

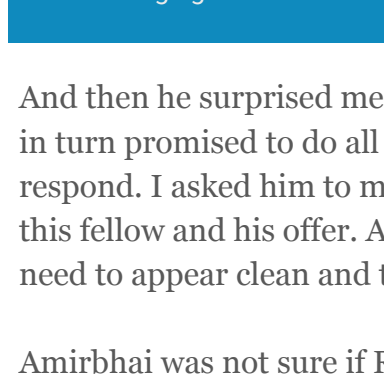
InfoBuzz

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Leaderspeak

My Driver's Tale

My driver taught me the most important lessons for moving up the organizational ladder.



Ibrahim Ahmad
Managing Director

Raju was a young lad of about 20 plus years when I first met him. He came from a family of agricultural labourers in a village near Gurgaon. My neighbour Amirbhai had asked him to meet me because I was looking for a driver.

During the conversation I discovered that he had studied till eighth grade, but did not know how to drive. He said he knew that he could learn driving in one week, and could take up a driver's job after that. He asked me for two weeks' time to be ready for the job. I was sure he would not come back, so I agreed to take him after two weeks, if I found him to be a good enough driver.

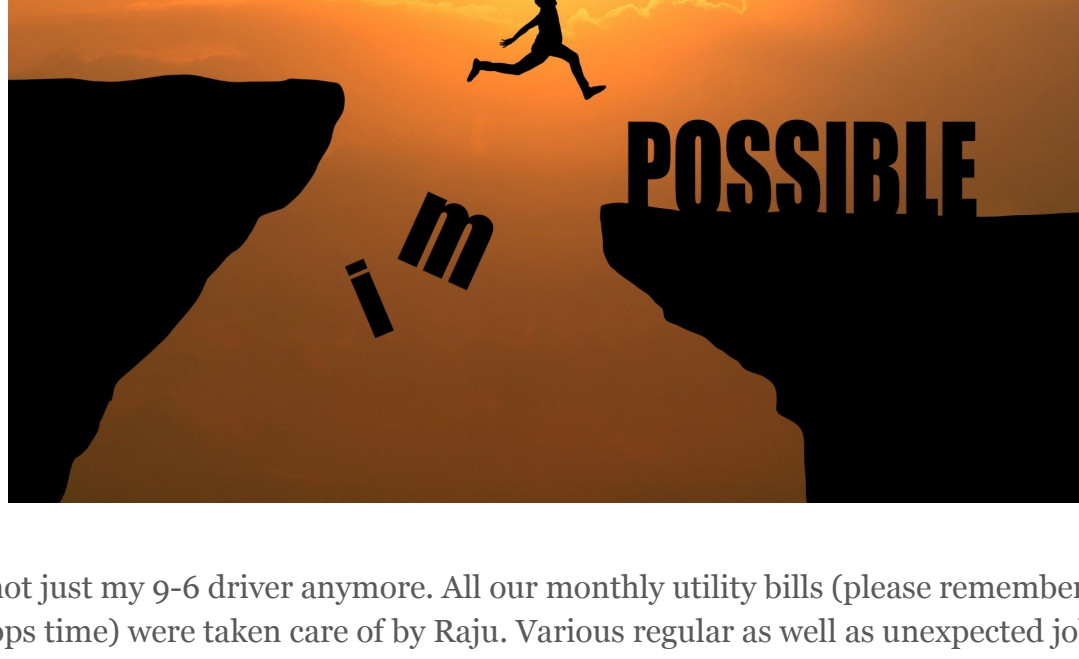
And then he surprised me with an offer. He asked me for an advance of Rs 3000 for his driving classes, and in turn promised to do all my outside home domestic chores. I was a bit taken aback, not sure how to respond. I asked him to meet me the next day. In the meanwhile, I also wanted to talk to Amirbhai about this fellow and his offer. Also, since I had found him to be a bit shabbily clad, I also told him that he will need to appear clean and tidy in a driver's job, and he nodded his head.

Amirbhai was not sure if Raju would be ready as a driver within two weeks, but was sure that he would not run away with my money. So my money was safe, and even if he did not learn driving, Raju would have worked at my home for a month at a salary of Rs 3000. That evening when Raju came to meet me, I gave him the advance money, and was pleasantly surprised to find him neatly dressed.

