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LEARNING FROM



As the world prepares to build back stronger and better, we have new tools available to support this effort. The achievements made through collective action and the latest technologies have been life-saving. In this issue of Indore Manager, let's understand how the past year has paved a way for tackling big issues with technology and collective action and what businesses will need in order to thrive in 2021.

PRESIDENT'S MESSAGE



EDITORIAL MESSAGE

2020 has been a momentous year ! January 2020 started for most of the world & for us too as any other normal year. However, the spread of pandemic along with other natural calamities & man made events, 2020 not only touched the corporate & business community, it had affected the lives of world leaders, scientists & researchers, politicians, psychologists & general public at large.

Life suddenly put everyone in a situation never envisaged even in the wildest of dreams. Everyone was affected, be it rich or poor, individuals, small businesses, corporate, employers, employees, and also other species on planet earth. Each one of us will have our own stories to tell the future generations about the harm & pain we went through & also the wisdom & experience this period has taught us & equipped us to cope up with such unforeseen situations in the future.

The year 2020 challenged the humanity, like no other year. Besides spread of pandemic, it was a year of tumult, immense natural disaster in Australia & Amazon rain forests fires, Lava outbreaks, political upheaval & racial outrage. It has tested us but it made us learn a lot about ourselves, our relationships, our values & our passions. It is the tough times which teach us tough lessons, make us learn to cope with the difficult situations & offer opportunities for growth.

My main learnings are:

- Health is really wealth therefore, Take care of yourself now so that your body and mind can fight for you later.
- Family & friends come first.
- Digital adaption has taken a quantum leap.
- We all are equal & stronger when we work together & lastly.
- Remember there is no better 'right time' than today.

It's true that the experience of each one of us, off course is bound to differ based on individual & collective perception. As we enter the New Year it is time to reflect upon the lessons we all learnt from 2020.

As the world prepares to build back stronger and better, we now have new tools available to support this effort. The achievements made through collective action and the latest technologies have been life-saving though the challenge looms large with the news of spread of new strain.

In this issue of Indore Manager, let's understand how the past year has paved a way for tackling big issues with technology and collective action and what businesses will need in order to thrive in 2021.




Akhilesh Rathi
Managing Director,
Savitt Universal Ltd. Indore

Though marked by unprecedented chaos and unfathomable suffering, the year 2020 has been nothing less than a watershed year in our lives from multiple standpoints. While it has made us rethink our objectives, reassess our priorities, reset our endeavors and redefine our relationships, it has forced us to adapt in the ways that only an event of unusual significance can. It has taught us lessons that we did not even know existed, and has helped us tap into resources that we did not know qualified as resources.

On a closer look, we realize that the year has impacted the four building blocks of our lives – social structure, business ecosystem, technological apparatus and psychophysiological mechanism. In each of them, change has been radical, and in turn, change brought by each of them is disruptive. This issue of Indore Manager aims to help you review the 'Learning from 2020' and offer you valuable suggestions on how to assimilate the learning, as we make a slow but steady progress in this world of the 'new normal'.

Editorial Team
Indore Manager

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Trending Technologies 2021

Year 2020 is one that will never be forgotten. Not only will it stay etched in the memories of the ones who lost and lived through it, but for all future generations as the year that reminded humanity to never take things for granted.

This is a year that brought the world to a halt, all at once, and spared no one, no matter their age, status, Cats, creed, designation. 2020 impacted children as much as it did elders & youngsters, countries worldwide struggled to firefight, tolerate, and overcome.

Thankfully, the year comes to an end.

During the COVID-19 pandemic, technologies are playing a crucial role in keeping our society functional in a time of lockdowns and quarantines. And these technologies may have a long-lasting impact beyond COVID-19.

Technologies that have to help build a resilient society, as well as considerations about their effects on how we learn, how we do business, how we trade, how we work, how we produce goods, how we seek medical services and how we entertain ourselves.



Remote Work

Many companies have asked employees to work from home. Remote work is enabled by technologies including virtual private networks (VPNs), voice over internet protocols (VoIP), virtual meetings, cloud technology, work collaboration tools and even facial recognition technologies that enable a person to appear before a virtual background to preserve the privacy of the home. In addition to preventing the spread of viruses, remote work also saves commute time and provides more flexibility.

Yet remote work also imposes challenges to employers and employees. Information security, privacy and timely tech support can be big issues.



Distance Learning

As of mid-April, 191 countries announced or implemented school or university closures, impacting 1.57 billion students. Many educational institutions started offering courses online to ensure education was not disrupted by quarantine measures. Technologies involved in distant learning are similar to those for remote work and also include virtual reality, augmented reality, 3D printing and artificial-intelligence-enabled robot teachers.



Digital and Contactless Payments

Contactless digital payments, either in the form of cards or e-wallets, are the recommended payment method to avoid the spread of COVID-19. Digital payments enable people to make online purchases and payments of goods, services and even utility payments, as well as to receive stimulus funds faster.



