These can be both through online and offline channels. Online channels are job portals, social media etc. and offline channels are employee referrals, newspapers, consultancies etc.

*Recruitment process-* The recruitment process should be fast and effective. There should not be unwanted delay especially in the selection processes.

Onboarding process is very critical for a good TA strategy.

Talent Acquisition team is the gatekeeper of an organization. If they give the right introduction and information regarding the organization to the candidates, the attrition rate that can arise in the future can be reduced.

### How TA has evolved over the years?

- ◇ *Employee referrals-* The individual who knows the organization is the employee and they bring the best potential employees. The employees are the brand ambassadors of the organization in the job market.
- ◇ Some organizations have mobile apps which helps new hires familiarize themselves with the organization.
- ◇ Also organizations sometimes provide new hires with a buddy or a mentor to help them adapt to the organization.
- ◇ The TA team and the Training and Development team works together to create proper integration programs and engagement programs so as to retain the human capital.
- ◇ More of Behavior Event Interviews are conducted to see whether the candidate's behavior is inclined to the organization's overall culture and values.





# PANEL DISCUSSION

## WOMEN LEADERSHIP IN BUSINESS



Clockwise: Prof. Sowmya C S, Dr. Lakshmi Jagannathan, Ms Meenalochani Kumar

### Panelists:

**Ms. Meenalochani Kumar**, Director - HR Global Talent, OD, Learning and Leadership Development at Bristlecone, Bangalore

**Dr. Lakshmi Jagannathan**, Chief Operating Officer at DERBI Foundation, Bangalore

**Moderator:** Prof. Sowmya C S (HOS, OB & HR, Institute of Management, Christ University)

Our special guests were students from different universities of United Kingdom, who came to Christ University under “Generation UK- India program”. The purpose was to give them insights on stature of women in Indian Corporate world today and what are the challenges and opportunities for women entrepreneurs.



The discussion started off with Dr. Lakshmi introducing the challenges of women entrepreneurship in India. As quoted by her, “India is a growing economy and entrepreneurship is exploding.” Bangalore stands 6<sup>th</sup> position in inhibiting the startup ecosystem. She made us aware of the ecosystem supporting Entrepreneurship in India.

For women there are push as well as pull factors that instigates entrepreneurship. Some of the challenges mentioned by her are:

- Policy formation is a corner stone for success of women in the country
- Lack of female leadership ecosystem
- Venture capitalist not supporting ideas by women entrepreneurs
- Socio-cultural barrier which implies that the society is not ready for women leadership
- Lack of awareness of financial assistance
- Lack of exposure to training program
- Ill-equipped to optimally utilize resources
- No structured training and mentoring for women

Another astonishing fact is that only 12-13% women in India are entrepreneurs out of which 90% are in the social responsibility field. According to Global Entrepreneurship Index, India holds the 70<sup>th</sup> position in women entrepreneurship. Although government is trying to upraise women leadership through different policies but the society also need to extend a helping hand by having trust in her. Also women needs to be self-motivated and confident

The second panelist Ms. Meena started off with a quote, “Failure is not an option”. A women dawns two hats: Professional and Personal. She also told us why women leaders are not seen in corporate world: women drop out in mid-career due to marriage or children, maximum number of women are in the IT Sector workforce. Even today 54% of organizations have no women leaders at all (BSE Report). She also made some really good points like:

- Self-awareness is essential
- Emotional maturity while facing challenges is essential
- Define what you are and who you are
- Be your own game changer

It was an enriching discussion on women leadership in corporate world in India today.



# CORPORATE TOUCH

## Nishma Kapoor

Senior Vice President Learning and Organizational Development

Randstad India and Srilanka



### ◇ *What made you take HR as your career path?*

HR gives the best of both worlds. (ie) You just not design people practices but also sell them which adds a marketing component to the HR job.

### ◇ *What motivates you to work in the learning & development area?*

I love to contribute to learning & development, as I consider it to be the most strategic part of the HR job role. My first job was at Taj as a specialist. I feel the other jobs can get very repetitive and administrative in nature. Even for learning and development, designing training modules for a long terms can cause the 'redundant effect' in your life. But I have always done a blend of talent acquisition. Learning & development is the place where your interventions and planning strategy impacts the organization. I find more joy because I do the most meekly part of the job.

### ◇ *Do u think HR is a very monotonous job?*

Some areas of the job are monotonous. But as I just shared some parts of training jobs can also be monotonous if you are at training administration and operation. Hence, it completely depends upon an individual's field of interest and their preferences.

### ◇ *What are the challenges that you have seen till date since you have started? Biggest challenge that you have faced and how you coped with it?*

Very few people understand what L&D is about. So it's not like you feel things are coming at you, it's not like HR business partnering job nor HR operations job or even recruitment job where you have to take interviews. Here, in L&D, individuals have to do diagnosis, you have to chalk out interventions that work, you have to create your own impact and therefore there are challenges that even cannot be explained.

