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Date: 10/21/2018 9:51:21 AM

Subject: Week 42 learnings

Dear All

Someone asked me what I would like to see in a good company. Here is my response and I'd really like you to reflect on this and give me your feedback:

1. Every company is a combination of strengths and opportunities. One should not get carried away by the strengths and neither should one be in self-pity about the weaknesses.
2. The heart of a company is its people. Getting good people is a challenge in every company today. Having less than good people is a luxury that companies cannot afford.
3. Employees need to feel that they are making a difference to the company and its fortunes. Many employees wait to be told something as opposed to taking the initiative and doing something.
4. This is what I call the owners mindset. If every employee thought and behaved like an owner, then the results of that company will be dramatically different.
5. For every employee to behave like an owner, he/she needs to be disciplined about his/her work. Too many times I find employees not being on time, not reading mails, not replying to queries etc. They then blame it on their profession • sales is like this or accounting is like this or factory is like this or strategy is like this. In effect they should be telling themselves that they are undisciplined and do not want to contribute. So stay disciplined on all fronts and collaborate. There is no glory in being a lone ranger, lone wolf or tiger.
6. Be responsive, behave like an owner and take charge of the situation. We are constantly waiting for someone else to tell us our responsibilities. If you are doing the right thing by the company, then every action you take is good, as long as you are not doing it for personal glory. When you own the issue, you will look at possible answers and not put hurdles to progress. This will make you a meaningful team player.
7. Focus on the output and do not excessively focus on the input or resources. Asking for more resources will only drain a company and a good manager is one who does more and achieves more with lesser resources.
8. Reach out and resolve differences rather than waiting for that department or function to reach out to you.

All the best.

Feedback welcome

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