Online Shopping & Robot Deliveries

In late 2002, the SARS outbreak led to the tremendous growth of both business-to-business and business-to-consumer. Similarly, COVID-19 has transformed online shopping from a nice-to-have to a must-have around the world.

Online shopping needs to be supported by a robust logistics system. In-person delivery is not virus-proof. Many delivery companies and restaurants are launching contactless delivery services. e-commerce giants are also ramping up their development of robot deliveries.



Telehealth

Telehealth can be an effective way to contain the spread of COVID-19 while still providing essential primary care. Wearable personal IoT devices can track vital signs. Chatbots can make initial diagnoses based on symptoms identified by patients.



Online Entertainment

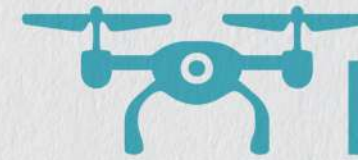
Although quarantine measures have reduced in-person interactions significantly, human creativity has brought the party online. Cloud raves and online streaming of concerts have gain traction around the world.



Supply Chain 4.0

The COVID-19 pandemic has created disruptions to the global supply chain. With distancing and quarantine orders, some factories are completely shut down. While demand for food and personal protective equipment soar, some countries have implemented different levels of export bans on those items.

Core technologies of the Fourth Industrial Revolution, such as Big Data, cloud computing, Internet-of-Things ("IoT") and blockchain are building a more resilient supply chain management system for the future by enhancing the accuracy of data and encouraging data sharing.



Robotics and Drones

COVID-19 provided a strong push to roll out the usage of robots and research on robotics. In recent weeks, robots have been used to disinfect areas and to deliver food to those in quarantine. Drones have walked dogs and delivered items.

A robot helping medical teams treat patients suffering from the coronavirus disease (COVID-19) is pictured at a patient's room, in the Circolo hospital, in Varese, Italy April 1, 2020.



5G and Information and Communications Technology (ICT)

All the aforementioned technology trends rely on a stable, high-speed and affordable internet. While 5G has demonstrated its importance in remote monitoring and healthcare consultation.

Technologies like Artificial Intelligence (AI), Machine Learning (ML), Virtual Reality (VR), Augmented Reality (AR), Internet of things, Blockchain, Cyber Security, Fintech, Voice assistance, Predictive Analysis and Data Mining will trend in 2021.

COVID-19 has demonstrated the importance of digital readiness, which allows business and life to continue as usual - as much as possible - during pandemics. Building the necessary infrastructure to support a digitized world and stay current in the latest technology will be essential for any business or country to remain competitive in a post-COVID-19 world, as well as take a human-centred and inclusive approach to technology governance.

By: Dr. Subodh Shrivastava
CEO iNTRED



TRENDING TECHNOLOGIES 2021



LEARNINGS FROM 2020

THE YEAR THAT COULD'VE BEEN

THE YEAR 2020

The past year has been one of immense learning for all businesses. From adapting products to adjusting to the new normal, the business world has come a long way from the gloom and doom of 2020. Trade and commerce have begun to show green shoots, and signs of a V-Shaped recovery (as promised by our Prime Minister, where “V” stands for the vaccine) are imminent. As per the IMF, India will be the only major economy to showcase a double-digit growth rate of 11.5% in 2021. This strong recovery comes on the back of innovative use of technology, and collective action in key-sectors for the Indian economy. The Pandemic has taught enterprises key lessons about liquidity-management, customer-experience, the importance of going digital and managing a work-life balance in the era of WFH. Key technological advancements and the unprecedented cooperation of the masses have not only helped in flattening the curve

but have also provided us with crucial insights on how to thrive in 2021, building on the learnings that 2020 provided.

WHERE DID WE LEARN WHAT?

Busting the Corporate Myth

“This meeting could have been an email”

Last year, we saw this phrase, often used to exhibit frustration against corporate-inefficiency, being acted upon, as technology allowed for the implementation of work-from-regimes across the world, that were frankly unimaginable until a year back. Not just talking about the connectivity enabling through platforms like Zoom & Microsoft Teams, but the use of VPNs, VoIPs, cloud tech, collaborative tools and facial tracking software have equipped the human race top to simulate work-surroundings from the comfort of their home, while their privacy remains secure.



WFH, while eliminating the need to expose your home and its privacy, made possible by facial tracking & virtual BG technologies.

A key learning from this points to the broad avenues where we can put our current technology to use and how a lockdown on human lives can still not bring the human race to a stop.

Realizing the Right to Education & Challenging the role of 'Eminent' Institutions

While the Pandemic disrupted learning systems across the world, and parties on both sides of the table - students as well as the

instructors - were at a loss, the advent of distance learning did highlight the artificially created restrictions that had been placed on education access. As governments across the world, mobilized resources to ensure community access to the internet, it was finally possible for students across the economic spectrum, to receive a quality education, one that did not involve a single teacher trying to educate 500 students in a dull classroom.



Zoom, WhatsApp, GMeet showcasing the over glorification of walled-institutional learning as students from economically weaker sections of the society get a new chance at education.