So most of the L&D teams think that we create a long term positive impact. But saddest fact is that most business leaders think it as short term. So those are inherited challenges in the role. But as I said it is the most strategic part of the job and I'm quite used to working like that because I have done it for so long though it is challenging.

◇ *What are the changes that you have seen in HR from the time that you have started?*

One of the things that's becoming much stronger is the HR business partnering concept. But I personally feel that there are both pros and cons in that. Somewhere I feel that HR needs to think and act like a business leader. However, the concern creeps in when an HR thinks alone like a business leader and loses the touch of concern. It's not like HR professionals should be interchangeable with business. They bring a certain value because of the functional expertise they bring and that somewhere I feel like people are losing sight of that. The other thing that I feel is that analytics is becoming a big driving force everywhere. So it's more about what are the trends, what are the insights that u can get, how can u add value on the basis of that.

◇ *What qualities do you think that a learning & development professional should have?*

The most important characteristic an HR professional needs is to be highly flexible. Speaking from my own experience, I worked in different organizations and you require different skills to adapt in different environments. Never stop learning. Because I find people become so close to feedback and they don't upgrade their skills and then you cannot function in a specialist function.

◇ *What is your advice to the future HR corporate leaders who are yet to make their mark in the HR field?*

My advice would be to experiment and try different things as you might not know where you would end up or which area will suit you the best. So keep experimenting till you reach that point. And it will be also good if you know multiple things rather than specializing in one because you don't know what the future holds. And I would so advise them to be authentic.



**WITH : ABHYUDAY SAXENA**

**Reg No. 1527802**





# FACULTY CORNER

## ZOOTOPIA

BY

DR. DEVI SOUMYAJA

ASSISTANT PROFESSOR

OB & HR



## WORK PLACE HAPPINESS

BY

DR. NAVODITA MISHRA

ASSISTANT PROFESSOR



# Disney ZOOTOOPIA



Everybody loves to watch a movie and very often we tend to recall the story line of a one hour movie better than what was taught in a one hour class. For this reason, many academicians have started using movies as a pedagogy for teaching various theoretical concepts like leadership, team building, motivation, communication and so on. In fact the very popular movies 'Lagaan' and 'Chak de India' have even appeared in the form of case- studies at IIMs.

One recent movie which could be used for understanding the idea of diversity inclusion is the animation movie 'ZOOTOOPIA'. The movie is set in the imaginary town of 'Zootopia' where anyone can become anything they want to be. In fact the theme music of the movie in the beautiful voice of Shakira is "TRY EVERYTHING".

The protagonist of the movie is JUDY- a female bunny whose sole ambition in life is to become a police officer and who thinks that it is easily feasible in Zootopia. Yes, Judy succeeds in becoming the first bunny police officer in Zootopia but little did she realise that it's not very easy to survive. This in turn captures the very essence of why main diversity initiatives of the organisation fail because they don't know how to create an inclusive working environment. Right from day one of her work Judy realises that nobody takes her seriously and she is given traffic duty which she thinks is way below her capability. The movie also talks about the element of trust, wherein trust conflict between predators and preys is beautifully portrayed. It is also commendable to notice that the movie does not categorise heroes and villains and ends with the message that it needs lots of courage to embrace diversity. The premise of the movie is very relevant as the July issue of HBR talks about why organisations fail in diversity initiatives.

***"LET'S EMBRACE DIVERSITY"***



# WORKPLACE HAPPINESS- IT MATTERS

While it's no surprise that being happy is good for us, did you know that being happy at work is crucial for your mental health, your performance and even career success? Here's how to boost your happiness at work and what to do if your current work situation is failing to put on a smile on your face. Given how much time we spend at work, it is a crying shame if we don't get the most out of it. Only when we can establish harmony, love and happiness within ourselves are we in a position to really help our business. The single most efficient way to increase your productivity is to be happy at work. No system, tool or methodology in the world can beat the productivity boost you get from really, really enjoying your work. Employees who feel happy at work are more than three times as likely to stay with their organizations. Literature in organizational behaviour and psychology have mentioned the ways in which we can find happiness and meaning at work. Let's understand how can we create ourselves as **'Happy Beings at Work'** rather than just employees at work.

## ***1. Start the day on a good note- After all it is about vibes***

How you feel in the morning affects how you feel at work for the rest of the day. In

one study, researchers analysed the moods and performance of customer service representatives. Those who were in a good mood in the morning were more productive during the day and reported having more positive interactions with customers. Make it a point to do something in the morning that makes you feel good.

