

Right on Target

Dear TEAM members,

There is something important I learnt from idiscoveri, a leadership building organization TEAM works closely with. It's a simple but meaningful leadership concept which can be summarized in three big Es - Engagement, Emotional Resonance and Example.



The first E refers to the engagement of the leader and his team-mates with the task in hand. As a

leader, do I know what my team members should deliver? Are my team members clear about what their tasks are, and what processes they should adopt to complete its tasks? Are they engaged with the work they are doing, or are they only passing time? Engagement is more of a mind activity.

As against Engagement, the second E – Emotional Resonance – deals with the 'heart' of relationship building. This is more than a mere emotional connection. Are my team-members able to understand my pains, my sorrows, my needs, etc? Am I able to understand theirs? Do they feel they are connected to me at an emotional level?

The third E stresses on the need to lead by example. Like, when I give a new task to a member, have I shown him how to go about that task? Do I know how to do that task myself?

These are questions which leaders have to answer constantly in order to be effective. The 3 Es have a direct relevance to our day-to-day working environment, and results in a deeper appreciation of interpersonal differences. This leads to a higher commitment to goals.

Ranjan Chopra

CMD, Team Computers



Understanding the Es of Leadership

- Engagement
Am I engaged with the task in hand?
- Emotional Resonance
Am I emotionally connected to my team?
- Example
Am I leading by example?

CONTACT US

Team Spirit takes its
third big step
It's been a lot of fun
Bringing ideas, opinions,
gossip et al
To members on the run

Most have read,
some have written in
Ay! That's all good news
For you are,
dear members,
And shall remain
Team Spirit's favourite
muse

Keep the ink flowing
And let your
imagination run
Think, rhyme, speak out
Make us laugh
Let's go for it as One



Mail in your
inputs/ suggestions to
shubha.n@teamcomputers.com

Serving Success to Team

Team News Bureau

When the young-and-small TEAM Serve was merged with the biggie TEAM Computers on April 1 this year, anyone would have assumed that it would be the bigger entity that would call the shots. But TEAM Serve, with its 40 employees, five customers and a profitable balance sheet, has comfortably stood its ground.

TEAM Serve may have been dissolved as an entity and incorporated into IMS SBU, but Satish Sharma, Manager and senior-most member of TEAM Serve (at the time of merger) believes that the good practices of TEAM Serve continue to exist. "The key strengths at TEAM Serve were Customer satisfaction, Member satisfaction and Process focus. This is what helped us make profits in TEAM Serve even when IMS was going through a challenging time. We carry forward this focus in IMS today," Satish says.

In fact, TEAM Serve's way of functioning did make for an interesting model for TEAM Computers to emulate. Firstly, salaries were religiously disbursed on the last day of the month so that members were cash-rich at the beginning of the next month. A special site allowance was given in addition to the CTC to engineers who were on 24x7 call. Quarterly



Satish Sharma with his daughter Jyotsna and son Kartik

appraisals came with Performance and Prosperity-linked bonus. Last, but not the least, senior members like Satish spent most of their time at the client's place, choosing one-on-one interactions over email correspondence. "I think our presence in client locations helped us understand the customer's pain areas deeply, streamline processes and strengthen our relationship. This approach made us very effective and efficient," points out Satish.

Satish describes the new merger as 'win-win'. "I feel knowledge

sharing between the two entities has made IMS more process-oriented. TEAM Serve members have gained by having a clearly-defined growth path, a larger brand name and more security," he says.

But has life changed after the merger? Not for Satish. "I continue to spend 70% of my time with my clients. In fact, looking after Managed Services in IMS is an even greater responsibility. There are lots to do, but too little time. And I still don't get to spend enough time at home," he quips.

My Take on Team

Rashi Malhotra

Deputy Manager, Human Capital Dvlt.
Joined TEAM in 2002



Though I was professionally qualified to manage HR, I joined TEAM to handle sales. It was a remarkable learning experience, full of stimulating

challenges. In my three years in Sales, I not only learnt marketing basics like Account Management and Sales Process Management, but time management, relationship management and negotiating skills as well. So when I switched to HR two years ago, these skills stood me in good stead. I think my exposure to varied management functions has helped me understand the pulse of the people. TEAM has helped me maximize my potential.

What should change?

I think TEAM should become more process oriented. Also, we need to incorporate hierarchy in the system so that problems are escalated to the right person and not directly to the CMD.