Putting aside the fact that initial access to education was still tough for a lot of students, 2020 has made us cognizant against the propagated truth that “education can only happen inside the walls of hallowed institutions”. One of the most prime instances of this is the massive assistance extended by self-taught & trained COVID-tracers, without whose efforts India's entry into the community-spread phase of the Pandemic would have been much quicker and bloodier.

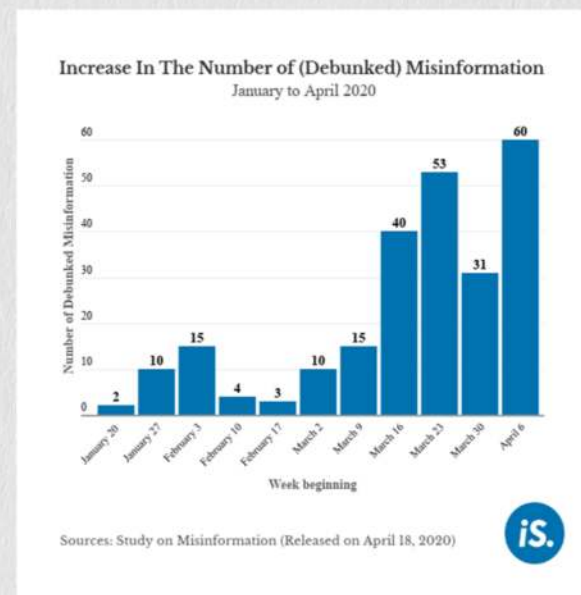
A Revitalized Look at the Health - Telecommunication & 3D Printing

Technological advancements have also been a boon for the medical community, be it in the form of new life-saving tech or the introduction of less-probing diagnostic mechanisms, but 2020 saw another aspect of technology that became a life-saving medium for the life-savers. While hospitals were overwhelmed with COVID-inflected patients, telehealth came to the rescue as medical consultation became one phone-call/WhatsApp chat away. Additionally, when ventilators were scarce, and the government failed to support the medical institutions of the country, crowd-sourcing medical requirements and using 3D printed ventilator supplements as well as PPEs, came as a blessing for the medical community as well as those who they were treating.

In short, 2020 taught us that make-shift solutions, or what Indians lovingly refer to as 'jugaad' could indeed be a life-saver, and quite literally so in many cases.

A Fresh Coverage of the Media

When the WHO terms 2020 to not be just the year of the Pandemic, but the year of the infodemic as well, we come to realize about the not-so-rosy aspect of social media as well as news platforms. These platforms today are almost entirely governed by sensationalizing news bytes and TRP ratings. While we are not entirely concerned about the ethical dimension of this, it becomes a problem when truthfulness and verifiability of facts take a backseat for sensationalizing news.



A Dramatic Rise seen in Fake News & Misinformation, propagated on Social Media as well as by Media houses, in the first three months of the Pandemic

While the learning from these are yet to show, 2020 has highlighted the need for intervention in this domain of media, which has heavily shaped the public response as well as the narrative during this Pandemic.

The Public taking matters in their Own Hands

The Pandemic was witness to the undying spirit of humans, as organizations from all across the country came to the help of those affected the most. This sort of collective action was indeed crucial in preventing the kind of humanitarian disaster that was imminent with the advent of the lockdown, and India's unique demographics. The plight of the millions of migrants who got stranded, witnessed the emergence of mass conscience, in the form of the work done by NGOs, individuals and even private businesses. The acts of individuals such as SonuSood, have become the stuff of legends and inspired many an individual to carry out similar work.

Listen to Scientists over Politicians

What added fuel to the raging infodemic were the comments by politicians and heads of state of various countries, which defied rational science, as propagated by scientists and the medical fraternity. We have all been witnesses, to the prevailing misinformation about the virus, its effects, and its threat, whereas the medial community continued to caution us. What has been remarkable, is that barring a few countries, the masses have paid heed to scientific rationale, instead of being blinded by political rhetoric. This collective act of individuals, of taking adequate precautions even when the Pandemic was being downplayed in its initial days, has been crucial today, as the infection-rates go down in many countries. And where the rhetoric presided over scientific advice, we see a resurgence of covid-cases and re-imposition of national lockdowns. India thus stands at a key juncture in its history, where it's one billion-plus people have all acted together, in national interest, while safeguarding their own private interests.

THE YEAR 2021 & BEYOND

As we saw above, innovation, technology and collective action have made life much easier for businesses in the Pandemic. But, as we step into 2021, we need to continue building upon these headstarts, to ensure a faster and sustainable recovery to pre-covid times. Ideas and concepts which revolutionized commerce in 2020, will continue to be leveraged to reach the consumer where they are, and provide an experience as close as possible to pre-pandemic era brick-and-mortar stores. However, we must remember that the Pandemic will have a lasting effect on the online-offline mix of business, with a significant amount of traction remaining online, even if customers start to return to stores.