## ***2. Look beyond yourself- World is waiting***

Performing any work has one great purpose and that is helping others. But at times this purpose gets lost because either the work is mundane or companies lacks social mission. Irrespective of that as human beings, even at work, we should not let the habit of giving, die. In other words, to ramp up the meaning in work, we must temper our 'taking' tendencies and dial up our 'acts of giving'. Grant's book *Give and Take* uncovers three primary interaction styles at work, which he conveniently labels takers, matchers, or givers. Whereas takers strive to get as much as possible from others and matchers aim to trade evenly, givers are the rare breed of people who contribute to others without expecting anything in return. It seems these workplace givers have discovered how to mastermind successful careers and find meaningfulness in the process.

### 3. *Quantity and Quality- Choose Wisely*

We all enjoy and derive meaning from different activities at work. For example, writing can provide someone with both present and future benefit, but writing for more than three hours a day can bore someone. As humans, our capacity to enjoy different activities is limited and unique. The best method of maximizing our levels of happiness at work is trial and error, the fundamental lies in paying attention to the quality of the experiences rather quantity. When work requires quantity we should shift focus on creating quality in it and when work requires quality then we should explore the layers and depth of a task to improve its quantity. Moreover, we all work in teams and employees want their co-workers to share their commitment to quality, and want to be part of an organization that challenges and enables them to excel.

### 4. *Set Goals- Believe in Future*

Employees who set goals are more likely to succeed at workplace than employees who do not. Having explicit objectives that are challenging and specific, with clear time and performance criteria, leads to better performance. Setting a goal is about making a commitment in words and words have the power to change behaviour for a better future. William H. Murray, a Scottish mountaineer, wrote in *The Scottish Himalayan Expedition*

about the benefits over a brick wall, “until one doesn’t set a goal, there is always a hesitancy, the chance to draw back; always ineffectiveness.” Empirical research and anecdotal evidence clearly shows the connection between having goals and well-being. The emphasis is not so much on *attaining goals* as it is on *having them*. The primary purpose of having a goal-a future purpose- is to enhance enjoyment of the present.

### 5. *Keep Learning- Be Engaged*

Believe it or not we all are work in progress. Learning helps an individual to prosper emotionally and materially. Why will learning make us happier? ‘It’s actually a core need for psychological wellbeing. Learning can help us build confidence and a sense of self-efficacy. It can also be a way of connecting with others too,’ says Vanessa King, positive psychology expert. Learning is considered as a key ingredient to engagement. Though companies spend lot of money in trainings but management theorists are of the view that training is transactional and learning is transformational. People who believe in continuous learning transform themselves to the company’s mission and keep tracking their own progress.



## 6. Stop Procrastinating- It's now or never

If you are procrastinating, identify which of the following personal blockers you are thinking, saying or feeling. The common element is that the tasks we all tend to put off are whatever we personally find aversive or boring. A looming task can stop us in our tracks, inducing a 'freeze' response. Piers Steel, author of *The Procrastination Equation*, explains the connection between procrastination and happiness. A survey done by the Procrastination Research Group with over 10,000 respondents found that 94 percent reported procrastination has some negative effect on their happiness, with 19 percent indicating that the effect is extremely negative. The reason for this is largely due to regret. In the short term, we regret what we do, but in the long-term, we regret what we don't do or have put off pursuing. Please remember that procrastination is a voluntary activity. It's something that we do on purpose, and not something that happens by chance. And so does happiness, being happy is also about making a choice. So it's up to us how much we would delay our happiness.

## 7. End your workday with a simple gratitude pause

Here's the bad news: Our brains are better at remembering the bad than the good. For example, one study found that the negative impact of setbacks at work was three times as powerful as the positive impact of mak-

ing progress. We're conditioned by evolution to seek out what's wrong and focus on it: this helps us protect ourselves from danger, which is good, but it makes it more difficult to be happier. The good news is that you can train your brain to better remember the positive things. In other words, you can fight your natural negativity bias. The simplest way to do this is to think of something you appreciate about your day and write it down. Many studies have shown that when people do this regularly, they report feeling more optimistic and better about their lives overall. Since you're likely busy, create a simple gratitude ritual at the end of your day that will be hard to skip. The best way to do this is to connect it to something you already do. For example, my ritual is thinking of something good that happened during the day before I turn my key in the ignition as I start my commute home.



I would like to end this article with a quote by Francesa Reigler,

*"Happiness is an attitude, and we either make ourselves miserable or happy and strong. The amount of work is the same."*

# GET REAL: IT'S TIME FOR INSTAPPRAISAL

Keeping pace with the fast growing dynamic environment and technology know how, employee feedback is going real time. Organizations have begun encouraging managers and employees for regular feedback. Regular feedback between employees and line managers are now becoming shorter but more frequent during the year.

