

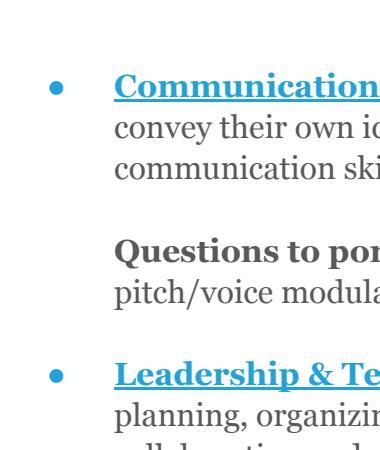
InfoBuzz

REACHOUT RELAX ENJOY

Leaderspeak

Succeeding in a VUCA Environment

7 skills to master amid today's uncertainty and change



Fenil Shah
Head - Human Resources

I want to be more successful at Infoglen as well as in my career. Which skills should I build on to thrive in this VUCA world?

While you build on your technical / domain competency, have you ever wondered which other skills should you be focusing on from a growth path and career development perspective? For any Domain Specialist or Technical Lead to be successful as a holistic and effective all-round professional leader, other than business acumen, he / she will require a diverse set of skills. The BIG 7, on top of my mind, are listed below.

- **Communication Skills** – For any professional it is vital to effectively understand requirements, convey their own ideas further, collaborate with stakeholders, have effective verbal as well as written communication skills and be on top of their business communication.

Questions to ponder upon: Where do I stand on a scale of 1 to 10 with respect to my vocabulary / pitch/voice modulation/tone/English language proficiency as well as email writing skills?

- **Leadership & Team Management** – We need these skills to excel in our growing roles while planning, organizing and delegating tasks in complex projects with tight deadlines, or during team collaboration and conflict resolution. These skills include change management, negotiation skills, leading with empathy, performance management and feedback essentials. One is more likely to be considered for promotions, managerial positions, or opportunities to lead their own teams or projects, when one develops these skills.

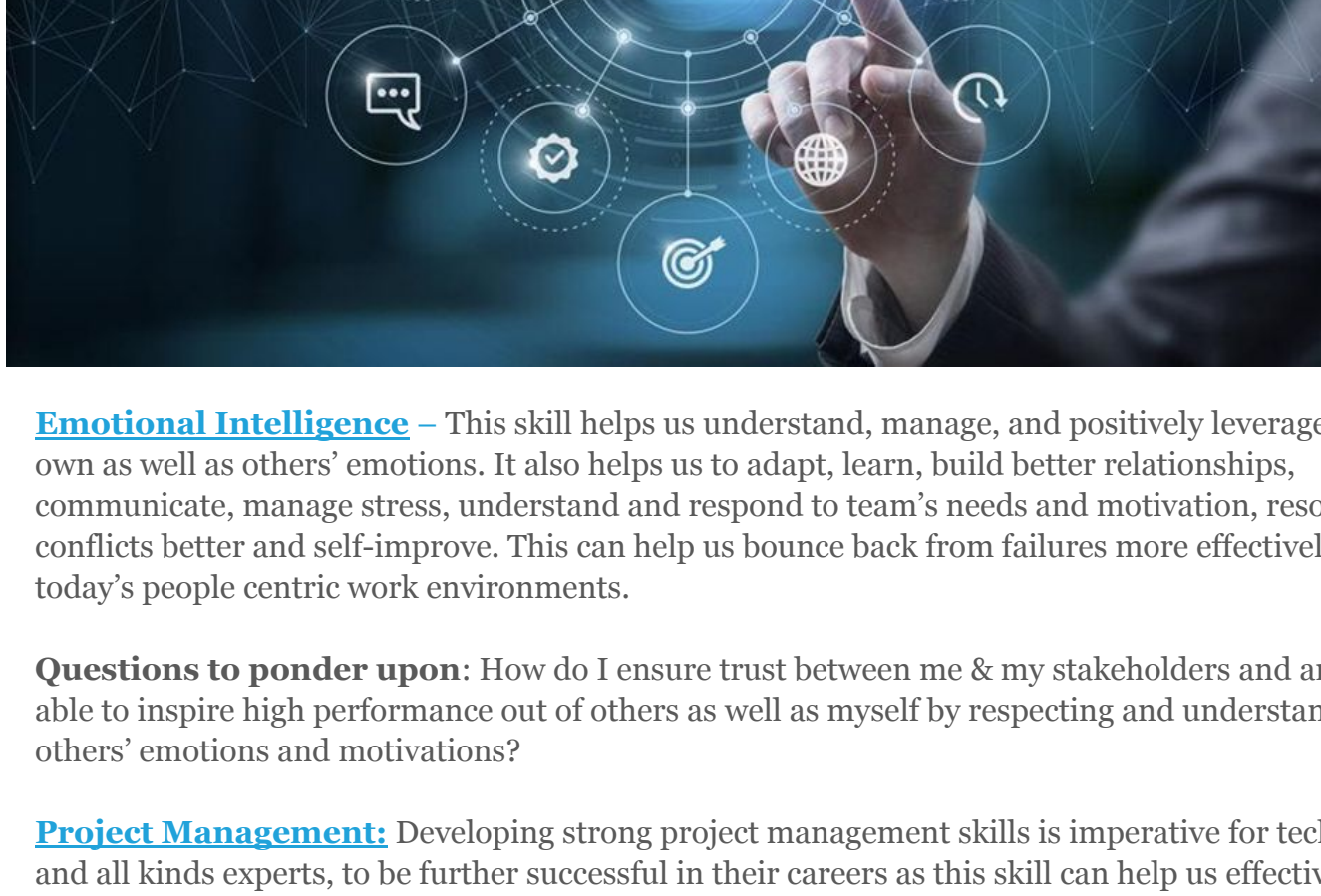
Questions to ponder upon: Will I always be a technical or domain expert and will never have to handle people or manage a team of other specialists when I grow in my career?

