Team Octara wishes
Happy Eid *-ul-Azha Mubarak*
in advance to all the Muslim Ummah

Jamil Janjua,
CEO, Octara & Chief Editor
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Dear Reader,

The acronym FEAR stands for False Evidence Appearing Real. This piece of wisdom was brought to my notice by none other than celebrated OCTARA Associate Bob Urichuck, now retired. It has gained even more traction in this day and age of Fake News that has been the center of our attention for a while now, and the more recently emergent COVID-19 pandemic that has seen all manner of hypothesis, mostly half cooked, attain an alarming velocity of circulation.

Now as the time approaches for the Abrahamic sacrificial ritual, a time for rejoicing, we are once again on the edge of our seats with apprehension as COVID-19 succeeds in doing that which even our worst enemies have failed to do – instill FEAR into our hearts of a resurgence of this dreaded disease which is finally showing signs of abating in Pakistan. Can our largely youthful and carefree population restrain itself within the bounds of the SOPs that mandate masks and social distancing as it goes about shopping for goats, sheep, cows, and camels?

Or will the old pattern of congregating in large numbers within close confines continue without a care? These are top of mind concerns for both the officialdom and the few that are sober enough to understand the seriousness of the matter. May Allah keep us in His protection, ameen.

As usual we have great content lined up for you this issue, with 'Thriving in the New Normal' raising the curtain on G2G Impact Group that has done a great job of putting facts and figures together to paint a realistic scenario of what to expect as the fog clears somewhat from our present VUCA condition.

Niloufer Afzal and **Noeman Shirazi** are the moving spirits behind G2G and held a fairly large audience spellbound on Zoom as they plotted a path that was not all hairy scary and held out substantial promise of a rosy future, Inshallah. A word of praise is in order for Team Octara that works tirelessly behind the scenes to make this, and many other interactions possible.

Then we have a piece by **Dave Nelissen** on 'Why Innovation Fails', and a TecHRseries Interview with **Dr. Tommy Weir**, Founder and CEO at enaible.io and a treasured OCTARA Associate. Theirs is also an article on aging by **Brittany Denis.**

Lucy Cornell's Voice Online Masterclass is coming up soon, and we hope you can make the 1st August deadline to avail the discount for Pakistan based applicants.

OCTARA's Free WebMall is going great guns providing a one-stop-shop for all manner of webinar interaction, truly a COVID-19 bonanza as the global learning community closes ranks in virtual space and offers up priceless learning that is free of cost, at least for now.

Lots more exciting stuff in the pipeline for our 1st August 2020 issue, and we do believe that we have managed a successful transition to a Fortnightly, something which quite a few people were skeptical about! **More power to Team Octara!**

*Editorial Compiled by **Adil Ahmad**, Special Correspondent, octara.com*
*Creative & Design by **Zainab Essajee & Nazim Ansari***

Feedback: info@octara.com

The WebMall + ☎ 10:27 AM

Dear Participant,

Thank you for your encouragement of Octara's Free WebMall. As a consequence of your unsolicited support we have reached within a month the maximum allowed number of 255. HOWEVER to cater for those Octara friends who were not able to register earlier on Free Webmall, we have good News! as of tomorrow we are launching an additional mall...... **The WebMall+**

The WebMall+ will primarily focus on posting a mix of new live, and pre-recorded webinars with International resources and along side post selected webinars with reputable, recognised and established national resources.

Also from time to time we will be posting in **The WebMall+** special blogs, articles and announcements of forthcoming workshops.

Please note

Membership to Webmall+ will be through registration via this link

https://bit.ly/2C0uSh6

Membership is free till end of July after which there could possibly be a nominal membership charge for members registering after July 31, 2020.

So make haste to register.

TCS Octara, however, to encourage the new and yet to-be-known local trainer/speaker resource will be pleased to continue posting their free webinars as is being done now on this **Free WebMall.**

Happy Learnings
Kind regards,
JJ

COVID-19 BLUES –
G2G Impact Group to the RESCUE!