Companies are adopting a new system to ensure the feedback process is followed and the process is in a transparent manner. KPMG, ran a campaign asking employees to have a regular conversation with their managers to capture what they think about their performance. RPG Enterprises, has introduced a tool called 'critical incident diary' to capture real-time feedback. BMS follows a 'weekly wrap' system, where the team members are rated every Friday.

Shalini Pillay, partner and head at KPMG India, said, "We are encouraging real-time feedback through ongoing conversations. If a manager has worked on a project, he wants to get a feedback so that he can take corrective action."

An organisation operating in a complex ecosystem, with an information overload and lower attention span as time is divided be-

tween work, family and social media. It is essential that recording constant feedback of the employees can help the organisation remain transparent and employees more agile.

RPG enterprise, maintains an online log where the line manager and employee can fill up as and when they believe a situation, incident or action was handled well by the employee. Which can be viewed by both managers and employees but only edited by managers. This can later be used for other references.

BookMyShow, follows the 'weekly wrap' concept. Competencies are measured across important parameters like problem solving and delivery efficiency, among others. There's also a comment section to explain the rating they have given. Any changes in the rating can be done by the managers within a stipulated time. An overall score is given to the employees at the end of the year, which will help for annual appraisals.



**NALLAPPA ANITHA**

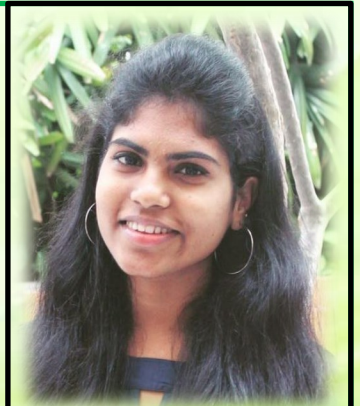
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# EMOTIONAL SPONGE

Why does entering a wedding scenario, clubbing and all those places makes you happy?? Or a funeral ceremony or dealing with a recently broke up friend makes you sad.

We all absorb the emotions around us unconsciously. Some of us to a little and some of us are really an emotional sponge. Their sadness becomes ours, their happiness becomes ours. We start owing their emotions. So what are we??



**DEEPIKA D**

**Reg No 1527835**

## HIGHLY SENSITIVE PEOPLE!

We may not react to our personal things. But when it comes to others, specially the closed ones we tend to absorb everything. This in turn leads us to unreasonable happiness, and untold depression. In that course of friendship, companionship, we tend to lose our own emotions and feelings.

So what do we do?

Isolate yourself for some time! Think and cherish the way your life is, which is so unique from the rest of the world. Think of how thankful you are to others. Do what you really want to do alone. It can be anything as crazy as chasing dogs around the park, eating one whole medium cheesy pizza, watching Dora the explorer, anything which makes you realize that you own yourself. And you know what?? Being an emotional sponge is not something you need to feel bad about.

It is a gift 📺.

In the world where no one gives any thought to others life, here we are owning their emotions. We are blessed ones helping the people who are really broken by heart, or share joy or someone to trust with.



Stay awesome! 😊

The world needs you! 🌍

But before that you need yourself! ❤️

# HR BASKET

Global software major Tata Consultancy Services (TCS) is the top employer in the Indian IT industry, followed by Infosys, Cognizant and Wipro, as stated by the industry's representative body NASSCOM.

According to the National Association of Software and Services Companies' (NASSCOM) annual rankings of top IT-BPM (business process management) employers in the country for 2016, TCS heads the Indian IT industry, with 362,079 employees. Women account for 33.8 per cent of the IT bellwether.

## **NASSCOM RANKS TCS TOP EMPLOYER IN IT INDUSTRY**

The Union cabinet approved a proposal that seeks to grant 6 months' maternity leave to women employees, which is double the time off they get now after childbirth. The cabinet, chaired by Prime Minister Narendra Modi, also approved 12 weeks' maternity benefits to a "commissioning mother" and "adopting mother".

This is a completely new provision that forms part of the Maternity Benefit (Amendment) Bill, 2016.

## **SIX MONTHS MATERNITY LEAVE GETS CABINET NOD**

The Mumbai Industrial Court has ruled that Sun Pharmaceutical Industries adopted unfair labour practices by holding back salaries of 86 sales promotion employees since May after they protested planned changes in service conditions. The court directed India's largest drug maker to pay the staff and directed the company not to terminate employees without following the due procedure of law.

## **COURT CHARGES SUN PHARMA WITH UNFAIR LABOUR PRACTICES**

Among a slew of measures to stop people from quitting, technology services company Infosys is now using an algorithm to identify employees who may be likely to quit, according to an Economic Times report. The company has developed a software program which is a predictive analytics tool or rather an algorithm that can help the company control its attrition rate, the rate or risk of people leaving, Infosys EVP Krishnamurthy Shankar, told Economic Times.

