

**Subject:**

Week 130 A - Learnings from a PQ , down to the W I R E

Dear All

I woke up early this morning and sent a few inane wapp messages and then realized that we end a historic quarter today.

We end a very historic and a very different quarter today. This is a quarter that made us POOR in some ways and RICH in other ways.

I label this quarter as PQ.

P could be pause, P could be poor, P could be painful, P could be problematic, P could be pivot, P could be postpone, P could be pandemic.

Every country, institution, company and individuals have gone through some degree of pain, faced some problems, have seen poor results, have postponed a few things, have pivoted where needed in a new direction and have had a big pause in their life.

For me the word that best describes it is PAUSE, I think the whole world needed a Pause and this pandemic made sure we paused and rethought our lives , situation.

As I reflect on the Pause Quarter, PQ, I think four things come to my mind in the way people have responded to it as individuals in organizations and families.

1.WQ : we have all been hot by webinars and our way of dealing with it has given us both joy and stress. I have tried to keep the webinars as focused as possible and give back time to people. I was happy when people gave back time to me. We have managed webinars through the whistling of the pressure cooker, through the ringing of the doorbell, through kids playing in the background, through talking without unmuting ourselves!!We have learnt how to make webinars productive and focused. We should not lose that skill we have acquired in this PQ.

2. IQ : I think we have used our IQ mostly to simplify things and focus on the bare essentials of running a good business. This is good and another skill we must carry forward, the ability to cut out insipid work.

3. RQ : Resilience. I think this PQ quarter has tested our resolve and resilience like no other event has. The goalpost is continuously moving, even today we don't know which places are one, which not, which rules apply , which not. We have moved ahead and built resilience staying at home! Nothing has been certain but we have lived with the uncertainty with resilience. Some people had to be pushed into the resilience zone through many nudges, some people automatically developed it.

4. EQ: I think this has really taught us the many values of empathy. We have learnt to be more collective than before, since we realized that an all for ME world doesn't exist and an all for WE world is the only option. I think this pause e quarter tested our emotions like nothing else. Families reacted to it through web calls, getting closer through technology. Family occasions were celebrated digitally and kids got used to it.

**So PQ = WQ + IQ + RQ + EQ**

**This is down to the W I R E. !!**

As we end this Pause quarter, I have gratitude at the top of my list..

Gratitude that I have a job to showcase my capabilities

Gratitude that I have family and friends who care

Gratitude to make a difference to the world around me

Gratitude that I have colleagues who want to make a difference.

This quarter and what I have seen has made me realize that we cannot take anything for granted. Today is the last day of the Pause quarter, a historic quarter in our lives and lifetime, let's do our best, in whatever we are doing as individuals and as members of ABG.

Take care, wr

Feedback welcome as always

shiv