THRIVING IN THE
NEW NORMAL

- Review by Adil Ahmad

Styling itself as a business transformation company for ambitious organizations with the objective of inspiring, empowering and impacting, the G2G Impact Group studies the science of transformation across industry verticals and delivers end-to-end solutions that enable organizations to plan, perform, innovate and lead in a disruptive world.

Set up by two Pakistani expats based in Toronto, Canada, Niloufer Afzal (CEO & Business Transformation Coach @G2G Impact Group) and Noeman Shirazi (Managing Director, International @G2G Impact Group), delivered in 90 minutes of Zoom time a truly master-class of where this pandemic COVID-19 has led the world, in particular Pakistan, and how we are going to emerge from the mess that we find ourselves in.

Niloufer & Noeman of G2G Impact Group held their substantial audience fairly spellbound through dinner time with their detailed research and a captivating delivery style that laid bare the dynamics of what ails us and how we can execute a turnaround to better times even if they lack the familiarity of what we were used to before the sledgehammer of COVID-19 sent us off the field on stretchers.

Opportunity for reinvention & revival

"The impact of COVID-19 is unlike anything the world has ever experienced before, and it is affecting consumer sentiment and purchase behavior globally," says Niloufer. "It's no surprise that many businesses globally were caught off guard. However, on the bright side this crisis brings with it opportunity for reinvention and revival."

Albeit the path forward is blurry for the foreseeable future, says Noeman. "The answers are out there waiting for businesses and teams with the right mindset to uncover and tap into. Yes, while challenges are still very much a part of the journey, so too are the opportunities for growth and innovation."

In their webinar organized by Octara & G2G Impact Group titled "Thriving in the New Normal", they discussed strategies to help businesses in Pakistan emerge stronger out of this crisis.

As we face a new way of life and new ways of doing business, a number of questions arise, says Niloufer. "How will the 'New Normal' affect behaviors? Can we and should we innovate in times of uncertainty? Are there emerging trends and disruptors to watch and tap into i.e.

innovation opportunities and white spaces? How can businesses emerge beyond COVID-19, poised for growth?"

Survive, Re-start, and Thrive

Niloufer and Noeman, hereinafter referred to as N&N, dwelt upon the macro trends, behavior shifts, and business implications with a view to evaluate and prepare, identifying three distinct phases to the crisis, that of Survive, Re-start, and Thrive. Business outcomes were impacted by global factors and local internal stimulus, with culture and mindset, and the ability to change being paramount.

N&N are of the view, and rightly so, that the great lockdown impacting the global economy has resulted in a health crisis and human tragedy; GDP loss; debt distress; and unemployment and income disparity.

Health crisis and human tragedy

As of June 25th, 2020 the global COVID-19 impact was 152,325 new cases, 8,993,659 confirmed cases, and 469,587 deaths; in Pakistan there were 3,946 new cases, 185,034 confirmed cases, and 3,695 deaths.

GDP loss

In 2020 a 3% global economic contraction took place with a 5.8% growth prediction in 2021. The State Bank of Pakistan (SBP) projected the GDP growth rate for 2020 at 3% while unofficial GDP estimate was at a dismal minus 1.5%.

Debt distress

The debt levels were at an all-time high, with global debt at $257 Trillion in 2020. Pakistan's debt continued to grow in the short term with long term solutions centered around expanding tax revenues and exports with an unwavering focus on import substitution.

Income disparity

In the worst case scenario N&N estimated 125 million Pakistanis trying to eke out a living below the poverty line.

Economic disruption sector-wise

N&N analyze the economic disruption in Pakistan sector by sector over 13 sectors, starting with AGRICULTURE where supply chain weaknesses and the locust attack are wreaking havoc; AUTOMOTIVE is suffering from lockdown and the financial crunch that has led to high interest, tariffs and currency devaluation; CONSTRUCTION is getting its act together with CPEC's Phase 2 and a reopening of projects from the 14th of April 2020 with end-use incentives; EDUCATION has challenges of virtual learning, internships and jobs; FINANCIAL SERVICES are facing recessionary market contraction, lowered interest rate and digital transformation;

HEALTHCARE is reeling from unplanned investments to support pandemic amongst a host of other issues; MACHINERY has been a -1% drop in imports, issues with local assembly and supply chain, and a drop in demand and exports; OIL & GAS, a leading segment of the import economy, has benefited from the price drop; POWER has suffered from international and local price disparity and reform schemes;

TELECOM & INFOTECH appear overwhelmed by the demand shift both for work and learning, with voices raised in support of legal VoIP; TEXTILES suffer from quality deficit and is impacted by lockdown while retaining the #4 position in the global textile market; TRANSPORTATION is impacted by the lockdown and is now preparing for a responsible reopening; TOURISM & HOSPITALITY have seen cancellations in bookings but are now ready for a responsible reopening.