## **INFOSYS IS NOW USING AN ALGORITHM TO IDENTIFY EMPLOYEES WHO MIGHT QUIT**

Randstad Holding, a leading human resources services provider, and Monster Worldwide, Inc. a global leader in connecting jobs and people, today announced the signing of a definitive agreement under which Randstad will acquire Monster. Under the terms of the merger agreement, Randstad will pay \$3.40 per share in cash, or a total purchase price of approximately \$429 million.

## **RANDSTAD TO ACQUIRE MONSTER WORLDWIDE TO TRANSFORM THE WAY PEOPLE AND JOBS CONNECT**





# DR. RAJAN'S RESIGNATION FROM RBI – CHOICE OR COMPULSION?

We all read about how the Governor of Reserve Bank of India, Dr. Raghuram Rajan announced his exit from the current role, on completion of his term. His carefully worded statement did not show any indication of either a voluntary exit or a compelled one.

Government also stayed mum and did not share any information about any offer made to Dr. Rajan for a second term or not. Likewise, there are indications on the mails sent to RBI employees by Dr. Rajan that he was interested in a second term if offered the same.



What's in it for us, HR professionals?

Focus on Leadership - To retain an employee like Dr. Rajan, who has a strong value system and is out there to “fight corruption”, the right organization culture needs to be set up. It begins with having the right leaders, who build the culture and create a positive and supportive work environment. Thus, strong leaders build strong organizations.

Retain Top Talent – when an organization has good leaders, they will attract and retain the right talent. Often we hear people say that they are inspired by some CEO or a political leader. This is purely because of their faith in the leader, who will pull the chariot to greater heights.

So should we, “Find another Dr. Rajan to fit the role” OR “Build leaders who build our organization”

# INTERNSHIP EXPERIENCES

## ALL YOU NEED TO KNOW ABOUT ZWAYAM!!

“Bangalore is world’s 2nd fastest growing startup ecosystem, has youngest entrepreneurs” says a study. Out of 3613 Startups in Bangalore, Zwayam is one among them. Zwayam is a Digital recruitment engine which solves a Company’s recruitment needs. It is not any agency or any consultancy. Zwayam is basically a software which prides you with best features and enhanced visibility. Enhanced visibility means that if you post a job opening through the site, it will be visible in LinkedIn, shine etc. So you don't have to go and post the JD on those sites individually. Zwayam also takes care of ‘broken candidate experience’ by providing a very simple way to apply for a job, candidates don’t have to go through the lengthy process of filling big forms etc.

Coming to the best part for which I like “Zwayam as a Digital Recruitment Platform” is

- 1) It is very economical, using this will save you like a lot of money
- 2) Their CRM team who is always there to help you with whatever re-

quired, they give you training, they monitor regularly on which jobs

were created by their clients, how many applies were received, whether they were appropriate or not.

3) If any clients want any customization, they try to come up with it in a very short time, they believe with the feedback from the clients, they can improve their software and they can become better and better .

4) They have built in Artificial intelligence system which scans the resumes, and tells whether they are appropriate for a particular job opening or not.



**PURVI MIRANI**

**Reg No 1527648**



Coming to what their *Working Culture* looks like, the Company founders Joseph John and Nicel KM, they believe employees are the main assets of the company. If they are happy, they will be more productive and provide better services to customers, thus customers will be happy and so the Organization.

When we joined there as an Intern, it hardly took us any time to adjust there. All the employees are very friendly, the culture is just right. Since it is a startup they are slowly trying to put in place everything. They recently hired a HR to handle HR related work like training, documentation etc. Also the office is located in a very good area. The food provided is very good, they provide fruits too.

Just like in big organizations like E&Y, GM, Wipro etc. employees go for outing, they have many group, team building and leadership activities, Zwayam is also planning to come out with the same concept as the organization is Employee driven. This is conducted so that all the employees can have fun, interact with people from other than their team and get to know them. Also one thing that I really appreciate is they give a chance to maintain work life balance.

So if you thinking of associating with Zwayam in any way, don't even give a second thought because it is the Best Place I have found so far.

*Experience it. Love it. Praise it.*

# INTERNSHIP EXPERIENCE AT STEEL AUTHORITY OF INDIA LIMITED

## First impression, first day formalities and main tasks

The First impression was good, the HRD Cell was very well managed, the first day was smooth I was made to fill in forms to get a pass to enter the prohibited area of the organization. From the second week, your internship actually starts, that's when you are given a Topic by the Deputy General Manager of the Personnel & Administration Department Mr. Manas Rath. He is a really genuine person. He will give you topic according to your interest, say a topic about which you want to learn more, I wanted to learn more about the Training and Development, I was given a topic from the same and was made to work under the Human Resource Development Cell. Every week-end my Corporate Mentor Mr. Kumar Siddhanth used to check the progress of my report.