It might take a lot more time for things to be normal again, but it is certain that technology and the spirit of collective cooperation will continue to redefine how Indian society functions in 2021. And for businesses, these are hints to quickly adapt to the changing norms, and emerge out of this Pandemic, as more efficient and effective organizations. As Sir Winston Churchill said, a crisis is a terrible opportunity to waste.

By: Nishant Satyam | Vasu Golyan
Integrated Programme in Management
Indian Institute of Management Indore



Rightly said that necessity is the mother of invention. This year proved it largely, where businesses were disrupted due to novel corona virus. It is interesting to note though that organisations which understood the impact and had a foresight could align their processes with the changing consumer preferences. Indians for the first time witnessed the lockdown which compelled them to shop for essentials from home and as a result the online grocery sales went up. This pandemic had taught us one thing that every challenge can tend to give you opportunity to grow. The edutech business such Byju's, Venantu, Whitehat were struggling in the normal course, however outshined as clear winner during the time of pandemic. An important

online learning has become a new normal. Institutions are investing majorly in tech-solutions that can facilitate the teaching-learning process. Both as an educator and institutional builder one needs to be extremely agile towards the transitions. There is a need for new education models which can facilitate hybrid learning, making education more affordable. Educators need to equip themselves with new skills to teach online in both synchronous and asynchronous manner. What worked for me was tools for student's engagement like polls, chats, breakout rooms and small live conversations with their parents, siblings who were the uninvited guest sometime in the class but that's the other side of engaging class online. So the overall

NEW LEARNINGS AND NEW BEGINNINGS

question here is will it be sustainable growth? may be may not be. Students today have become convenience driven, learning online at the comfort of their home without being monitored is a new experience to them. This behaviour is facilitated by emerging learning platforms like Zoom, MStams, Google meet to name a few.

On the other hand, the new age educators are the one who are challenged with enormous amount of transition from offline to online learning. Most of them struggled to incorporate tools for student's engagement. Something which started as an experiment has now become part and parcel of every teacher's life whether at intermediate or higher education level. The whole gamut of education and delivery of teaching and learning mechanism has witnessed sea change, since

experience made me a multifaceted teacher the amalgamation of both physical and digital worlds had taught us new ways of classroom management and delivery.

I am now looking forward for a wholesome experience with students on campus. This year is the year of new learnings and new beginnings. Ways of learning cannot be static there will always be opportunity for reinventing the wheel and this is the best time.

By: Romi Sainy, PHD

Faculty Marketing

Jaipuria Institute of Management, Indore (MP)





IMA

ACTIVITES & KEY TAKEAWAYS

Mr. Arun Maira

Chairman of HelpAge International,
Former Member, Planning Commission of India,
Former Chairman, Boston Consulting Group, India.

Rendezvous – An Exclusive CEOs Meet
December 19, 2020



IMA

ACTIVITES & KEY TAKEAWAYS

Mr. Shashank Kasliwal

Director - Emotional Intelligence Inc., Indore.

Student Chapter – Management Film Show
November 21, 2020

Building Learning Factories & Confident Industries in India

- We need to learn to do things that we have never done before. We have to build Learning Enterprise & Learning Factories in India.
- We must restore the ecological environment and also find ways to build ecology and not just factories.
- We don't achieve targets by just setting targets. We must strive for them and be persistent in what we do.
- The only source of competitive advantage for an industry is its ability to learn faster than all its potential competitors.
- Human beings are the only significant assets of an enterprise and they must be given the environment to learn and achieve.
- Build your strategy on your best resources. India is most endowed with young people than any other country in the world. People are our best resources. Our ideas are built on strength of our people.
- Provide the Environment for the human resource where they are able to learn, do their work well because Human Beings are the only assets of the learning factory.
- Skilled peoples and Ecological Environment Required to Build-up a boost in the learning industries.
- Indore is a modern place and is in the heart of India. Indore must build faster factories.

Jab We Met

- Be your own favourite.
- Make your own decisions and get ready to bear consequences
- Never settle.
- Be thoughtful.
- Everything will eventually be okay.
- Always listen to your heart.
- Never give up on your passion.
- Don't take life too seriously.
- Future is always uncertain.



IMA

ACTIVITIES & KEY TAKEAWAYS

Mr. Ankit Jain

Marketing Manager, MRF Ltd., Raipur

Student Chapter – Centre Of Excellence
November 28, 2020

The Greedy MNCs

Clear Communication – Verbal and Written

Communication plays the most crucial role, not just in the IT industry but across industries. MNCs look for people who can express themselves clearly.

Collaboration and Team Skills

Work in the real industry involves working with the team. Be it team meetings, knowledge sessions, or other activities, excellent collaboration skills, and team skills are essential for MNCs.

Confidence

Confidence is a skill that takes you a long way in your career. Everyone likes confident people. This doesn't necessarily mean loud and boisterous, but being comfortable expressing yourself confidently in all situations.

Time Management

In the real work environment, there will be many tasks that come up during the day – meetings, events, actual work, client visits, etc. Time Management is crucial in such a scenario.