Navigating the crisis

Pakistan appears to have largely navigated the crisis through DENIAL, ANXIETY and ADJUSTMENT and is now in the post-crisis phase with reevaluation and preparing for the new normal.

The question is what will normal look like? Ian Davis, former partner at McKinsey, hazards a guess when he says "while no one can say how long the crisis will last, what we find on the other side will not look like the normal of recent years." Shifts in behavior will be permanent, and they will impact the full spectrum of life bringing to life some inconvenient truths of a physical, mental, financial and social nature.

Sobering forecast

The forecast from Fortune500 CEOs is sobering with 52.1% expecting economic activity to return to pr-pandemic levels by the 1st Quarter of 2022, and 26.2% never expecting their workforce to return to their usual workplaces. 75% feel the crisis has accelerated technological transformation, and 35.7% expect capital spending to exceed 2019 levels by 2021.

Lessons learnt

Four of the most important thing that the crisis has taught these masters of the Universe include a business cannot wait for the transformation it knows it needs; working from home works; leadership and values matter always, but especially in a crisis; and the meaning of the word essential.

Cost rationalization vs search for growth opportunity

Pakistani CEOs were quite forthcoming in their post FY21 budget feedback, with 37.3% feeling that COVID-19 had an adverse impact upon their business and industry, and 58.6% focused on cost rationalization as their strategy over the next 12 months while 33.8% has their focus on growth opportunities. 58% expected the economy to worsen with 39% anticipating a further deterioration in business. Surprisingly 66.7% felt that the duties and taxes had no impact on their business.

Leading with Technology, Transport and Logistics

An important indicator of the way forward is the face-off between the numbers obsessed with cost rationalization as opposed to the trailblazing, entrepreneurial types seized with the search for growth opportunity. In the energy supply sector just 14% are looking for growth opportunities. In the Food, Pharma, real estate, education, travel, entertainment, legal service areas its 27%; in Manufacturing 20%; Trading 37%; Financial 32%, Technology 44%, with Transport & Logistics holding out the most promise at 60% of the respondents looking for growth opportunities. Clearly Technology, Transport and Logistics will lead the resurgence in business activity in the post COVID-19 period.

Building resilience

The new supply chain playbook emphasizes building resilience in trade networks, diversification and further fortifying trusted relationships while

The Free Webmall Features:

- The Free WebMall was launched on 11th June 2020 at 6:10 PM from the TCS Octara platform,

- 254 members registered within a month. Registrations came from L&D experts and executives from corporate organizations, trainer's fraternity and startups

- Free-to-Attend Webinars by Octara's International Associates, Speakers and all National Experts are made available daily in order of time/chronology for ease of Members to plan their day to watch LIVE Webinars

- Facilitators/ Presenters are keen to collaborate with Octara to launch webinars

- Benefits smart HRD employees to identify and chose webinars that meet their organisations training needs and inform the employees accordingly.

- Helps showcase and identify potential trainers to organisations seeking good trainers.

monitoring demand and inventory levels, and supply chain redundancies. Centralized supply chains call for a split up to handle disruptions, with locally sourced and distributed businesses at a premium.

Examples abound of how agile businesses have responded to the COVID-19 disruption. One entity added a function to sales management system whereby retailers can order directly from distributors, effectively finishing sales agents;

Another lamented the lack of supply chain efficiency in Pakistan across the board, be it multinational or local companies. Yet another called dependency on international supply chain criminal negligence for not anticipating transport and border restrictions, saying that most raw materials and equipment could have been developed locally.