We need to have more leaders and less managers in the company. We need people who will guide, groom and grow young talent in the company, and not merely manage them.

CMD Office with a View

Team News Bureau

40-plus locations. 1,200 employees. 600 customers. 24x7 business.

Despite the frenetic activity all around, the CMD Office at New Delhi manages to remain calm and in control. And for this, TEAM Computers' CMD Ranjan Chopra has to thank his 'CXO Cockpit'.

The CXO Cockpit, comprising eight LCD monitors, gives Mr Chopra an aerial view to any information on his company at a click of a mouse. He can monitor calls in Bangalore, analyze engineers' performance in Bhubaneswar or check the productivity of his people in remote Guwahati – all from the comfort of his desk.

According to Mr Chopra, today's organizations are getting complex by the minute, and with a plethora of activities in the organization, the CEO is expected to inspect, evaluate and then navigate the organization into the best course possible. To be a successful navigator, relevant matrix and cross referencing departmental matrix are critical, he says.

This need prompted TEAM Computers to design, integrate and deliver the CXO Cockpit, Mr Chopra adds.

The CXO Cockpit provides relevant, appropriately-tailored

dashboards for Mr Chopra. It helps him slice, dice and cross-reference voluminous and hitherto incomprehensible data and take appropriate decisions.

The CXO Cockpit is powered by TEAM's Business Intelligence and Data Analytics solution – QlikView. The CXO Cockpit represents the state-of-the-art Dashboard, Analytics and Reporting solution, with extremely good ease-of-use and interactivity, making it easy to create any kind

of new visualization of data, just by a few clicks of the mouse.

The dashboards of the CXO Cockpit are created by unifying TEAM's existing IT systems, including TEAM's ERP Navision. The integration of data from all sources ensures a 360 degree view of TEAM, allowing the management to devise process improvements to enhance efficiency and profitability.

"The CXO Cockpit has made me change the way I run my business," Mr Chopra accepts.



Ranjan Chopra poses with an award in front of his CXO Cockpit.

JUST FOR LAUGHS *Differences between you and your boss*

When you take a long time, you're slow.

When your boss takes a long time, he's thorough.

When you don't do it, you're lazy.

When your boss doesn't do it, he's too busy.

When you make a mistake, you're an idiot.

When your boss makes a mistake, he's only human.

When doing something without being told, you're overstepping your authority.

When your boss does the same

thing, that's initiative.

When you take a stand, you're being bull-headed.

When your boss does it, he's being firm.

When you overlooked a rule of etiquette, you're being rude.

When your boss skips a few rules, he's being original.

When you please your boss, you're apple polishing.

When your boss pleases his boss, he's being co-operative.

When you're out of the office, you're wandering around.

When your boss is out of the office, he's on business.

When you're on a day off sick, you're always sick.

When your boss is a day off sick, he must be very ill.

When you apply for leave, you must be going for an interview.

When your boss applies for leave, it's because he's over-worked.



News-makers



Mahesh Tomar, General Manager, TEAM Computers (right) accepts the Best Value Added Reseller Award instituted by Acer India.

At a Glance

Pictures speak louder than words, so believes Team Spirit. TEAMers across regions have been busy doing exciting stuff, and we decided to shout it out in this photo feature compiled especially for you.



A spacious, modern cafeteria, overlooking the Bhikaji Kama Complex was inaugurated at TEAM Delhi recently.



Bangalore Admin in-charge Annapoorni Ravi performs puja on the occasion on Navarathri in TEAM Bangalore.



Nisha Mishra, member of TEAM Mumbai interacts with cricket hero Sachin Tendulkar. Nisha is an active social worker associated with Sant Gyaneshwar Sahitya Sangam Society. She met Tendulkar last week to raise funds for orphans and differently-abled children.

Chennai members Rajkumar and Suresh enjoy a game of chess (top), while Saktivel and Gopi contest over carrom at the indoor games tournament organized by TEAM Chennai. The qualifying matches are being held on weekends, and the finals are scheduled post-Diwali.