From the next day on, in the first few hours of the day, Raju would take extended driving lessons, and then come to my place. He was an eager worker, never waiting for being told what to do, and would take as much work as he could. Soon we realised that even without any instructions, all the work expected from him was done. It appeared that he had taken full charge of all the domestic chores outside the home, and had gained our confidence.

Believe it or not, on the fourteenth day when the doorbell rang early in the morning, I was surprised to see Raju. He had come to take me on a drive in the car in which he was taking his driving lessons. His driving teacher was also there, and he said with a smile that Raju was driving reasonably well, and was ready for driving within the city. I was really impressed - Raju used my Rs 3000, learnt driving and became my driver, and side by side, learnt to do my household chores. He had taken almost full charge, and was also our domestic help. He was now my driver, with a salary of Rs 7500 per month. And because he was doing our domestic odd jobs, I was giving him an additional Rs 1000-1500 every month. That was really smart.

Soon, I noticed that he also wanted to take up jobs that I thought were beyond him. For instance, when I had to organize the small meeting of RWA (the Residents Welfare Association for our gated community) office bearers, he asked me if he could help. I was particularly busy in the office that day so I agreed and briefly told him what all he needs to do. I had thought he would keep coming back to me for more information or clarifications on the things he was supposed to do. To my utter surprise, he coordinated with the RWA office to inform and invite all the 13 members. He even took their confirmation. He also talked to my wife about the snacks that will be served and got them. He coordinated with the RWA staff for the various files that we needed for the discussion in the meeting. I was really impressed with Raju.



Raju was not just my 9-6 driver anymore. All our monthly utility bills (please remember this is pre-internet and pre-apps time) were taken care of by Raju. Various regular as well as unexpected jobs - electrician, plumber, gardener, laundryman, etc. - were now being coordinated by him. When he came to me about nine months ago, he spoke very timidly and hesitantly. He was speaking clearly and with confidence now. He could sense if the plumber would really come to fix the leaking shower in the washroom, or was just making false promises and buying time. When a small portion of our boundary wall fell down due to excessive rain, our driver Raju suddenly became a civil contractor, and took the initiative to get the wall repair work done, end to end, right from getting the repair assessment, to getting the quotes, to procurement of raw material, and then overseeing everything till the wall was finally repaired. He jokingly told me that when he was a child, his dream was to become a civil contractor because they built houses and were rich.

Moreover, Raju was now driving my kids from 7 in the morning to 9 in the evening, as my kids needed to be dropped off at school in the morning; and my wife had taken up a job where she got free only by late evening. One great thing about Raju was that we could trust his promises. He never got late, despite growing traffic jams. And whenever he had to take a break, he would always inform us beforehand. And in most cases he would organise a substitute driver for us (who, I later learnt, was his would-be wife's younger brother). I remember an incident when one of our neighbours' dog was hit and injured by a biker. Raju not only helped with taking the injured dog to the hospital; he also convinced the reckless driver to pay for the dog's medical expenses unless he wanted to get into trouble. This was a win-win for all - the neighbor later gave Raju his old cycle.

I had promised Raju a salary hike after 12 months. But he came to me after 9 months, and said he needed more money, as he was getting married. I realised that Raju was not a traditional driver, who would just be a driver, get his salary, and be happy and satisfied. He was much more than a driver. He was happily willing to increase the quantum of his total work. He was always eager to take up jobs which he thought were perceived to be more important and valuable. I saw that he had a knack for solving problems, to everyone's satisfaction. He could talk to people with confidence and clearly. He could see problems and situations beforehand and take action to resolve them.

For me Raju was a man who had grown and developed in the roles he was assigned. There was no reason for not recognising and rewarding Raju for his vision and efforts. I immediately offered him Rs 15,000 a month salary. In fact when I joined Infoglen, I had thought of bringing him here with me. But Raju surprised me again. He politely refused my offer to become an office boy at Infoglen at Rs 18,000 salary. He had joined a 45 days digital photography and videography evening course, and was sure he would have an income of at least Rs 30,000 a month once he completed the course.

With time I lost touch with Raju, but I had learnt a lot from him.

Finally, I would like to add that these markers of growth and progress that Raju displayed, are not just for the corporate or business world. These, without doubt, will also determine your success and future in your household, your college, and every other place that one normally does not associate with the corporate world. These are universal success factors.