War footing

"We moved fairly rapidly to ecommerce as soon as the lockdown started," says an entrepreneur who pivoted with grace and speed. "We had to rearrange logistics, sign agreements and set up delivery systems on war footing. Human order taking was reduced. Shopkeepers were given access to our sales ordering system to place orders. Sales beats were dynamic and revised daily. Plant shifts were changed to create a backup shift so that if any positive case occurred in a shift it could be quarantined."

"Be Pakistani Buy Pakistani"

The most renowned trend 'Made in Pakistan' is getting popularity on social media these days and becoming one of the top trends on Twitter with slogans like "Be Pakistani Buy Pakistani", "Be a proud Pakistani", "No more imported products", "Buy only made in Pakistan", "Pakistan bachao, dollar girao", and "Say no to dollar." The import duty on more than 7000 luxury items has been increased, with the prices of imported pet foods raised, and cosmetics, imported goods of domestic usage and edible products affected.

A forced reset of our society is the perfect opportunity to explore new areas for growth. Shifts in behavior, new regulations, accelerated adoption of tech – it's the moment innovators have been waiting for.

Accelerating e-commerce

There is significant growth potential for ecommerce in Pakistan which stands at $1 billion or 0.4% of GDP, while in India its 2% and BD 6% of a much higher GDP level than Pakistan.

There is a felt need to accelerate ecommerce and digital marketing, deepen relationships with ecommerce partners, develop and invest in owned ecommerce, and deliver a wakeup call to the banking industry to catch up on digital transformation.

Consumers have become more curious about online payment options which is at the core of ecommerce, and microfinance and fintech are leading the retail digital payments space. There has been a rise in searches for generic and brand-specific mobile wallet and e-wallet options (1.5X), growth in searches for specific online payment apps (1.6X).

SURVIVE

The first step to thriving in the New Normal is to SURVIVE, and to do that we need to Transform Now and Pivot Now. This requires Prioritizing for today with tomorrow in mind; Using an innovation mindset to solve problems and find opportunities; Managing cash-flow through austerity measures and revenue protection; Limiting supply chain risk exposure and diversifying; Being transparent and closely connected with customers and vendors; and being human first in all your communications with employees, vendors and customers.

RE-START

The second step to thriving in the New Normal is to RE-START keeping in view the three forces shaping retail - Weak demand and a long recession; Accelerating ecommerce adoption; and accelerating store closures. The first virtual fashion show, for example, gave the industry a beacon of hope, and honored frontline fighters, sending them Eid joras and PPE suits with a thankful note for their service. Virtual concerts; Telemedicine; Bykea; Face shield, direct splash protection are all examples of entrepreneurs thinking on their feet.

SPEED & AGILITY are the competitive advantage of the New Normal. Developing a consumer facing website is easy, but developing the right supply chain and navigating the internal leadership culture and politics will be more difficult.

Innovate and Invest in R&D now!

The third and final step to thriving in the New Normal is to THRIVE by way of finding new ideas. You need to be more open to the complete possibility of what could be. Innovate and Invest in R&D now!

The 100 most innovative companies spend even more on R&D during a recession, resulting in accelerated growth and profitability. 30 Fortune1000 companies that accelerated growth during the 2008-2009 recession invested in new growth options. 5000 companies analyzed over 10 years had winners who invested outside their core business. Only 15% of the companies are winning in the current economy.
Business outcomes depend upon global factors, local internal stimuli, culture and mindset, and ability to change. Change your business paradigm.

Dynamic Duo!

Niloufer Afzal, CEO & Business Transformation Coach @G2G Impact Group, studied the science of transformation across industry verticals and designed solutions to help organizations plan, perform, innovate and lead in a disruptive world. As a Business Transformation Coach, Nilo leverages her 20+ years of experience in Strategic Planning, Marketing and People Development to help businesses deliver industry-leading top and bottom-line growth. Her involvement ranges across Fortune 500 companies, Small-Medium Sized Enterprises and Start-Ups. Nilo has an MBA in Marketing & International Business and is a Certified Coach.

Noeman Shirazi, Managing Director, International @G2G Impact Group, is a growth focused business leader with a strategic and commercial mindset, and a dynamic ability to design and execute cross functional integration with an emphasis on sales, operations and supply chain. He is recognized for delivering Business Turnaround in challenging situations by developing and leveraging customized business strategies and governance models to deliver sustainable growth year over year.