## Work environment and people

The work environment was really professional. My mentor was really strict about the timings and my behaviour in the office which is why I was punctual and dedicated towards my work. Siddhanth Sir is a very helping person you can go to him and ask

any doubt if you have and if he is unable to answer it, he makes sure that somebody else help me out.

## Best things

The best thing was the people around. The de-

partment consisted of amazingly talented people which made me learn a lot many new things while doing research and day to day work. Also the project some other people were making, were another interesting topics and you get to learn about those topics.

*I CONCLUDE BY SAYING THIS INTERNSHIP WAS A GOOD LEARNING EXPERIENCE FOR ME.*



**AKSHAY ANAND**

**Reg No. 1527807**



# INTERNSHIP AT CAPGEMINI

## Tough times don't last long ...tough people do!

As I sit to pen down my summer internship experience a myriad of memories comprising the high and low points flash across my mind. As a fresher I had no preconceived notions about the corporate world and hence I eagerly waited for April 8th with umpteen enthusiasm and energy to embark on my role as a summer trainee at one of the best multinational companies in India. With high hopes and guidelines from seniors, as is the case with most summer trainees, I entered the highly secured and hallored corridors of the company where I was going to spend my next 60 days.

After a brief interview and discussion with HR, I was allocated a cubicle and provided ID card cum gate pass which would be imperative to access all places in the campus. Exuberant as an employee's first day at work I sat figuring out my work plan for the project allocated to me. I was to work on **Importance of Behavioral Competencies during recruitment process in an IT Industry with special reference to candidates at managerial level.**

I started by conducting a secondary research on the subject as it had yet not been

dealt in my academic courses at IMCU(1st year). After going through a lot of HR literature, self-help books and company documents.

My initial few proposals went for a toss when the HR

blatantly disapproved them or asked me to refine my ideas and come out with a feasible work plan. But with time I realized that reworking on my ideas brought out the best in me and also apprised me of the urgency and sensitivity involved when it came to the Survey questionnaires.

The most challenging aspect of the job was to garner information from the employees. Though I had a structured questionnaire at hand it didn't elicit honest responses from the employees at first go. Interviews with an individual would go on for 30 to 45 minutes and still employees. It was after a couple of days of gelling and bonding with them over lunch and snacks did I began to know and understand the current state of affairs across various departments.



**SHARMILA BHASKER**

**Reg No 1527949**

There were quite a few touchy moments where employees would come and emphasize that nothing could change “Ye sab karne ka kya fayda hai...yahan to politics hi chalta hai”. Convincing them that I would carve out an effective action plan out of their responses and present it before the top management as a champion of their interests was the most challenging task.. All these activities gave me the opportunity to make some really good friends at work and further helped me with my project. It provided me contacts and brought me into network of high profile people ensuring great learning and widening the scope of information sources indispensable to my project. I was also appreciated by the business head for my organization and management skills.

With all required data at my disposition and immense help from the HR department I began the analysis of data collected from 105 respondents representing a healthy proportion of employees from each of the departments. I also communicated with employees I then designed an effective action plan to do away with the process and behavioral gaps in the competency mapping. For every point I put in my report I felt responsible and hopeful of bringing a change in the system.

During my final presentation I was asked

about my greatest learning from the project. And as if the answer I had known the whole time.. The human aspect which is the core of human resource management should be present at all times. If people are apprehensive to come up and approach the HR department for their issues, then the entire purpose of such an assembly is questionable.”

The panel was quite happy with my work and even invested me with additional work to be done from home. .The phenomenal change they had brought to my thought process and the exponential learning in the domain of my interest. It has set a bar for every other project I undertake from this moment. I was taking away with me an unparalleled wealth of knowledge and intricacies of execution. And is that not the purpose of a summer internship program?.