Disaster Management

by R. Suresh, Admin In-charge, Team Chennai

IN CASE OF FIRE

1. Be alert and calm. Don't panic and don't run.
2. Raise alarm, alert others.
3. Use the nearest staircase for your escape.
4. If smoke-logged, try to come out by crawling.
5. Don't use lifts during an emergency.
6. If caught in fire, don't run. Lie down and roll yourself.
7. Try to ascertain the type of fire. Reach the nearest fire point for fire extinguishers.
8. Use appropriate fire extinguishing media.
9. Do not hesitate to inform the fire brigade when fire is small. All great fires start from a small one.
10. Mind that your safety comes first and foremost. If you have time, try to help others and retrieve important assets and belongings of the organization.
11. Last but not the least, never underestimate a fire.

IN CASE OF A EARTHQUAKE

1. Don't run outdoors. Falling debris or electrical wires might hit you.
2. Crouch under big tables or strong frame or under a strong bed.
3. Don't use candles, matches or other open flames either during or after the tremor because of possible gas leaks.



A reason we love pets

Sitcom Snippets

Why is the sight of a wagging kitten, begging for a pat, so irresistible? Why are dogs regarded more as a family member, and less of an extra expense? What is it about pets that win them a special place in families?

All the answers to these questions can be found in 'Funniest Animals', an half hour programme telecast on weekdays at 6.30 pm in Animal Planet.

Funniest Animals is a programme dedicated to pets – made for pet lovers and made by pet lovers. The programme comprises short films, contributed by viewers worldwide, showing their pets at their wittiest best.

So we have an American woman who trained her cats to sing, and her video proves that her pets have turned out to be loyal students. The cats could actually

sing!

Or a clipping of a love-lorn Australian squirrel, that not only takes care of every whim and fancy of his mate, but also feeds her when she is not in a mood to eat.

Proving to be good guards is this dog-parrot duo, who protect the precious antiques of the house when burglars barge into the house to loot. The proud owner, who had recorded these activities, immediately dispatched the video to Funniest Animals.

If you want an evening of good laughs, and you would rather have animals for entertainment than a bunch of overacting comedians, do check out Funniest Animals. It will leave you in splits.

- By Swathi Krishnan,
Team Leader, IMS- Bangalore.



Decoding the



Dress Code

TEAM News Bureau

Are you the kind who doesn't care about the way you dress? Are you the kind who feels that one must bring his/her brains to work, and not necessarily his/her looks? If you are, perhaps it is time you chew upon this tweaked version of Mark Twain's wise line: "Clothes make the man. Badly-dressed people have little or no influence on society."

Imagine your CMD walking in to the boardroom in a pair of shredded jeans? Or a customer-facing representative making a sales pitch in cowboy boots?

Wouldn't work, would it? People are beginning to understand the importance of clothes, not only as a means to cover the body, but also to give expression to moods and present a personality. Corporate dressing has become a powerful visual communication tool that cannot be ignored anymore. In the global workplace, the protocol of corporate dressing reflects directly on employee professionalism.

Here is more gyaan on corporate dressing:

For men: The corporate look for men has remained clean and simple. Plain shirts or pinstripes have been all-time favourites, teamed with well-fitted jackets and trousers. The classic colours for business suits continue to rule.

One of the most important accessories for men is the tie, which could bring on an entirely new look. There is such a vast variety that one has to be careful in choosing the print, fabric, texture, etc. Other accessories like belts, watches, shoes and briefcase add the finishing touches to the 'professional' look.

For women: Women's corporate dressing is far more relaxed and is governed by fashions to a large extent. Most corporates expect a woman to dress decently keeping the appropriateness and culture of

the place in mind. Indian attire like salwar-kameez and sari has stayed popular due to their comfort. Many companies are now opting for women's business suits or dress as the dress code for women employees. But take care to get all clothes stitched in accordance with accepted limits of decency within the company. And remember, there is nothing more important in grooming than well-fitted attire. Please remember, in trying to create an impression with dressing, don't ignore cleanliness and hygiene.



Did you know....?

- Ancient Greeks often considered the wearing of trousers by Persian men as feminine
- Most gentlemen in Victorian times changed into White Tie and Tails after 6 pm
- In China before the establishment of the republic, only the emperor could wear yellow
- In Tonga it is illegal for men to appear in public without a shirt
- In the island of Bermuda there is a strict dress code, such that restaurants are designated with different dress-code levels such as "business casual" or "casual." It is also illegal to not wear a shirt or shoes on any of the public places on the island with the exception of the beach
- The concept of Dress-down Fridays began in the Silicon Valley, California in the 1990s