Thank you N&N for a most stimulating 90 minutes even if it meant a working dinner for us in Pakistan 9 hours ahead of you! ■

"There is a lot of preparation that makes for a successful Webinar, and Team Octara has proved every inch up to the job, pivoting and reinventing the Octara offerings and executing a seamless transition from 5 Star Hotels to the virtual world where the show still carries on with great gusto.
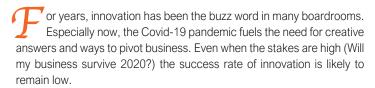
Take a bow Zainab Essajee, Ayesha Tariq, Sarim Atique, Nazim Ansari and the leader of the Octara Pack, Jamil Janjua!"

Why Innovation Fails?

The top 5 reasons & how to fix this….

Blog by Dave Nelissen
Published on July 7, 2020

*F*or years, innovation has been the buzz word in many boardrooms. Especially now, the Covid-19 pandemic fuels the need for creative answers and ways to pivot business. Even when the stakes are high (Will my business survive 2020?) the success rate of innovation is likely to remain low.

The saying goes : 'If you want to double your success rate, you have to double your failure rate'*. But wouldn't it be nice to understand why innovation fails even if the intentional idea deserves better? Let's take a look at the top 5 of reasons why innovation fails and even more important, how to fix this!

1. Too late Remember the VHS versus Video 2000 battle in the eighties? Although Phillips came up with a way superior video system, their competitor JVC was already flooding the rental video market with VHS tapes. Being a first mover or being close enough to the first competitor entering the market makes all the difference. In some cases

> Innovation is hardly ever a straight line from problem towards solution. Failure is part of innovation and that failure offers learning opportunities. Nevertheless, taking notice of the top 5 reasons of failure before you start, helps to increase the succes rate in the end.

being nr 2 could even be better so you can learn from the mistakes of the first mover. But make sure you don't wait too long! The window of opportunity will close.

2. Too complex If the innovation doesn't make life easier, it's likely to fail. You probably have a high tech TV at home with features you'll never truly understand, let alone use. So, remember in all stages of innovation: K.I.S.S. (Keep It Simple Stupid).

3. Solution for a question never asked The starting point of all innovation should be the key question: What are we trying to solve? Not knowing where you're aiming at and why, will leave you wondering without focus. Keeping your eyes on the goal is key.

4. No support base. You need sponsors within the organization who are willing to support the innovation endeavor all the way. Effective innovation will not come overnight. It needs nurturing, dedication and support through the ranks, especially in the boardroom.

5. Too much research If Henry Ford would have relied on market research only, he would have invented a bigger horse instead of the first affordable car. If your innovation is disguised as a research questionnaire, it's much harder to draw the right conclusions. Make sure you get a real 'product' into the (test) market at an early stage to maximize learnings. Putting your innovation in a small test arena is truly valuable, delaying this by demanding more deskresearch is an ideakiller.

Innovation is hardly ever a straight line from problem towards solution. Failure is part of innovation and that failure offers learning opportunities. Nevertheless, taking notice of the top 5 ™reasons of failure before you start, helps to increase the succes rate in the end ■

Source:
https://www.linkedin.com/pulse/why-innovation-fails-dave-nelissen

Dave Nelissen is a Strategy consultant, facilitator & trainer: media, sales & creativity. He is exclusively working with Octara for his brainstorming workshops in Pakistan and was the Keynote Speaker of AOTC 1.0 –Signs of Tomorrow Digital Conference 2018 held in Lahore & Karachi.