- **Strategic Thinking & Innovation Mindset** – We need this skill to understand the bigger picture, helping us align our goals and objectives to the organization's vision. This helps us contribute to the strategic direction and journey of the organization while taking informed decisions, anticipating future challenges, identifying opportunities for improvement, and thereby driving the innovation agenda and growth for the organization.

Questions to ponder upon: How can I strategize and think out of the box to provide better solutions or perform better compared to how I performed in the previous month/quarter/year/project?

- **Problem Solving & Decision Making** – To have a solution-oriented mindset, to mitigate risks, minimize negative consequences while facing complex challenges and limited resources. This skill helps us consider multiple perspectives, understand business requirements, and make choices with respect to troubleshooting or even alignment with organization objectives.

Questions to ponder upon: Am I working towards a Win-Win situation for myself as well as my organization or the stakeholders involved?



- **Emotional Intelligence** – This skill helps us understand, manage, and positively leverage our own as well as others' emotions. It also helps us to adapt, learn, build better relationships, communicate, manage stress, understand and respond to team's needs and motivation, resolve conflicts better and self-improve. This can help us bounce back from failures more effectively in today's people centric work environments.

Questions to ponder upon: How do I ensure trust between me & my stakeholders and am I able to inspire high performance out of others as well as myself by respecting and understanding others' emotions and motivations?

- **Project Management:** Developing strong project management skills is imperative for technical and all kinds experts, to be further successful in their careers as this skill can help us effectively manage complex projects by prioritizing clear goals, organizing work, delegating, clearly communicating and managing risks to increase productivity and maintain high quality standards.

Questions to ponder upon: Can I take up larger responsibilities in my projects, work in complex project environments and while being the technical expert, also manage projects end to end from ideation stage to completion?

- **Time Management & Reducing Procrastination:** The better you manage your time, the more successful a leader you can become. Procrastination is the act of delaying or postponing a task or set of tasks. Ensuring smooth project execution, meeting deadlines, making timely informed decisions, taking breaks, learning to say no and prioritizing are all part of mastering time management and reducing procrastination skills. This can help you avoid burnout, stress, and a loss of trust from team members and stakeholders.

