

CIB on wings



Photo Credit: Ravinder Komaragiri

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India
 **Initiatives of Change**
Caux Initiatives for Business

Editorial

In this issue of CIB on Wings, we wanted to bring you a couple of different perspectives that leaders from business and industry would find useful. One piece that has been compiled by senior managers is on valuable behavioural traits that people from Sales teams would demonstrate. We also wanted to carry a brief extract from a speech given on Leadership from the perspective of Oriental wisdom.

It is with sadness that we also bring to you the news of the demise of a colleague and friend who passed away a few days ago. We thought that many who receive this newsletter and had known this fine man would appreciate reading about him.

Finally, as we mentioned in our last CIB on Wings issue, we feature the list of events that are being conducted at Asia Plateau, Panchgani before the close of their Program year in June 2018. Should you find a program that someone in your organization or family would like to participate in, this could be a good opportunity. Write to programs@in.iofc.org and the Program team will be happy to provide you with details and relevant information.

It may interest you that the cover photo is taken from the entrance of Kumaram at Worli Seaface, Mumbai where IofC has its office and flat.

Editor



Ethical Behaviours in Sales Functions

- Deliver what you commit. Don't promise what you can't deliver. Inform and Apologise well in advance the moment you know you cannot meet your commitment.
- Commit the right quality. Don't sell features that your product doesn't contain.
- Don't bribe to get orders. No bribery in cash or kind.
- Share some limitations of the product. It builds further trust with the customers.
- Always respond to customers within your defined time limits.
- Internally, let your service team be informed of the customer's expectations.

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- Build a trust with fixed price policy and don't offer too much of discounts. Customers start feeling that they could have bought it even cheaper.
- Ensure prompt after sales service.
- Strict control on the genuineness and right pricing of the parts.
- Ensure clear understanding of customer needs.

- Effective handover to project management team from sales team, so that there should not be any communication gap within the team.
- Ensure periodic feedback from customer for offered services or solution and ask for area of improvement from customer perspective.
- Say what you mean. Mean what you say.
- Never over-promise and under-deliver; rather espouse the opposite.
- Retain the relationship beyond the sale. Proactively enquire how the customer is experiencing the product.



Compiled by S.Venkatesh, Head - Risk & Internal Control, Siemens Ltd., Mumbai and Convenor of the CIB Mumbai Chapter; through contributions from team-mates, both in the CIB Mumbai Chapter as well as the CIB Pune Chapter.

Leadership

Learn from Oriental Wisdom

“You should hold the young in awe”:
How to recognize a person’s character

Confucian Analects excellently explain how to recognize one’s character. Confucius said in the Analects, “Watch his deeds, see his motive, guess his satisfaction; and you will understand his personality. How on earth can he conceal his personality?” (in the Book II). This passage teaches us to observe people over time by watching actions, seeing motivations that lie behind actions and guessing what concerns them. Under these, no one can disguise his character.

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When Chung-kung, a disciple, became a provincial Governor, he asked Confucius about recruitment (in the Book XIII). He asked, “How can I identify capable character and recruit and promote him?” Confucius said, “Promote a person you recognize, then people will recommend you gifted persons whom even you do not know.”

There is a well-known episode of Abraham Lincoln, the President of the United States. When he was asked why he did not include a certain man in his cabinet though he was advised to; he said, “Every man over forty is responsible for his face.” Ogai Mori, Japanese Army Surgeon

General and prominent novelist also said something similar. Someone like Confucius must be able to judge people on first impression, but to disciples he must have preached caution.

It is fascinating to find Confucius saying, “We should hold the young man in awe. They may be going to be better than you are.” (in Book IX). How can we know youth are inferior to adults today? He expressed his high expectations in generations to come. As they get older, people are apt to complain about, “today’s younger generation...” But it was not the case of Confucius. In a subsequent phrase he gave a rather stringent comment: “But if they could not gain a reputation by age 40 or 50, they do not deserve to be held in awe.” It would be more appropriate to read age ‘40 or 50’ as age 50 or 60 since we live longer today.

An extract from a speech given by
Hironori Yano,

Chairman, Caux Round Table Japan and Initiatives of Change Japan



Obituary

Deepak Mullick, Chairman of AgVantage Agribusiness LLP, Bengaluru and former MD of a large Agro-chemical company, Advanta India Ltd.; passed away on May 11, 2018. Mr. Mullick was a close associate of Initiatives of Change (IofC) and an immense support to the training programs that IofC's, "Centre for Training in Ethical Leadership" (CENTREL) conducted at Asia Plateau. At these programs, whether it was for senior and middle-level managers of industry who attended the 'Heart of Effective Leadership' programs or the Management students who attended the 'Effective Living and Leadership' programs,



Mr. Mullick would visit the Panchgani centre regularly and serve as a faculty.

“He made a deep and unforgettable impact on all who knew him,” said his wife, Mrs. Binu Mullick.

“His indomitable spirit lives with me and so many students who have stood up in admiration,” said a former student.

“His presentations to Symbiosis students used to leave them deeply impacted. I was privileged to have known him for over 40 years. A wonderful caring friend,” wrote a CMD of a business firm in Mumbai.

“Deepak has never been away from our thoughts,” said a former Cabinet Secretary of the Government of India.

“Deepak was a dependable colleague for almost half a century. He was a true friend, a support and a guide and he was the same to so many in our unique fellowship. His indomitable spirit conquered his physical handicap and he never let them come in the way of his larger calling. He was blessed with an amazing, ‘never-say-die spirit’,” said a founding Trustee of the Trust for Initiatives of Change India.

“One instance that demonstrated his determination never to succumb to any setbacks was after his stroke,” said the Director of Asia Plateau and a close friend of Deepak Mullick. “After his stroke, the doctors told him that he would have to be wheelchair-bound. Deepak: ‘Doctor, I’m a Management man.’ I look for alternatives. What’s the alternative to using a wheelchair?’ A perplexed doctor said, ‘Well, the alternative is to get up and walk.’ Deepak did exactly that.”

Caux Initiatives for Business is deeply sorry for this loss and stands with Deepak Mullick’s family in this time of their grief.

Asia Plateau Program Calendar

May 2018

- 2 to 6 Education Today, Society Tomorrow - Educators
10 to 13 Effective Living & Leadership Program for Families
16 to 19 Heart of Effective Leadership Program for Industries
23 to 26 Effective Living & Leadership Program for Industries

June 2018

- 1 to 8 Let's Make A Difference - Youth Program
13 to 16 Heart of Effective Leadership Program for Industries
18 to 22 Education Today, Society Tomorrow - Educators
20 to 23 Effective Living & Leadership Program for Industries

The design of the Effective Living and Leadership programs for industries is prepared for shop-floor workers; while that of the Heart of Ethical Leadership is for middle-level and senior managers.

Programs are subject to change.

For enquiries and confirmation, please

write to programs@in.iofc.org

For more information, please visit

www.in.iofc.org