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RETHINKING LEADERSHIP IN A NEW REALITY

MARIAN TEMMEN

OUR FUTURE LEADERS WILL NEED TO BE COMPASSIONATE AND EMOTIONALLY INTELLIGENT

2020 TAUGHT US... → WE ARE interconnected AND vulnerable

FOR THIS GLOBAL INTERCONNECTEDNESS TO FUNCTION WE NEED LEADERSHIP WITH MORAL BACKBONE, ABILITY TO BUILD TRUST, AND INSPIRE TOWARDS FUTURE

6 LEADERSHIP QUALITIES FOR THE NEW WORLD

PASSION
intense enthusiasm that enhances commitment, efficiency, productivity and ULTIMATE TEAM SUCCESS

PERSISTENCE
"new normal" leaders" will need to persevere in challenging times

INTELLECTUAL HONESTY
LEADERS ARE PROVIDERS OF TRUTH, USEFUL and CORRECT INFORMATION

TRANSPARENCY and HONESTY at the heart of collaboration

SYSTEMS THINKER
"UNDERSTAND HOW THE BIG PICTURE WORKS

EVERYTHING IS CONNECTED

BUSINESS SYSTEMS ARE COMBINATION OF THINGS that should exceed THE SUM OF THEIR PARTS

INTELLECTUAL HUMILITY
TO HELP TEAM OF SMARTER PEOPLE TO UNLOCK ITS FULL POTENTIAL

→ SELF AWARENESS TO THE EXTENT OF THEIR KNOWLEDGE

EMPATHY
LEADERS WHO ARE KIND, HUMAN and EMPATHETIC

TRUSTWORTHY, RESPECTFUL and respected

SKETCHNOTE: TANMAY VORA

TecHRseries Interview with
Dr. Tommy Weir

Founder and CEO at enaible.io

Good leadership combined with dynamic business continuity plans will help businesses across sectors tide over the impacts of Covid-19. In this interview, Dr. Tommy Weir, Founder and CEO at enaible shares a few thoughts on the importance of balanced leadership while also sharing tips on what leaders need to do more of during these Covid-19 times.

Tell us a little about yourself Dr. Tommy…

I hail from the Midwest – Charleston, IL, smack dab in the middle of farming communities. But my life has taken a number of twists and turns. In my late twenties, I discovered the topic of leadership, which led to getting my doctorate in strategic leadership. Leadership is more than an academic exercise – it's my calling. I wake up each day craving to help leaders grow. And when I say every day, I mean seven days per week, 365 days a year. You could call me a leadership nerd! I'm obsessed with helping leaders become the best they can.

The real depth of my calling started one day while I was sitting in a doctoral seminar. I vividly remember staring out the window and being overwhelmed by the thought that "every employee deserves to be led by a great leader." Then I set out to do what I could to make this happen over the next two decades: coaching CEOs, writing a handful of acclaimed books including #1 best-seller status on Amazon, speaking on global stages.

Fast forward a number of years to October 2016, I went to Tokyo to learn about applied AI. I'm now embarrassed to admit that when I boarded the flight to Tokyo, I was skeptical about AI. But what I learned from MIT Media Lab, Sony Labs, Google's driving cars and other progressive projects, converted me. It made me a cheerleader. Which is rather odd considering I come from a leadership science background.

Getting introduced to AI made me wonder, "What's the relationship between AI and leadership?" Deeply curious about this, I learned the basics of coding for machine learning — not with the intention of changing careers but wanting to understand better. And this hooked me. In 2018, I hired a rock-star team of data scientists and opened the world's first Leadership AI Lab. Combining 20 years' experience in leadership research and coaching CEOs with artificial intelligence, we've solved the productivity paradox and created enaible: AI-powered leadership. And this resolved a private frustration that I've lived with, how can I impact leaders at scale? AI makes this possible and even more. Now, even if a manager is average or poor, enaible gives them a surrogate in the form of our Leadership Recommender™.

Q: We'd love to start with a few thoughts on how you see the future of work transform given the changes in work methods the last few weeks (because of the Covid-19 pandemic).

A: I see three powerful trends reshaping the way we work:

Remote work will stay even after companies fully open their doors up. Why? Some employees love it, especially the time saved commuting. Additionally, companies love it as they can reduce their fixed cost by reducing their office footprint. This has been a prevalent topic that CEOs speak to us about. They reach out to us in need of enaible to help their employees be as productive or more than if they were in the office. Then they allude to plans to reduce their office sizes. But we won't be speaking of remote work for long as we'll be thinking of it seamlessly, a hybrid.

