MIND OVER MATTER

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What is the best management lesson that you have ever learned?

- Sustainable success can only be achieved with an engaged and passionate team
- Every human being wants to be part of a success, legacy, and a higher purpose
- Inspire them with a vision that wins their hearts and minds
- Do everything in your power to help them succeed and business will take care of itself

How has it helped you in your career and life?

Appreciating the value of those around me has hopefully helped me stay humble and grounded. Staying true to the management lesson has definitely helped me in a myriad of ways. For example, to create a clear vision, one has to first have a lot of clarity in one's own frameworks and thought processes. This necessity has helped me get into the habit of reflecting deeply on the interconnectedness of all data, events, behaviours and other moving parts around business or life.

Helping people succeed or realise their potential has been the most gratifying part of my career. In this process, I have myself been a beneficiary of having motivated and engaged teammates who have helped me achieve my own goals and objectives.

On a personal level, once you believe that you can only succeed with an engaged and motivated team, it forces you to improve and constantly evaluate yourself as to how you act in terms of your integrity, humility, approachability, fair mindedness, compassion and reliability. A high bar indeed. In business, I love turnaround situations that require transformational change and complex problem solving. Seeing my team responding to such challenges alongside me and themselves growing along the way gives me immense joy and satisfaction.

This desire to effect positive change has always kept me passionate and busy on whatever I have undertaken and, consequently, I have thus far enjoyed the journey both in my personal and business life.

Has the Covid-19 pandemic and its impact on lives and livelihood led to any learnings?

There have been a lot of lessons learnt during Covid-19 but one that stands out for me is one of human ingenuity and adaptability. The example I have is from the education industry which I am currently involved with.

In the past, the one concern always mentioned in moving to any form of online teaching was how to upgrade the skills of the educators who have only worked in traditional classroom settings all their lives. How will we ever overcome this insurmountable barrier? Well, Covid very quickly proved how wrong everyone was. The teachers learnt and adapted at warp speed. Incredibly, in less than month, every educator, old or young, computer literate or not, became comfortable with the technologies. Not long after, their natural creativity in the new online world started to manifest and they started coming up with novel ways to make the education process most engaging and effective. The speed of this transformation was certainly breathtaking and a vivid example of human resiliency and adaptability. It certainly makes me optimistic of our ability to solve the biggest of challenges when we put our mind to it.