

# KNOWLEDGE BEANS-14

a human resource newsletter



## HIGHLIGHTS OF THIS ISSUE

- Industry champion, Shrirang Bapat takes us into the magical world of Harry Potter and the potential of its ideas
- Anjani Das digs deeper into what it takes to Awaken Human Excellence
- Reema Malik expounds on cross cultural concerns in International business

## WIZARD COMMUNICATION CORPORATION - SERVICE PROVIDERS IN THE HARRY POTTER WORLD?

*Shrirang Bapat is the head of the India operations for Amdocs Product Development. An experienced technologist, global delivery champion, business intelligence and wireless communication expert, he has been working in establishing and growing the technology development operations for software product and service companies.*



I've enjoyed all the Harry Potter movies so far with the inclusion of the latest one. Before and after the movie, I was discussing with my boys and their friends about Harry Potter and "how cool Harry's world is, he has so many cool gadgets, the pictures in the photo frames actually move ... and sometime provide hints..."

The photo reference reminded me of the talk I gave at the Singapore Intouch on Teraplay, like the T-Mobile launching a service which allows you to directly send your photos from your vacation into the digital photo frame in your grandfather's living room. Well, Harry Potter movies have plenty of such gadgets and we listed a few. The communication mechanisms in the wizard world were simply mind-blowing.

So how would a Service Provider cope with these gadgets, communication and media? Can our CES platform service the advanced CSP in the world of Harry Potter?

I recall the owl-post, the moving portraits and the messenger charm. If there were an AT&T or BT that was providing these services, how would the messenger charm get rated? How will the invoicing be done for the owl-post (which I think is very enhanced MMS or VE-MMS)? I think of the "Daily Prophet" - which has live images, and text that is visible to only a few and encrypts itself when it lands in unauthorized hands. Imagine the level of personalization that will be needed to be done for this - "Changing Worlds" anyone?

## THE EDITOR'S COLUMN

**Mohua - Editor**

*We have with this edition some food for thought for all our esteemed readers. We ask you to step away from the regular trail of thought that your corporate work demands of you and step into the magical world of Harry Potter. What if our world and that of Harry Potter entwined in some way or the other? Our Industry Champion asks you to think of such possibilities through his article.*

*On a different note we are asked to dig deeper on what it truly means to awaken our excellence. One certain way is to smoothen glitches we may have in our cross cultural interactions in International business.*



Mohua by qualification is a psychologist bringing this paradigm to the corporate sector. She is passionate about tapping into the infinite capabilities of the human potential. She looks forward to her unique contribution to people in the form of assisting them in showcasing themselves. She therefore strives as an editor of Knowledge Beans to help people share their experiences and pearls of wisdom to all those who seek it.



Atyaasaa Consulting Private Limited is a leading Human Resource Training & Consulting Organization partnering with some of the best brands in the country and overseas. Atyaasaa has been a catalyst & a contributor in their quest for people development and business excellence. The core differentiator of Atyaasaa process is continual innovation, unique customization and use of state of the art technology tools implemented through ethical and experienced operations and human resource facilitators having contribution as their core value.

## WIZARD COMMUNICATION CORPORATION - SERVICE PROVIDERS IN THE HARRY POTTER WORLD ?

Then there is the WWN – Wizards Wireless Network, a radio service of sorts. Did Sirius satellite radio get its name from Sirius Black from Harry Potter world? It is a wonder that these communication services that are available to wizards in the Harry Potter franchise are customized, personalized and highly secure. Then there are the several magical cameras in the movies - the pictures sometimes move and at other times get old as time passes by. How do you upload the pictures taken from a magical camera? How do you maintain compatibility between pictures uploaded from different muggle cameras? Is there a flickr in the wizard world?

What about the Location Services? Well, Harry's world is superbly advanced in this feature as well. On the Marauder's Map, one can see people's movement on the map, and you appear on the map only if you are relevant to the context. This is the highly advanced location based tracking linked with profiling and real time context setting. There are



Talking Mirrors which provide you information and advice on grooming (remember the health tips sms pack from your favourite carrier?). Or Two-Way mirrors which allow you to talk via a video conferencing like facility by just calling out the name of the person in the mirror. I don't know if this is PPTP or tele-presence, but it's really cool!

One of my favourite Harry Potter gadgets is the Omnicular which people take to the Quidditch matches. This is like a TiVo in your mobile, imagine you are at one of the IPL games and you miss some part of the game – you can rewind and review it on your mobile phone in an instant!

Can our organizations be the perfect fit for the WCC (Wizard Communication Corporation)?

Cast your spells and let me know, there are so many questions like Will the CSP in Wizard World ever have bundles? Maybe there is a pack for the Gryffindor House people, what do you think?