The fear of worker monitoring will subside as it will be a reality. Companies will rely on technology to keep an eye on their employees much in the way that supervisors did in the manufacturing era. When its pervasive we'll accept it as common place. Frankly, we shouldn't fear it now. Yet we do because we haven't contextualized monitoring. We think of Big Brother trying to catch us doing something wrong. But without being monitored how can we improve. A great leader should be like a good big brother, one that helps you grow, develop, achieve more. The benefits of monitoring far outweigh the concerns.

This leads to the third change; AI will become employees' best friends. Rather than replacing our jobs the primary near-term use will be helping us be great at our jobs. does the monitoring, not humans, after all who has time to look at log data? AI will be right there beside us helping us to get better, be more productive, progress in our careers. Think of it like a performance coach and cheerleader wrapped into one. This is the future that is here now.

Q: **At a time such as the present, with the ongoing pandemic and its effects on businesses and the need to work from home, what are some top tips you would like to share when it comes to tracking remote teams and a distributed workforce?**

A: My top tip is don't rely on system reporting for tracking. It's insufficient and non-value add. Who cares if you know that today you spent X minutes in one system and Y minutes in another? All it says is what system you used. It doesn't say anything about how productive an employee is, what help they need or how to boost them. There are a number of tracking systems on the market, but they fail to add employee or business value. Rather the tracking needs to convert to a productivity score and recommendations to help the employees succeed. A business is in place to serve a market and make a profit not keep an eye on its employees. Therefore, successful tracking is less about the monitoring and instead focused on the improvement.

Q: **What leadership skills would you advise business leads and heads of departments to focus on strengthening in order to uplift spirits and keep motivation levels high during challenging times?**

A: Check-in without checking-up, just as you would (should) in an office environment, make it personal!

Be compassionate and empathetic. Encourage the sharing of tips, now it the time to become overtly human centric.

Micro-monitor without micro-managing, keep an eye on what people are doing and delivering. This was challenging enough in the office, but the complication is magnitudes more difficult now. An AI system can do it better than humans! Allow the machines to learn and the humans to lead.

Connect with everyone, keep everyone connected: when the novelty and excitement of not having a daily commute wears off, employees will start to feel isolated and even lonely.

Employees should be encouraged to talk to one another. The void of human interaction is already being felt in the absence of informal communication.

Create an environment where your team succeeds. Use the break from the office routine to build new habits. As the manager, be the one who helps employees become the best they can be. The companies that build a great employee experience at this time will be the heroes.

Keep the focus, make expectations clear, don't assume people know what to do or how to do it. Guide them to the right path, or else risk your people diverging off course.

Have an open door: Encourage your team and peers to get in touch at any time. Find substitutes for human interaction where you can, like turning on the camera when you use Zoom.

It is not business as usual today. A laptop and Zoom at home don't replicate what employees are accustomed to. We should all be doing everything we can to protect employment, and the best way to do that is to help employees succeed in an environment that is both familiar and alien at the very same time.

Q: **In the tech marketplace, work from home is a not a new concept, at a time such as the present, it is all about more teams and businesses getting used to the concept. How according to you will the need for HR Technology/Other tools change over the next few months because of Covid-19?**

A: The majority of HR tech is outdated when it comes to what the needs of the workforce are today and what is available. HR should be the kingpin of AI. Every aspect of HR tech would be better if it were built with AI at the core.

HR should lead the way in implementing tracking/monitoring tools. They need to keep up with the interactions of people in case the dreaded outbreak of COVID or another pandemic happens. More important to the business, HR needs to champion a true productivity solution. Compa-

nies need to utilize a job-agnostic, standardized productivity score. Productivity needs to be measured across the whole company and used as HRs core metric. Productivity has a direct impact on the bottom line. Frankly, I think that a productivity platform should replace performance management, which has spectacularly failed us. We need a metric that helps the business and one that is continual. We can't rely on outdated models that don't lead to desired outcomes. Additionally, HR should put in place a platform that helps employees succeed on premises or remotely. By leveraging AI as we have in the Leadership Recommender™, HR can afford to give every employee a continual coach with prioritized, personalized recommendations.