# BOOK REVIEW

## **WHAT YOUNG INDIA WANTS- CHETAN BHAGAT**

BY

ANINDITA GUPTA

Reg No 1528035



## **THE PROFESSIONAL**

BY

DEEKSHA KUMAR

Reg No 1528044



# WHAT YOUNG INDIA WANTS- CHETAN BHAGAT

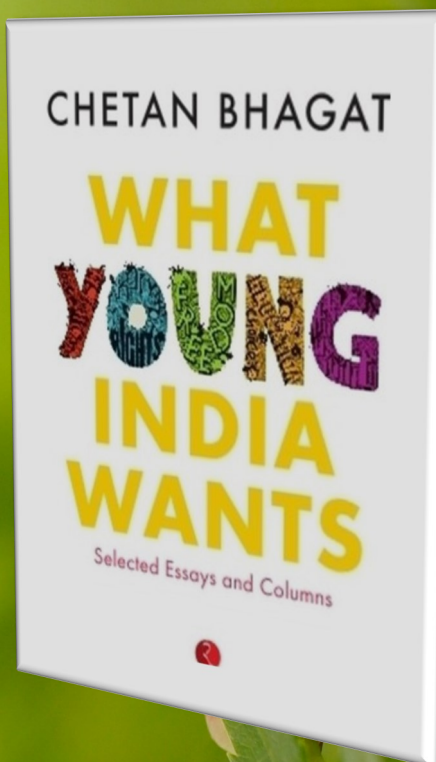
## WHAT IS IT ABOUT?

The Book begins by tracing Chetan Bhagat's life and his success. One can start thinking as he/she turns the pages that it is yet another autobiography told in a twisted manner (if you have not gone through the index). But as you proceed further the book unravels the very reason why Chetan has narrated his story. All the books he has written; those books which our youth goes gaga about had actually a purpose behind it. That purpose has been told in this book.

This is the first non-fiction venture of Bhagat. In this book he talks about three topics- Society, Politics and Youth. The book is a culmination of all the news and worldly affairs that has either affected or is affecting our country. He gave his opinion about almost all area including same burning topics such as FDI in retail, Indian-American comparison, Anna Hazare, women empowerment, etc. The best part about this book is his writing. He did not make any regular or clichéd comment blaming the system and the people working for it (like one would expect from the political area). Instead, he has maintained a conversational and pragmatic tone throughout the book insisting the 'Aam Aadmi', preferably the youth to come forward and be a part of the

solution. The cherry on the cake are the two short stories at the end which even more establishes his take on the subject.

**MY TAKEAWAY:** A great deal of who is hot and who is not in terms of youth, politics and society. The book gives good information on all the current issues which is overshadowing our country's progress. It might be helpful if you are preparing for group discussions.



## WHY SHOULD I BE INTERESTED?

A lot of good reads, both short and simple and a very easy explanation to a host of complicated issues makes this book a must read for the young readers.

**SPOILER ALERT!** Watch out for his speech titled 'Sparks'. It's a delight.

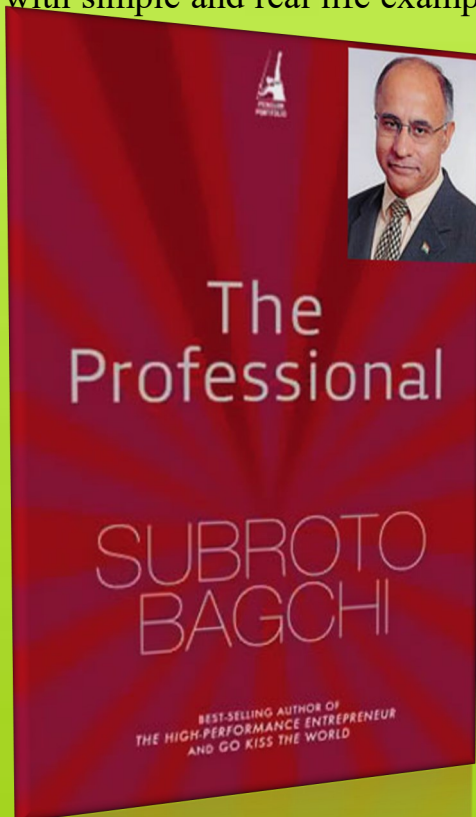


# THE PROFESSIONAL

## ABOUT THE AUTHOR

**Subroto Bagchi** (31 May 1957) is an Indian entrepreneur and business leader. He is best known for co-founding Mindtree and for being a business author.

The book is divided into several parts. It focuses on important traits that set a true professional apart from ordinary employees. The book touches upon various aspects relevant in today's work places. The traits of a professional have been highlighted, emphasising them with simple and real life examples. These illustrate the positives and negatives of a professional. It is a must read for aspiring professionals.



### Part 1 deals with *INTEGRITY*

According to the author

- ◇ Integrity should always precede professional competence
- ◇ Fair judgement is required to be used
- ◇ It is important to work well even in the absence of supervision
- ◇ Values should be inculcated at a tender age and imbibed during early education

- ◇ Managers must take the right decisions when employees follow unethical practices
- ◇ Integrity is a personal choice. At the end of the day, for a few, it simply becomes a way of life

### Part 2 deals with *SELF AWARENESS*

- ◇ Self awareness helps maintain balance through the ups and downs of life
- ◇ It is important not to get carried away at the peak of one's career
- ◇ It is important for a professional to stay rooted.

