



Atyaasaa

KNOWLEDGE BEANS

A HUMAN RESOURCE NEWSLETTER

ABOUT ATYAASAA

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 and 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. These are implemented through ethical and experienced operations and human resource facilitators having contribution as their core value.



ATYAASAA
AWAKENING HUMAN EXCELLENCE

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THE OD CONNOISSEUR'S ORATE Sridharan Mahadevan

THE EFFECT OF EMOTIONS ON PRODUCTIVITY



Sridharan Mahadevan is the Senior Director, mantHRas consultants, Mumbai. He is an HR veteran with four decades of HR experience in both public and private sector organizations. He is also a management educator with consulting exposure. He has held positions like Senior Vice President - HR, Ion Exchange (India), Mumbai, Director - HR, Emerson Process Management (India), Mumbai, DGM - HR, Fisher Rosemount (India), Mumbai and Manager - Product Development, SBI Corporate office, Mumbai. He has conducted more than 500 training programmes on soft skills for managers of reputed organizations both in India and abroad

Recent research says that an individual faces approximately twenty thousand moments (a period of few seconds in which the brain records an experience – positive, negative or neutral) in a day. Cumulative balance of these experiences determines the quality of a day. Emotions, hence, definitely affect productivity.

Highs and lows are experienced with or without reason. A frustrating day can start with the simplest of reasons viz. 'no outfit looks good', ruining a person's emotional state. Imposing bosses with intense targets create reluctance to attend a budget meeting and monotonous orders act as

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THE EDITOR'S MESSAGE

Emotion is an imperious influence in every facet of life and cannot be dislodged from organizations. The effect of emotion is hence very visibly seen on productivity. It is a strong intrinsic factor that has the power to inspire an employee's willingness to excel. It affects individual productivity, which cumulatively affects the organization at large. Employees are hence required to master the art of regulating their own emotions and use them effectively so as to sustain soaring productivity and ensure organizational growth.

Thus, in this highly turbulent environment it is imperative to control and direct emotions to protract productivity and create paramount excellence in the organization.

The theme of the next issue of Knowledge Beans will be 'The link between emotional intelligence and job involvement'. If you share a passion for the topic and have a flair for writing, do send to us your 300 word article with your brief profile along with your photograph in jpeg format to atyaasaaeditor@atyaasaa.com

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de-motivators to employee morale. These emotions add up and create an atmosphere which affects productivity in an organization. The question is how does an organization use emotion as strength to create a positive work environment and augment productivity?

Some organizations choose to prominently display data signifying progress made against target. When there is excellent progress, watching hard work pay off creates positive emotions within employees.

The reason small successes or milestones are celebrated globally are because it creates an array of positive emotions within, which gets portrayed in higher productivity of the organization. Indians as a cultural sect are highly emotional people, even at the workplace. Hence

channelizing emotions in a positive way becomes a pre requisite to let productivity flourish.

Employee engagement activities come into play in this scenario, to pep up employee emotions. Learning from cricket teams, employees in an organization should be trained on how to handle failures and critical incidents whilst maintaining the positivity within.

Emotions at the workplace cannot be controlled, however, the way emotions are handled can. Creating autonomous structures and concentrating largely on employee engagement programmes embellish positive emotions at the workplace, which in turn determine success. **E**

THE OD ENTHUSIAST'S ORATE

IMPORTANCE OF EMOTIONS IN THE CORPORATE WORLD

While discussing this topic with my eleven year old son Aman, I was told, "Things can never be black or white, there has got to be some grey." I was stunned by his intelligent remark, and incredibly proud of him.

When you hire a person, you hire the whole package, including emotions. We often categorize our feelings into emotions, moods and dispositions. We feel short-term responses to stimuli are emotions, while moods generally last longer. Additionally, we bucket a person's overall approach to life as a personality or trait.

In the corporate world, it is strictly unprofessional to express emotions. Yet, professionals are expected to demonstrate passion towards their work. The disconnect lies here. It's equivalent to desiring one side of a coin and discarding the other.

The reality is that emotion is reflected in every aspect of our lives. We can't deny it. The focus should not be on suppressing emotions, it should be on creating a work environment where positive emotions flourish. This can happen by selecting employees that are in sync with the organization's values, creating an environment of trust and collaboration. In such an environment, it is easy for employees to remain positive and passionate towards work.

Positive emotions create a participative and inclusive range of behaviours with a win-win outcome. Research around this topic has suggested that positive professionals tend to do better at the workplace. They show high levels of cognitive ability, focus, accuracy and innovation.

Shikhar Dhawan, who recently took the world of cricket by storm, is a perfect example, as he overcame negative emotions and did not let it affect his hunger of achieving goals. Positivity and a will to win was all it took. **E**

Kulwinder Singh

As Director of Global Marketing and Communication, Kulwinder leads Synechron's corporate brand, marketing and integrated communication efforts globally. He drives the organization's corporate positioning, public relations, marketing campaigns, employee communications, event and field marketing initiatives to ensure strong connections with all important stakeholders. Prior to joining Synechron in June 2012, Kulwinder served as Business Head at Scribble Media and Entertainment Pvt Limited where he developed and launched Postnoon - Hyderabad's first afternoon newspaper. He also served as global marketing head for Asia Pacific, Middle-East, India and Africa at Mahindra Satyam (now Tech Mahindra).



FOUNDER'S ARTICLE

Niket Karajagi

ROLE OF EMOTIONS IN BUILDING EFFECTIVE TEAMS

Team performance is a function of collective energy. This force is represented by different sentiment of each member. A negative emotion always pulls the overall power of the team down. Thus, it is important that managers keep a watch on emotional health of the team in order to achieve superlative performance. The warmth factor in the team is of utmost importance.



Niket Karajagi is the Founder Director of Atyaasaa Consulting Private Limited, Pune, which contributes to top corporate brands globally. He is an established international management consultant and an innovative human resource trainer with niche areas of expertise and contributions. Niket is an authority on creativity and innovation, emotional intelligence and statistical methodologies apart from his operations background in understanding of management processes.

The problem is managers rely only on competence as a strategy to achieve results. Excessive focus on competence creates rivalry within the team, which creates negative



emotions. Typical feelings that bring performance levels down are frustration, anger, boredom, jealousy, fear etc.

These emotions must be transformed into happiness, which triggers creative forces within the team. Fear, for long has been used as a strategy to derive performance but it has failed to deliver any outcomes.

Emotional engagement with the manager has a correlation to the employee's engagement with the organization. Thus, it becomes important to select managers carefully. Disengagement in the team is mostly an outcome of poor relationships with the manager.

Performance enhancement thus, is a function of competence building within the team, along with focus on building positive emotions within the group.

Some aspects of building good emotions and deriving illustrious performance are indicated below:

- Focus on creation of trust and creative collaboration in the team. Always concentrate on building informal networks. Too much of formal conversation and e-mails deteriorates energy levels and engagements.
- Focus on attitudes and motives of members. Immoral motives will always annihilate the engagement levels.
- Clean the team on toxic employees consistently; they create noise and bring energy.

- Focus on results. Winning teams are always highly engaged.
- Critical feedback and appreciation must go hand in hand.
- Build relationships by spending time informally.
- Projects must be managed in an agile collaborative style and not in sluggish formal pockets. All members must work creatively with managerial control at the lowest level. Speed always engages. It challenges teams to deliver fast.

If teams collaborate with right motives and have soaring energy levels, success is guaranteed. Organizations must focus on creating emotionally engaged teams and engaged managers. Be watchful of the emotional health of the team. Performance is always a by product then. **E**



BEAN STATEMENT

Right objective backed by positive emotion always results in creation of success