Q: **What industries / roles do you feel need to proactively start inculcating more employee friendly work from home policies today? What tips would you share with businesses belonging to industries that have not been accustomed to the concept of remote work?**

A: All of them – especially those that are not making or delivering something, as those are dependent upon machinery and movement. Otherwise, get ready for the hybrid workplace with both remote and on-site workers. Not meaning to be redundant, if you aren't accustomed to remote work, augment it with AI and a platform that goes with employees wherever they are.

Q: **What other collaboration tools would you advise teams to use, to boost productivity especially during these uncertain times due to the global pandemic and as work from home starts becoming the new normal for several people and industries.**

A: One that doesn't exist yet. Today we've managed to survive with the likes of Zoom and Slack. But these don't even come close to replicating in-person collaboration. This is a wide-open development space.

Q: **In your journey so far, what are some of the biggest leadership/team building lessons you've learnt?**

A:
- Create an environment where others succeed
- Build an ambitious appetite
- Act decisively and give direction
- Keep the focus – where you look, they'll go
- Micro-monitor without micromanaging
- Be loyal!

Q: **If you could change 5 (mundane) things about employee practices/collaboration practices in B2B/tech companies, what would they be?**

A:
- Remove subjective bias
- Eliminate favoritism
- Performance management systems
- Hiding behind email instead of talking
- Accepting status quo

Q: **Tag (mention/write about) the one person in the industry whose answers to these questions you would love to read!**

A: Ray Dalio, founder of Bridgewater Associates, the world's largest hedge fund and author of #1 best-seller Principles: Life and Work. He's a pioneer in using AI and monitoring at Bridgewater in the name of radical transparency but with the goal of helping employees and of course his hedge fund.

Source:

https://techrseries.com/interviews/techrseries-interview-with-dr-tommy-weir-founder-and-ceo-at-enaible-io/

Octara Training Calendar | July – Dec 2020

A TCS Company

Training | Consultancy | Digital Transformation

Topic	Day/s - Hour/s	Trainer	Month
FREE Webinar: Understand The Fintech Space	TBC	Petros Geroulanos	July 23, 2020
FREE Webinar: Service 4.0 Transforming Customer Interactions	TBC	Asim Rashid	July 2020
Online Training: Effective Online Marketing & Selling Techniques	TBC	Dave Nelissen	TBC
Leading & Managing Change during COVID-19	TBC	Mark Stuart	August
Mindful Management	TBC	TBC	August
COVID-19 Leaders Need Coaching Now More Than Ever	2-hours	Shiraz Ahmed	August
Agile Project Management	2	Kevin Charlesworth	TBC
Business Communications Masterclass	1	Catherine Bentley	
Certificate in Maintenance Planning / RCM	2	Ben Stevens	TBC
Certified Google Adword	2	Dr. Frank Peter	TBC
Channel Management	1	Tony Lewis	TBC
Corporate Etiquettes for Sales Professionals	Half-Day	Ghaus A. Jafri	TBC
Corporate Governance	1	TBC	TBC
Creating Content that Sells	1	Hira Saeed	TBC
Creativity & Innovation using Design Thinking	2	Rody Vonk	TBC
Crisis Response and Communication Management	1	Ben Pronk	TBC
Cyber Security Management	TBC	TBC	TBC
Designing Agile Organizations (in-house)	1	Frederik Haentjens	TBC
Digital Marketing Masterclass	2	Dr. Frank Peter	TBC
Enterprise Risk Management	2	Philip Griffith	TBC
Health Care Operation Management	1	David Ben Tovim	TBC
HR Leadership Using HR Metrics & HR Analytics	1	Talha Asim	TBC
Interviewing Tomorrow Workforce	1	Uzma Chishti	TBC
Key Account Management	TBC	David Vachal	TBC
Leadership Code	1	Kate Sweetman	TBC
Learning and Development Management Program	2	Ian Thomson	TBC
Measuring Return on Investment of Training	1	Jack J Philips	TBC
Strategic Marketing	2	Graham Hollins	TBC
Successful Product Launching and Brand Positioning	2	Darren Coleman	TBC
Team Building using LEGO	1	Pete Smith	TBC

* All training programs are subject to change as per the guidelines from GoP on CoVID_19

A Leadership Acceleration Program
IN MEMORY OF RAMIZ

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