Open to Change (Adaptability)

Adaptability is a great skill in an environment that is prone to a lot of changes – big and small.

Problem Solving Abilities

MNCs look for those who can take a complex problem, and find the most viable solution to it. Problem Solving Skills are highly cherished at MNCs.

Perseverance

Being able to embrace failure, learn from it, and move on without giving up is a skill that will take you a long way in an MNC. Sometimes, things don't turn out the way you expect, and at such times it is vital not to give up. This skill is called Perseverance.

Now that we've looked at some of the essential soft skills let's take a look at the technical skills.

Technical Skills Required by MNCs:

- **Strong Programming Foundation**

To write a big code, you need to know the core fundamentals of programming. No matter which project you choose to work on in the future, if your fundamentals are strong, you will be able to work well.

- **Data Structures and Algorithms**

Many large companies look for people having in-depth knowledge of Data Structures and Algorithms since it shows that they will be able to solve complex problems well. In today's competitive world, knowing just the programming language syntax isn't enough. You need to be equipped with skills that can be applied across technologies.

- **Artificial Intelligence (AI).**

AI is a field that aims at developing a system having human capabilities. AI, Machine Learning, NLP, etc. have a vast scope across areas and applications. Sectors like healthcare, tourism, etc. can benefit a lot from AI. Many tech giants, as well as startups, are trying to develop systems using AI and Machine Learning.

- **Data Science**

This is the age of data. Every human being is generating massive amounts of data every day. Data Science is a field that used many methods and processes to understand hidden patterns in data and find valuable insights in it. There is tremendous scope in this field.

- **Full Stack Development**

Since a Full Stack Developer works on multiple technologies and can handle the server-side as well as the client-side applications, they are in demand these days. Many technologies like React JS, Node JS are widely used by Full Stack Developers.

Mobile App Development

Almost everyone these days used mobile phones. The usage of mobile apps has increased exponentially across countries. MNCs see a lot of scope in Mobile App Development, and people with knowledge of Android, iOS, etc. are in demand.



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ACTIVITES & KEY TAKEAWAYS

Mr. Amit Singal

Founder CEO at Nexus Health Tech Private Limited | Startup Strategist
(A HealthCare Technology Company), Gurugram, Haryana, India.

Student Chapter – Centre Of Excellence
December 10, 2020



IMA

ACTIVITES & KEY TAKEAWAYS

Mr. Sushil Dubey

Ex Country Head - Tata International Limited
in Ethiopia

Student Chapter – Centre Of Excellence
December 11, 2020

Dynamics of Building a lean Company and power of Collaboration

- **Collaboration is a leadership issue.** Collaboration is, first and foremost, a change in attitude and behavior of people throughout an organization. That's why successful collaboration is a leadership issue.
- **Collaboration is essential for organizational change.** Whether the change involves creating new products, services, processes, or a total reinvention of how the organization must look, operate, and position itself for the future, it is essential that the individuals impacted by change must be involved in the change effort from the very beginning.
- **Visioning is a team sport.** Today's most successful leaders guide their organizations not through command and control, but through a shared purpose and vision. The power of a vision comes truly into play only when the employees themselves have had some part in its creation.
- **Diversity is crucial.** Diversity causes people to consider perspectives and possibilities that would otherwise be ignored. Group members who think alike or are trained in similar disciplines with similar bases of knowledge run the risk of becoming insular in their ideas.
- **Relationships are key.** The outcome of any collaborative effort is dependent upon well-developed personal relationships among participants. Not allowing time for this can be a costly mistake.
- **Trust is the glue.** Trust is the belief or confidence that one party has in the reliability, integrity and honesty of another party. It is the expectation that the faith one places in someone else will be honored.
- **Body language matters.**

College Life to Corporate Life: (Switch To Success)

- Punctuality is very mandatory. It is better to arrive at work on time. Strictly follow the rules and regulations of the corporate.
- Listen, observe and give attention to every minor detail before jumping to any conclusions
- Stay away from internal politics and gossip. It is better to observe the happenings around us and not contribute to it.
- Use simple magic words like 'Please' and 'Thank you'.
- Be a learner always to learn what you need to know. Find a mentor to guide in the career path.
- Always stick to deadlines. Complete the assignments before time so that one will have time to make changes if required.
- Pay keen attention to corporate culture to learn how things work within the organizations.
- The biggest challenge while transition from campus to corporate, you yourself have to develop the self confidence that you have the ability to perform the job assigned to you. You also will be expected to demonstrate that you have the ability to learn and perform more to the satisfaction of your superiors. The more you deliver, more the expectations is added from your end.
- It is only you who has to create your space in the team as contributing member, because nobody likes a weak link in their team. Believe in one thing, in the end you will get through this and transform into a beautiful corporate butterfly!



IMA

ACTIVITIES & KEY TAKEAWAYS

Dr. Subodh Shrivastava
CEO INTRED Services Pvt. Ltd.

Student Chapter – Management Film Show
December 18, 2020



IMA

ACTIVITIES & KEY TAKEAWAYS

Prof. Ajit Phadnis
Humanities and Social Sciences Faculty at IIM, Indore.