Questions to ponder upon: Do I always have bandwidth issues? Am I postponing tasks, missing deadlines often and am I not able to say no and not able to prioritize?

There are a lot of other skills like business etiquettes, business ethics, customer service essentials which can also be added to the above list. These additional & above-mentioned mandatory skills, when combined with technical/domain skills empower leaders to effectively deliver successful outcomes, effectively collaborate as well as lead teams, drive innovation, and outperform in today's VUCA environment.

Latest News @ Infoglen

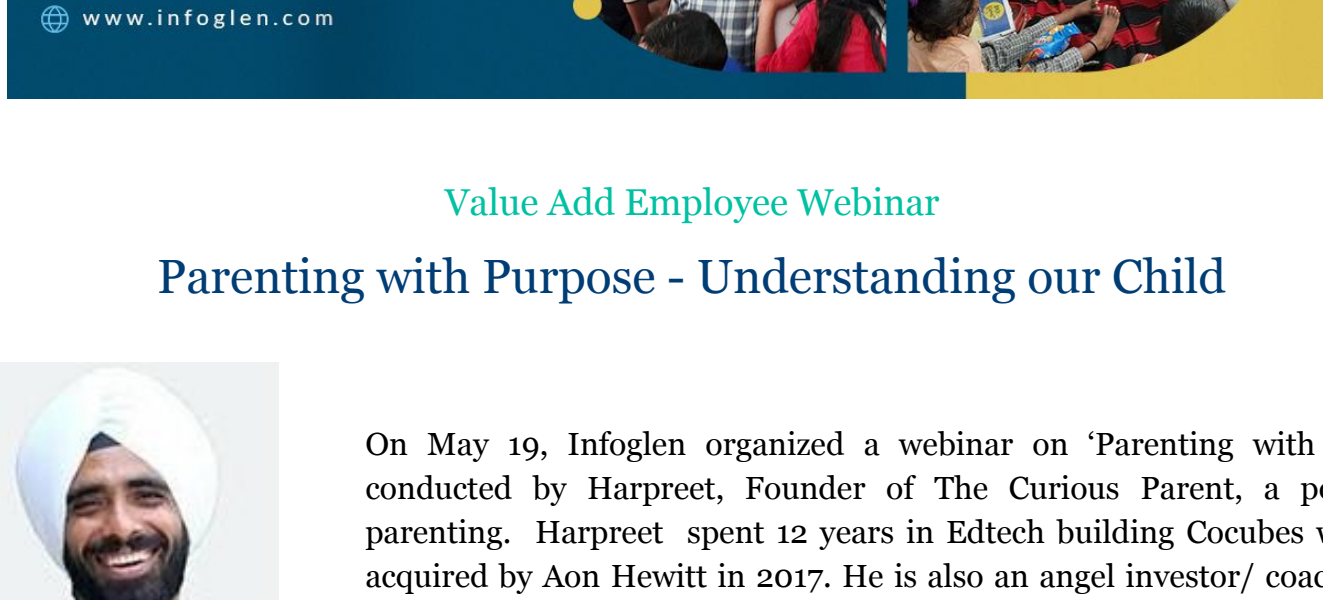
A CSR Club Initiative

Visit to Jai Hind Slum School

The Infoglen CSR Club organized a visit to the Jai Hind Slum School in Sector 57, Gurugram for the Delhi NCR team. Jai Hind Slum School is a project by Gurugram based NGO Tarraqi I Foundation (TiF), where primary learning and secondary school coaching is offered to children and youths residing in slums.