Latest News @ Infoglen

Saba Recognized as an Inspirational Business Woman to watch in '23

Our Co-Founder and COO, Saba Ahmad, has been recognized as one of the 'Inspirational Business Women to watch in 2023' by 'Entrepreneurial Insights Magazine'.

Saba's leadership has been instrumental in driving our company's success, and this award is a testament to her outstanding contributions. As a team, we take pride in this recognition as it is a reflection of the values we uphold at Infoglen.

You can click [here](#) to read the full interview, where Saba opens up about her journey as an entrepreneur and a tech leader, and talks about her drive to create a positive impact for people, business and the planet.



Infoglen Celebrates Earth Day 2023

Infoglen joined the world's largest environmental movement with EARTHDAY.ORG. As a business, we have the power and duty to make a change, and reaffirm our commitment to climate action.

Here are two steps that Infoglen took as part of the Earth Day 2023 movement, to reduce its plastic footprint and invest in our planet:

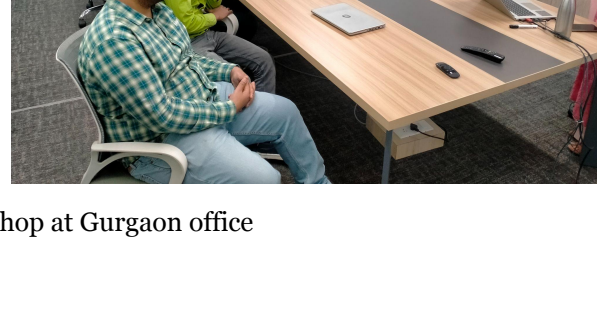
1. Infoglen has signed the petition to make the UN Global Plastics Treaty legally binding for all nation states, to ban single-use plastic and take strong measures against plastic pollution. You too can sign the Global Plastics Treaty by clicking [here](#).
2. As part of its GreenGlen program, Infoglen has launched the SWEEP project in its India offices. Through SWEEP - Segregate Waste & Educate to Eliminate Plastic - Infoglen will raise awareness within its teams, reduce single-use plastic consumption in its offices and ensure non-biodegradable (dry) waste generated in its office premises is recycled.

Last year, we announced that all Infoglen offices will be made free of single use plastic. But overtime, we have learnt that single use plastic finds its way into our offices, especially in our India offices where most food and beverage packaging is still done using single use plastic.

Starting from April 22, 2023, we have made waste segregation mandatory across all offices. Each office should at least have separate bins for wet waste and dry waste.

For the success of this project, **we will be conducting awareness workshops to familiarize everyone with the SWEEP project and to answer any questions or concerns. Our first session took place on 19 April 2023 in the Gurgaon office.** More sessions & activities will be held at different locations and online - details to follow soon.

We hope all Infoglenners will come together to make our workplace more sustainable and eco-friendly.

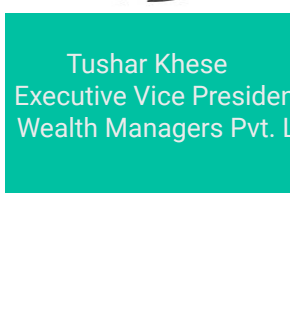


SWEEP Introduction Workshop at Gurgaon office



Value Add Employee Webinar

Grow Your Money Faster Than Inflation!



Tushar Khese
Executive Vice President
Wealth Managers Pvt. Ltd.

On April 11, Infoglen organized a webinar on 'Financial Literacy', conducted by Tushar Khese, Executive Vice President, Wealth Managers. Tushar Khese has 20+ years of experience in asset & wealth management business, and has held executive and directorial positions in large financial services firms such as IDFC, SCB, etc. As part of this webinar, people learnt how to plan, allocate and track their money to grow faster than inflation. The aim of the webinar was to set people on a path to financial freedom.

The session covered:

- Concept of financial freedom
- Three-bucket approach for creating a roadmap
- Options available to an individual investor to create wealth in the long run
- How to save taxes by investing under various income tax sections

Poll Power

What's the defining feature of a great CPQ software?

Infoglen conducted an open-for-all survey on LinkedIn to get the verdict on what is the one feature in a CPQ software that companies cannot do without. Here's the result of the poll...