Staff Development Program (SDP)
December 04, 2020

Goal Setting through Famous Bollywood Movies

When we are down in the dumps, facing stiff competition in this dog-eat-dog world and want to stop trying and give up, a good movie can quickly re-ignite our passion and enthusiasm.

Movies not only entertain us but they can also inspire us to give our best to everything in life! An inspiring story can even motivate one to get through difficult times.

- **Swades (2004)** The movie projects how leading change calls for leaders to take others along.
- **Lagaan (2001)** The story is a shining example of leadership and building a high performance team.
- **Chak De! India (2007)** The movie is a masterclass in showing resilience in the face of all odds.
- **Manjhi: The Mountain Man (2015)** The movie is a stirring lesson that faith, resolution and hard work can truly move mountains. And being a leader does not need titles.
- **Super 30 (2019)** Anand Kumar exemplifies a leader's role in motivating his students to always be ravenous for success. Very often, individuals lose the battle in their minds - thus emphasizing the importance of having faith in self through adopting a growth mindset.
- **Lakshya (2004)** Lakshya is a beautiful story of individual self-discovery. It is about how discovering one's purpose completely catalyses a person towards a meaningful life.
- **Bhaag Milkha Bhaag (2013)** The movie demonstrates that by following your dreams - setting goals, getting inspiration from people around you, adapting to different situations, having faith, earning things you desire with hard work and dedication -you can turn all your dreams into reality.

Listening to People: How to conduct effective surveys in Organizations

- Convey the purpose of the survey. Let them know that their responses are extremely valuable.
- Don't waste their time. Keep the survey simple, short and relevant. Also, give them the option to skip a particular question in case they don't feel like answering.
- Notify your employees about the survey via emails or announcements.
- Be flexible and considerate in terms of time taken to complete the survey.
- Make them feel appreciated for participation in the survey. Add a personalized thank you note at the end of the survey.
- Offer incentives. Offering even small incentives can boost participation rates.
- Optimize the survey for multiple channels like mobiles, PC etc.
- Provide an open-ended option where they can type in their comments.



IMA

ACTIVITIES & KEY TAKEAWAYS

Capt. Jaison Thomas
Motivational Speaker

Staff Development Program (SDP)
December 05, 2020

Be a Rider and a Provider

- Justice**
 An ethical leader is always fair and just. They have no favorites, and treat everyone equally. Under an ethical leader, no employee has any reason to fear biased treatment on the basis of gender, ethnicity, nationality, or any other factor.
- Respect others**
 One of the most important traits of ethical leadership is the respect that is given to followers. An ethical leader shows respect all members of the team by listening to them attentively, valuing their contributions, being compassionate, and being generous while considering opposing viewpoints.
- Honesty**
 It goes without saying that anyone who is ethical will also be honest and loyal. Honesty is particularly important to be an effective ethical leader, because followers trust honest and dependable leaders. Ethical leaders convey facts transparently, no matter how unpopular they may be.
- Humane**
 Being humane is one of the most revealing traits of a leader who is ethical and moral. Ethical leaders place importance in being kind, and act in a manner that is always beneficial to the team.

- Focus on teambuilding**
 Ethical leaders foster a sense of community and team spirit within the organization. When an ethical leader strives to achieve goals, it is not just personal goals that they're concerned about. They make genuine efforts to achieve goals that benefit the entire organization – not just themselves.
- Value driven decision-making**
 In ethical leadership, all decisions are first checked to ensure that they are in accordance with the overall organizational values. Only those decisions that meet this criterion are implemented.
- Encourages initiative**
 Under an ethical leader, employees thrive and flourish. Employees are rewarded for coming up with innovative ideas, and are encouraged to do what it takes to improve the way things are done. Employees are praised for taking the first step rather than waiting for somebody else to do it for them.
- Leadership by example**
 Ethical leadership is not just about talking the talk, this type of leader also walks the walk. The high expectations that an ethical leader has of employees are also applicable on the individual level. Leaders expect others to do the right thing by leading from example.
- Values awareness**
 An ethical leader will regularly discuss the high values and expectations that they place on themselves, other employees, and the organization. By regularly communicating and discussing values, they ensure that there is consistent understanding across the organization.
- No tolerance for ethical violations**
 An ethical leader expects employees to do the right thing at all times, not just when it is convenient for them. Don't expect a leader of such high values to overlook or tolerate ethical violations.