## vital requisite **awakening HUMAN excellence**

Normally an entity is awakened either when it starts moving towards slumber or if it is already in a state of slumber. The slumber state leads to inertia, stagnation and the so called 'comfort zone'. It does not allow an entity to see things, as they are. This is true, both in the case of an individual as well as in the case of a corporate entity. Awakening is a continual phenomenon that allows one to weed the ignorance out and to gain new insights and awareness. It provides the 'eureka' effect.

With the new awareness, comes the paradigm shift, new possibilities and hope! A remarkable change in patterns of thought, emotions, and behaviour can be noticed. Thus awareness drives the journey of excellence. It drives an individual and an organization to prosper.



*Anjani Das is an Outsourcing Professional, with niche area of expertise in US Residential Mortgage & related domains. In addition, he is actively pursuing his passion to be the "facilitator of growth" by assimilating his experiences in the field of skill-based and behavioral training.*



Excellence is achieving a state of mindset, from where one can perform to one's optimal best. It depends on an entity's unique capabilities, as to what heights it wants to soar and excel in its chosen fields. The journey provides many self-revelations, that one otherwise may not have been aware of. It requires constant awareness of the causes and reasons as to why one yearns to achieve this state. This awareness forces one to maintain clarity on the set goals and to be consciously vigilant all the time, keeping these goals in forefront. When needed, it also allows the opportunity to revise the earlier set goals to gain more clarity of purpose.

The same is true for an organization. The collective mindset of the people, who drive the organization for achieving its goal, has to remain actively involved in this pursuit of excellence. Senior level executives, HR personnel and the policy makers have to consciously develop and maintain the culture within the organization, which propels everyone, including, front line staff to be in pursuit. There should be no compromise on the evolved value system, under any circumstance.

## awakening Human excellence

The last few years, we have been observing the slowdown in many economies around the world. Irrespective of this, there are organizations that have mitigated the effect of this slowdown to a great extent and are still progressing. They are the ones committed to organizational excellence and rooted to sound fundamentals and the processes present within. They are those in pursuit of excellence for all its stakeholders, both internal and external.

There is no pre-determined pace for awakening to take place. It can occur at a faster pace with some or at a slower pace with others. The main differentiator though is how actively one is seeking it and what kind of support system has been formed

within and outside. Many organizations sometimes become so obsessed with their focus on profit making approach and tactics, that they keep this pursuit on the back bench. It then creates a situation, where in, someone is driving the car continuously without caring to stop to fill the gas.

To sum up the entire thoughts, 'pursuit of excellence' leads to awakening, whether it is human awakening or business awakening. Though self found internal mechanism is the great enabler for this pursuit, the external support, by means of having mentors, coach, and counsellors, have a stimulating effect on the entire process.

## space for everyone

# CROSS CULTURAL ISSUES IN INTERNATIONAL BUSINESS

*Reema Malik is a qualified management graduate specializing in International business. She endeavours to incorporate her erudition to people development by virtue of her cognizance and a cosmopolitan milieu.*



The need to glocalize (globalize + localize) is gaining an astounding ascendancy in recent times. Globalization would lose its essence without an adequate understanding and adaptation to the local environment in which the multinational firms are aspiring to operate.

It is vital to be aware of the cultural do's and don'ts while conducting business beyond domestic boundaries.

Let me elucidate through a few examples. In Japan, giving a gift right from the first business meeting is a conventional custom and should be given with both hands while in most European countries, gifts are not expected without a prior relationship.

While in the US, business meetings are regarded as a means to make decisions, sort out differences and finalize deals, in countries like China and Japan, meetings are usually convened to only barter information. The decisions are reached much later taking a more meticulous approach.

Many Saudi Arabians, Turks, and Egyptians have an aversion to the tendency of American business executives to start stepping into the project right away without devoting any time to know the parties involved, building trust and personal relationship.

There have been instances of failures of cross border business alliances and joint ventures because the effect of cultural diversity has been discounted.

Difference of opinion often arises when cross cultural teams are set up to work together on a project. In order for these to be effectively managed, the team leaders or project managers must ensure that the cultural divides are bridged effectively. This can be done by creating informal chains of communication and creating awareness about human behaviour and how people bring their attitudes, values, customs and beliefs as much as they bring their personalities to work!

Some managers assume that projects will be successful so long as systems are in control, and technology will take care of anything that goes off beam.

However, the project teams fail to endure if the team members are not trained to be responsive towards the broad spectrum of cultural hues and solely rely on technology to work out all problems. Therefore our aim should be to partner people and technology appropriately for the teams to surmount various odds.

*"Culture is a manifestation of our diverse experiences and upbringing and the key is to manage this diversity effectively in our interactions."*