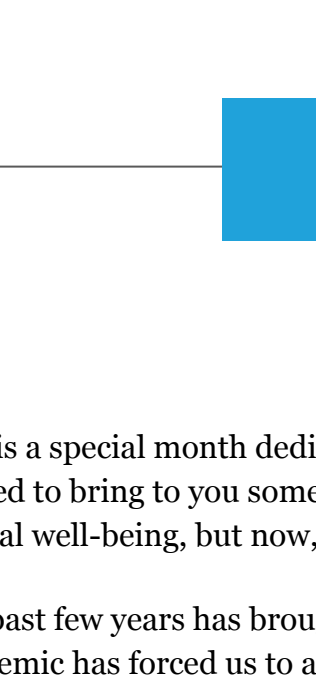
The visit proved to be an opportunity for learning about a major challenge that our society faces today: lack of access to quality education for the poor. The school was being run within a small temporary shelter made out of tin roof and walls. There were about 30+ children, ranging from 2.5 to 8 years old. Upon reaching the school, the Infoglen team was introduced to the Jai Hind Slum School team - the staff and mentors. Amir Abidi, the founder of Tarraqi I Foundation (TiF) gave an introduction about the project mission, how it was started and how it has been sustained over time, even after COVID 19. The aim of the project is to prepare out of school kids, who have missed out on years of formal schooling, due to the distance from the schools or non-fulfillment of bureaucratic requirements, etc., to reach their age-appropriate learning levels so they can successfully be admitted and integrated into formal schools (usually government schools). The team asked questions about the many challenges that the project team had faced and overcome in meeting their objective and the role of the families living in the slums, the communities living in nearby gated condominiums, and the government administration played.

After the discussion, Infoglen team members distributed books and snacks to the kids who were curious and excited to see the guests. The Infoglen team also engaged with the kids, telling stories, singing rhymes and playing games with them. The experience left the children feeling motivated and the team members refreshed and energized. The visit ended with an interactive session with the school staff, over some tea and snacks.



Value Add Employee Webinar

Parenting with Purpose - Understanding our Child



Harpreet S. Grover
Founder
The Curious Parent

On May 19, Infoglen organized a webinar on 'Parenting with Purpose', conducted by Harpreet, Founder of The Curious Parent, a podcast on parenting. Harpreet spent 12 years in Edtech building Cocubes which was acquired by Aon Hewitt in 2017. He is also an angel investor/ coach with 50 odd startups. The session covered:

- Importance of childhood
- Understanding our child
- Understanding ourselves

Let's Take a Break!

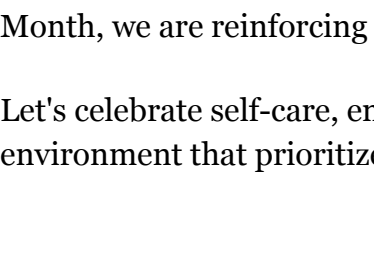
May is Mental Health Month

May is a special month dedicated to raising awareness and understanding about mental health, and we are excited to bring to you some Mental Health resources! In our fast-paced world, it's easy to overlook our mental well-being, but now, more than ever, it is crucial that we prioritize our mental health.

The past few years has brought unprecedented challenges, and our mental resilience has been tested. The pandemic has forced us to adapt to new ways of working, cope with uncertainty, and deal with increased stress and isolation. As we navigate these ongoing changes, Mental Health Month provides us with an opportunity to reflect, connect, and take action.

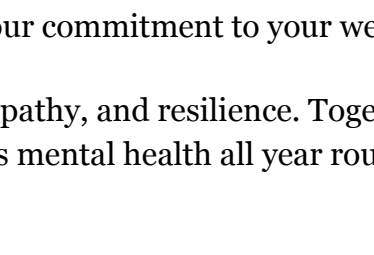
At Infoglen, we firmly believe that the well-being of our employees is paramount. We want to create an environment where everyone feels supported, understood, and valued. Mental Health Month allows us to further promote an open dialogue about mental health and destigmatize conversations around it.

Here are some resources to help you nurture your mental health:



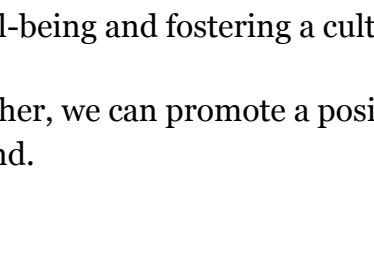
A crowdsourced list of mental health professionals across different states in India.