In-House Session at Cipla | December 15, 2020

Campus to Corporate for New Employees

- **Develop the right attitudes:** Developing the right attitude motivates one to be optimistic and help the person to face career challenges. There is a connection between the attitude one has today and the success one would get tomorrow.
- **Limit the expectations:** Try not to have over expectations regarding the job profile, remuneration and other responsibilities. Limiting the expectations can make a difference between success and failure of the career.
- **Make a good first impression:** Create a best impression by exhibiting the traits of dedication and accountability in the course of work.
- **Build cordial relationships:** It is very necessary to have empathetic and intuitive understanding to build cordial relationships with superiors and other employees.
- **Be a good follower:** Initially one should be a good team player by adhering to the rules and regulations and be a good follower.
- **Explore the organization's culture:** Each organization will have a unique and exclusive culture for itself. Understanding the culture and people associated with the corporate will help one to function within its parameters.
- **Develop work savvy:** Understanding the job profile will help building and mastering the skills and knowledge necessary for that particular job.
- **Build up organizational savvy:** This would help a person to connect himself easily with the organization. By observing what the other employees do, say, and how they act One can acclimate to the new organization's setup that will aid him/her in becoming an important part of their team
- **Exhibit Professionalism:** Develop the ability to stay focused and emotionally stable irrespective of the issue or however stressful the situation may turn out to be.



IMA

ACTIVITIES & KEY TAKEAWAYS

CA. Santosh Muchhal

Immediate Past President of IMA,
Senior Partner at Muchhal & Gupta

Centre Of Excellence | December 30, 2020

Begin & Manage 2021 from the learning of Sunderkand

- We all have some hidden qualities within us, the need is to identify them.
- Don't give up until you reach your goals, however far they seem. Sometimes there might be temptations mid-way to give up your goals but do not fall for those.
- Be polite even when you have to say no. You don't have to hurt any ones feeling while turning down their offer.
- One should know how to use strength/power effectively.
- Never misuse your power.
- Pay attention to even small details & think logically.
- It's your actions that makes you the person what you are and not your company.
- Respect the powers & knowledge of others.
- Be humble irrespective of knowledge/power/position you have achieved.
- Do not wait till the last minute to accomplish a task.
- Always be watchful of advice from people around you. The flattery will not lead you to path of growth.
- Always surround yourself with people who will give you true feedback, flattery might please the ears, but it will certainly not help in your growth.
- Have faith in the almighty.
- No one can misguide you or lead you to wrong path unless you allow them.



IMA

ACTIVITIES & KEY TAKEAWAYS

Ms. Aryama Sanyal

Director - Devi Ahilyabai Holkar Airport, Indore
(Airports Authority of India)

Student Chapter – Centre Of Excellence
December 5, 2020

Opportunities In and Out of Covid

- Moving towards alternative payment models to help ensure a predictable stream of revenue to providers that isn't linked to the volume of services delivered.
- Supporting safety-net facilities and small community providers.
- Improving public health response by rigorously testing, contact-tracing and isolating infected people.
- Expanding federal funding for developing and distributing new diagnostic tests, treatments, and vaccines.
- States to adopt measures to stop the spread of infection; and allow licensed health professionals to participate in cross-state telemedicine.



IMA

ACTIVITIES & KEY TAKEAWAYS

Dr. Vijay Kumar Sukhwani

Professor, Mechanical Engineering and Trainer
at Engineering Collage of, Ujjain

Centre of Excellence – Centre Of Excellence
December 08, 2020

Life Management Lessons from Bollywood Songs

- Music is our only refuge for us at so many situations. But the magic of these classics isn't limited to just giving us good music.
- Bollywood has created many great motivational & philosophical songs which are classics from literary point of view and also teach us some important lessons of life management, impart motivation and inspire us to do our best to succeed.
- There are many immortal songs especially old classic songs. If listened carefully; these fabulous songs from the golden era of Bollywood have the answers to some of life's most pressing issues as well.
- These songs not only brighten our day but leave us with some hard hitting life lessons that could otherwise, culminate only through years of experience and perseverance.



IMA

ACTIVITIES & KEY TAKEAWAYS

Dr. Reva Mishra

Associate Professor/Placement Head,
at Indore Institute of Law

HR Forum: Meet
December 18, 2020



IMA

ACTIVITIES & KEY TAKEAWAYS

CA Anurag Joshi

Chartered Accountant
President, Rotary Club, Indore

Student Chapter – Centre Of Excellence
November 09, 2020

Role of HR after Covid19 : Challenges and Opportunities

- Working hours, locations, and even the work arrangements became more fluid.
- Remote working became an integral part of every organization.
- The popularity of contractual jobs and freelancers grew.
- Workforce is constantly upgrading and working on capability enhancement to remain competitive.
- Focus is on learning and development to make employees future-ready.
- Data suggests that employees are working longer hours and have experienced a significant drop in absenteeism during the crisis.
- Organizations feel that the employees have showcased commendable agility and resilience to adapt to the new ways of working.
- The new way of work may create a need for some new roles, render some roles redundant, or require up skilling of existing resources.
- Digital is a savior in times like these when the only way to operate is in a remotely distributed environment.
- This crisis has presented the IT industry with an opportunity to empower businesses with technology, and further emphasized the focus on innovation to survive and thrive.
- It is heartening to see the commitment of workforce during these trying times. Striking a balance at this time will be the key to effectively forge a path towards the future of work.