- ◇ Authenticity is a great strength
- ◇ Professionals do not pretend to understand things when they cannot. There is no shame in asking for help
- ◇ It is important to look beyond money
- ◇ Professionals ask for constructive feedback
- ◇ It is important to be proactive and take charge

**Part 3** deals with ***PROFESSIONAL QUALITIES***

- ◇ It is important to be self disciplined
- ◇ Professionals set goals and prioritise their tasks
- ◇ It is important to be able to say ‘no’
- ◇ Only a relaxed body and mind can result in optimised outputs
- ◇ Networking is an important tool in professionalism
- ◇ When paths diverge, professionals do not burn bridges while parting ways

**Part 4** deals with ***MANAGING VOLUMES***

- ◇ Professionals have a vision not only for themselves, but for others as well
- ◇ They do not let adversity determine the size of their success
- ◇ They are committed to commitments
- ◇ They not only listen intently, but also ask pertinent questions
- ◇ They are empathetic and respect other individuals

**Part 5** deals with ***MANAGING COMPLEXITY***

- ◇ It is very important to develop good communication
- ◇ Effective collaboration is vital: Sometimes one may lead, sometimes follow. But collaboration is needed at all times
- ◇ In the event of a personal adversity, it is important to be committed to your job and perform to the best of your capabilities

**Part 6** deals with ***NEW WORLD IMPERATIVES***

- ◇ Inclusion, cross cultural and gender sensitivities are key areas to be addressed
- ◇ Sustainability – Professionals in the new world need to do well by doing good



# VOID

It's Wednesday morning, the painting hanging on the wall has faded and seems so colourless but it still hangs on the wall behind my bed. I may not look at it everyday but it's one of the defining things about my room. I rush around the room to get ready and my involuntary senses assure from the corner of my eyes that everything is right at its place including my painting, and I leave for my task of the day. Next Sunday, while cleaning up the room along with my mother who is setting up the washing machine for our dirty clothes I observe that the walls seem faded too. I ask my mother her opinion on re-decorating my room. And the first thing she suggests is to quit on the painting, which I resist and the whole idea of re-decorating is flushed down the toilet. I clean up my rest of the mess and we head for a lazy summer Sunday brunch.

I enter my room after battling an afternoon of scorching heat to fall on my bed only to rise 2 hours later. I wake up to something missing. After 5 minutes of sitting on my bed in confusion, I turn back around to find the painting amiss. Now what's left is the impression of the edges from the painting's frame corners where it existed for almost half a decade. I question my mother for its whereabouts and I am informed that now

it's a treasure of a 'kabaadiwala' for mere 30 bucks. I am handed over 1000 bucks to get a new poster or painting and I couldn't reason much as it was true that painting had no colours left to decorate my walls. I surrender to mother's decision and head for evening tea-snacks session.

I am still not sure to what to get for that wall, so I postpone the idea of buying a poster/painting/calendar. But until then everyday my involuntary senses check for the painting from the corner of my eyes to find the impressions of the frame corners only to remind me of a VOID.

The realization of void lasts only for maybe 5 seconds whenever I pass that wall but that void exists. Sometimes I stare at the wall to visualize the painting and I notice that with each passing day I remember the picture a little less.



**RASHMI SHARMA**

**Reg No 1527551**

But the physical void that the painting has left is still dominant. Probably with some time my senses will get accustomed to this physical void and the feeling won't be this strong. The space occupied by that rectangular void in my head may reduce but it won't cease to exist...!!

There are so many voids we all carry along within us without realizing how heavy they are. Passing the ice-cream joint you visited with your friends, an old barren house where once your childhood friend lived, the bench in the park where you sat with your lover and talked for hours, the restaurant where you had your first date, the old man's seat in the metro who changed his city, the mall where you spent your day on a bunk.. and so on. These physical voids lessen in size with each passing day but they don't vanish unlike our emotional voids. Being the busy strong people that we are, we conquer our emotional voids and fill those empty places in our heart with new people and new memories.

*But what do we do about these old physical voids??*

We can't overwrite new memories on these physical voids for they don't allow us to, instead it makes the void even all more haunting. These physical space void exist because you can't go and demolish them.

*"It's illegal".*

So we change our route to the office, search a new ice-cream joint, visit far away malls, shy away our sight from the barren house and carry on our life carrying the burden of all these voids.

"  
It's not the mountain we  
conquer, but ourselves"  
Ed. Hillary.



# TEAM FORTE



**FACULTY COORDINATOR**  
**VINAYAK ANIL BHAT**



## **STUDENT COORDINATORS**

**FROM LEFT AKSHAY VARKEY MAMMEN (1527808), MOKSHA MENON (1527546), NALLAPPA ANITHA (1528048), JAYA MEHRA (1527939), CATHERINE RAPHEAL (1528133) AND JAYARAJ ADHIP (1528113)**