



THE TIMES OF INDIA

WORK WISE[®]

RAHUL KAPOOR

WORK WISE

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DEDICATED TO...

My biggest inspiration in life, my loving dad
Late Kantlilal Kapoorchand Jain.

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PREFACE

India of today is a country with strong sense of self-confidence, optimism and with a belief that 'anything is possible'. The country seems to be in a state of active transformation: with a mobile phone a poor construction worker becomes a self-employed person, a water-pump starts with a cell phone when the electricity is available; information about fishing and crops is shared within the community. This would have been unheard of 10 years ago. Today the possibilities seem immense, with new approaches to problem solving and opportunities at the bottom of the pyramid. Almost all stakeholders: Government, industry, academia, the common man all wanting to be part of this new-found dynamism. The few who held on to status quos are also slowly getting converted when they see value to themselves and their communities.

With India moving from being a developing economy to a rapidly developing/emerging economy — one of the BRIC (Brazil, Russia, India, China) economies, and now part of G20, India is truly on the world map. With consistent GDP growth rates for close to two decades, massive economic reforms coupled with a strong attempt to be inclusive in its transformation, India with its government, industry and the citizen are all playing a strong role in this transformation. The

change seems to be driven more by the users/participants and the various enabling technologies — whether it be telecom, with mobile phones as the single biggest transformer to the media which floods both cities and villages with the same images to the massive changes in society — urbanization, growing middle class, consumerism, etc.

Serious challenges exist whether it is improving our Gini Index or building capability to meet our country's future growth, yet the India of today seems ready for this challenge. The majority of India is below 35 years of age with an unparalleled energy and optimism... This is an elixir for success.

As Indians see this opportunity to grow, they also struggle to handle implications of changes in their personal lives. They constantly look for ways to deal with the complexity of life — whether its tips on leadership, work-life balance, values etc. Rahul has been writing on these topics over the last eight years in *The Times of India*, with obviously good response from its readers to keep it going for so long. This book is a series of Rahul's writings in a style which is simple and therefore connects with the reader. The subjects are topical, with a pragmatic approach, providing his insight on a variety of issues. These perspectives are representative of the optimistic, energetic and successful Young Indian!

Rahul Kapoor is a great example of the young entrepreneurial Indian, who has accomplished a lot within a very short period of time — a training company, a series of business ventures, and an on-going passion to make a change whether through the 'Ignite India Initiative' under Dr. Abdul Kalam's mentorship or nurturing entrepreneurial spirit among various communities.

I wish Rahul all the very best on his journey whether it is this book, his various development and capability building programmes or his business ventures. May his success grow in proportion to his enthusiasm!

Sandhya Vasudevan

INTRODUCTION

In a career spanning twelve years, Rahul Kapoor, Founder and Chief Trainer of KWEC, has learned to read people like an open book. His personal experience from having trained approximately 45,000 employees from over hundred different companies, has left him with a staggering wealth of work-life understanding that he uses to continually help people of all ages build work-lives that they take pleasure from and succeed in.

With his vast cache of knowledge, experience and exceptionally innovative vision, Rahul has put together his thoughts, ideals, experiences and suggestions into a voluminous tome, which he feels is the best way to impart the most difficult lessons of life in the most palatable form.

In his collection of 70 articles, all of which have been previously published under the column 'Work Wise' in the Education Times, a weekly supplement of The Times of India, Rahul pens his personal experiences as a trainer and as a human being, on a varied smorgasbord of subjects ranging from career, entrepreneurship, money, business, health, relationships, work-life balance and patriotism.

Work Wise is a manuscript with a broad offering. It touches upon every aspect of internal communication from putting

together a well-developed communication strategy to coaching employees and leaders as well as training managers to communicate effectively with their employees and team members.

The editorials are written in an unassuming manner, offering insight into the author's vast cache of knowledge, based on his work and life experiences over the last twelve years. It is difficult to identify a core group of readers for this book. The topics covered by him are likely to appeal to a lay man, a housewife, students, youth, corporate employees and leaders, politicians and sportsmen. There's something for everyone in his writings. His words are global, futuristic, realistic and honest in their opinion.

SAMPLE

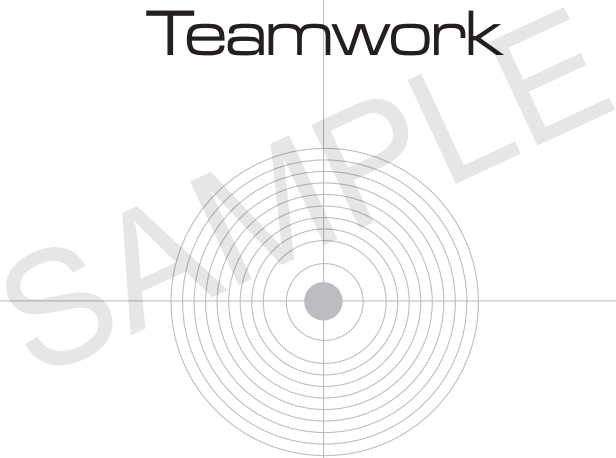
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It would be impossible to single out all the people who contributed so generously to this project with their comments, suggestions and ideas. I owe a deep debt of gratitude to all:

- To my colleagues, clients and workshop participants whose sharing and synergy inspired me to write most of the articles.
- To my editors at Education Times, Ritu Rohatgi and Geetha Rao, for their patience and guidance over the years.
- To the readers who made 'Work Wise' a huge success. Your appreciation and feedback keep me going!
- To all my mentors for standing by my side in tough times, thus making me tougher.
- To Seema Ghosh, Palani Rajan and Archana Shenoy for their tireless effort in editing the book.
- To everyone in my big joint-family and friends for being there for me.
- Most of all, to my mother, Kanchan Devi, my wife Deepa and two beautiful daughters, Diya and Deeksha for being the source of love, strength and support.

SAMPLE

Leadership & Teamwork



HUNDRED PERCENT

Give your hundred per cent in whatever you do
and become a champion.

~ : ~

As one struggles to give his 100 per cent to every aspect of his daily life, he is faced with innumerable short-cuts and ways that encourage him to give less than his best.

The 100 per cent mark has gigantic implications in almost all aspects of life. Ask a boss what he wants from his team, ask a father what he expects out of his child, ask a coach what he wants from his players and the answer will be the same from all '100 per cent effort'; effort, not only in terms of work but in everything else as well.

100 PER CENT LISTENING

Stephen Covey says, "People don't listen to understand. They listen to reply. The collective monologue is everyone talking and no one listening." Most problems of life arise due to poor listening, which in turn is a result of impatience. Become a 100 per cent listener.

The more you listen the more you will learn and understand, you get a complete picture of things and empathize with others. This will help control your anger, avoid strain and clear out

misunderstandings. It takes courage to stand up and speak, but it takes courage to sit down and listen as well.

Make an effort to talk less and listen more. While you listen, pay attention to what is being said, listen as though your life depends on it. If you can master this simple task, you will get along a lot better with all.

100 PER CENT COMMITMENT

When you are on a job, people expect you to excel and produce brilliant results. Results don't depend on age, experience or designation; they depend on commitment, not 99 per cent, but 100 per cent commitment. If a person is completely committed to getting results then no force in the world can stop his success.

Commitment ignites action, which leads to success; lack of commitment ignites doubt, which leads to poor results. Before you commit to something make sure you tackle the mental side first. Pledge yourself to a certain purpose. Ask yourself whether your thoughts and emotions are pointing in the same direction, if you make the mental decision but don't feel right about it, then you are not committed. In such cases your decision will fizzle and die quickly. But if your mind and heart are both engaged to a task, then you are 100 per cent committed and ready to take on the world.

100 PER CENT LOVE

You either love someone or you don't, you cannot have feelings in-between. Love is something that cannot be in doubt. Whether it is your love for your parents, spouse, friend, country or God, it needs to be total and unequivocal.

To get the best out of a relationship you have to love people from the bottom of your heart. Accept the fact that no one is perfect, everybody has weaknesses and thus it is important to

accept people the way they are. Give them your compassion, be patient with them, trust them and be yourself.

You will be surprised at the strange way in which love works — the more you expect, the more it eludes you. The more you give, the more you will receive. Expectations normally disappoint people. Thus, when you love someone do not expect anything in return. The secret of happiness is simple — be loving, giving and caring.

To summarize, you must realize that if you put 100 per cent into every thing you do, then you will be master of your own life and earn appreciation and admiration from all who come in contact with you.

Exhibit 100 per cent trust in your team and you will get the best out of them, be 100 per cent genuine with your clients and you will have them forever, have 100 per cent faith in your abilities and you will be amazed with what you can achieve. Remember there is no scope for 99 per cent, it has to be 100 per cent else the magic will not work.

REPUTATION vs CHARACTER

Reputation grows like a mushroom; character grows like an oak.
Build a strong character and let people create your reputation.

~~ : ~~

Reputation is important to many people and they do everything they can to build and/or protect it. People get involved in various public relation and social contact activities to ensure that they are being spoken about and seen in places of importance. They say or do things to look good in public, not necessarily because they really feel for it.

For example, we come across people who always speak very politely while at work but are very rude while talking to people at home or people who fight for social causes but cannot do justice to people at home. Haven't we come across those who act very pious in society and yet secretly involve themselves in unhealthy activities?

Most human beings are very conscious about their reputation. They live in a world of drama, they pretend, they lie, they act in order to earn a good name, but in reality they never gain inner peace and satisfaction. Their entire life is wasted trying to build and protect a false reputation.

John Wooden says, "Be more concerned with your character than your reputation, because your character is what you really are; your reputation is merely what others think you are." This