Financial Planning at the beginning of Career

- This is the phase, when you lay down the foundation of your financial edifice and thus needs more planning and attention.
- If you are out of debt, you can work up to saving between 10-15% percent of your income for retirement. The earlier you start, the less you'll need to contribute, thanks to compounding interest.
- Creating the habit of planning your spending and sticking to your budget will help you do more with the money that you earn.
- If you do not know how to budget, find budgeting software and take classes about budgeting.
- It helps to have clear cut goals when it comes to managing your money. Take the time to set financial goals each year and write out actionable steps you can take to achieve these goals.
- Once you land your first job, stop using your credit cards. Limit the amount of debt that you take on from here on out. Other than buying a car or buying a home, you should try to pay cash for everything else that you need.
- If you currently have credit card debt, personal loans, or student loans work out a plan that will help you to pay off your debt more quickly. Your budget will help you to reach these goals. Take a minute to add up how much you owe in debt payments each month and then think about what you could do with that money instead, like invest it or put it toward your retirement savings.
- Whether it is money or time, make it a priority to find a way to give back to your community or the world in general. There are so many people struggling throughout the world, and you have the opportunity to make a difference.

23 COMMON PHRASES

YOU COULD BE USING WRONG

1 **I could care less.** If you could care less, that means you do care somewhat right now.

I could't care less. This means you don't care at all. It's not possible for you to care any less.

2 **One in the same** One in the same --- what?

One and the same They're one thing. Because they're the same.

3 **Wet one's appetite** No, this isn't why servers offer you water at restaurants

Whet one's appetite "to whet" means "to stimulate." Now, that makes sense!

4 **Statue of limitations** Who carved that statue?

Statute of limitations A statute is a law. You get it now, right?

5 **For all intensive purposes** Not so fast! It sounds right, but it's wrong.

For all intents and purposes Although this phrase is redundant (an intent is a purpose), this is how to say it correctly.

6 **Circumvent the globe** Close, but "circumvent" means either "to get out of something" or "to close in."

Circumnavigate the globe "Circumnavigate" means "to go completely around."

7 **You've got another thing coming.** This is a common error- one that's made by song lyricists and even presidents.

You've got another think coming. Basically, the idea is, "If that's what you think, then you've got another think coming."

8 **Doesn't jive** To live is to say goofy things. If somebody doesn't live, that's a good thing. But it's probably not what you mean.

Doesn't jibe If something doesn't live, it doesn't add up.

9 **Baited breath** This could be your cat after it's eaten tuna.

Bated breath This means "reduced breath," because you're holding your breath in anticipation.

10 **Scott free** Um, did you break up with Scott?

Scot-free This means "without punishment."

11 **Free reign** This one almost looks as though it makes sense. But it's still wrong.

Free rein This means "freedom of expression," which a horse would have without the reins.

12 **Hunger pains** Hunger hurts, but this isn't how you express it.

Hunger pangs A pang is a brief pain or tightening that goes as quickly as it comes.

13 **Should of** This one is just a trick on your ears. It sounds right, but it should be:

Should've It's a contraction of "should have" that sounds a lot like "should of."

14 **Try and** This is a colloquialism that's grammatically incorrect.

Try to This is a verb plus an infinitive. Just like "I have to go," you'd say "I'll try to go."

15 **I'm doing good.** Are you working for a charity? Then you're doing good. Otherwise...

I'm doing well. This means you're good. Confused? Don't worry. Just memorize it, and you're good.

16 **On accident** Another colloquialism. No. It's "on purpose" or...

By accident You used the wrong phrase by accident (we hope!)

17 **Mute point** Most points are mute. Unless they're talking points that have become silent. But that's another topic.

Moot point "Moot" means "up for debate." So it's a point that hasn't been established yet.

18 **Temper tantrum** The dictionary defines "tantrum" as "a fit of bad temper." So you don't need to add "temper."

Tantrum Short and sweet!

19 **Beg the question** Begging the question is a means of trying to answer a question with the question itself. It's a circular argument that makes no sense.

Raise the question This means to bring up a new question. Which is probably what you mean to say 99.9 percent of the time

20 **On tender hooks** Tender hooks? If you stop to think about this one, you'll realize it's meaningless.

On tenterhooks "On tenterhooks" means "in suspense." You're anticipating something.

21 **A near miss** Here's another one that makes no sense if you give it some thought. It's pretty easy to miss. So why a "near miss"?

A near hit There! You almost hit it!

22 **Hone in** This is a common error, even among pro writers.

Home in Homing pigeons are known for their ability to return home over a great distance. That's why you home in on a topic or anything else.

23 **Slight of hand** This one looks right, but "slight" is a homophone of the correct word

Sleight of hand "sleight" means "trickery" or "cunning." Thus, "sleight of hand" is the type of trickery a magician uses.

How to avoid writing mistakes

- Read it aloud.
- Revise and proofread your writing. Twice.
- When in doubt, use a dictionary and thesaurus.
- Have a professional or someone with a critical eye proofread it.
- For long documents, walk away from them for a little while and come back with a fresh mind and a critical eye for oversights and error.
- Check it with grammarcheck.net/editor before you send or publish it.