[Read more](#)



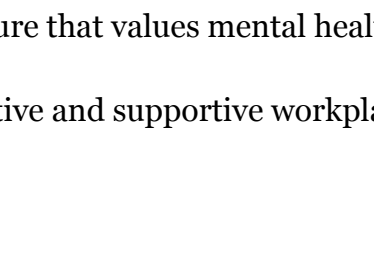
A Spotify podcast to help you sleep - and it's in Hindi.

[Learn more](#)



An App to help you build healthy self-care habits, meditate and journal.

[Learn more](#)



A worksheet to stay grounded when you're experiencing stress & anxiety.

[Download](#)

Remember, taking care of your mental health is not a luxury; it is a necessity. By embracing Mental Health Month, we are reinforcing our commitment to your well-being and fostering a culture that values mental health.

Let's celebrate self-care, empathy, and resilience. Together, we can promote a positive and supportive workplace environment that prioritizes mental health all year round.

Client Business Problems We Solved

A leading independent, full-service financial services firm, needed assistance in rebuilding certain functionalities dependent on their Microsite, when Salesforce announced that the microsite feature from Marketing Cloud will be retired.

The Problem

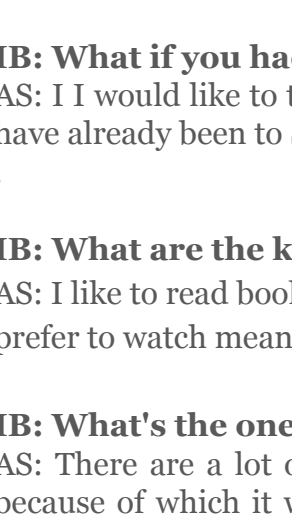
- The client's customer subscription feature needed to be rebuilt before Salesforce retired the Microsite from Marketing Cloud to ensure the update does not affect critical business functions
- The client wanted to maintain its branding consistency on the subscribe/unsubscribe page to ensure a seamless user experience and reinforce its brand identity
- The client had an agent workflow in Salesforce to manually unsubscribe/re-subscribe users upon request, but this subscription functionality was custom-built on the microsite

Solution

- Configured the native subscription center within Marketing Cloud as per the approved theme and branding, replicating the features similar to that of the Microsite
- Replicated the automation built on the Microsite by creating a custom functionality in Salesforce for automatic tracking of unsubscribed users with a few other key data points
- Updated the agent workflow in Salesforce using standard apex pages to perform the unsubscribe or re-subscribe action from Salesforce on the user's behalf manually

Up Close & Personal with Aman

Aman Sharma, our Senior Salesforce Consultant from Gurugram, shared insights from his personal life



Aman

IB: What is the sweetest memory from your childhood days?

AS: There are many sweet memories from my childhood days: playing with friends, visiting and staying with relatives during vacations, playing video games, eating new kinds of foods for the first time, watching cartoons daily, and so much more.

IB: What is your time management mantra?

AS: I don't follow any specific time management strategy but I believe in having a balanced approach to each aspect of life, be it work, hobbies, well being, family, relaxation and upskilling.

IB: What is a hidden talent you have?

AS: I am a fast learner and have a good understanding of the finance field.

IB: If you could get a new skill in 10 minutes, what would it be?

AS: To know about all the new developments, specially in the LWC domain.

IB: What is your favourite pastime?

AS: To play games on PS4, try new types of foods, reading newspapers, and following the financial news.

IB: What if you had six months of paid vacation? Where would you travel?

AS: I would like to travel to Europe and stay for a few weeks in each country and explore different parts of it. I have already been to Spain. I spent a few days there and it was a unique experience.

IB: What are the kind of books you like to read or movies you like to watch?

AS: I like to read books related to finance, share markets, and self development. I also enjoy comic books. I prefer to watch meaningful movies which have good reviews.

IB: What's the one thing you like about Infoglen?

AS: There are a lot of things about Infoglen that make it a great company. Infoglen focuses on rapid growth because of which it will continue to grow at a good pace for many years to come. It also has a lot of talented people. The founders are very experienced and the top management is also quite knowledgeable in their respective domains. Infoglen also offers many different activities for its team – hobby clubs, CSR initiatives, and the R&R program – which make it an exciting company to be in.