

# YLC News

MONTHLY NEWS LETTER

## From the Chairman

It is my pleasure to present the second edition of YLC newsletter.

We received very positive feedback on the first edition, and I would like to thank you all for your support and encouragement.

We are happy to inform that Young Leaders Council in its endeavor to provide a platform to young leaders to shape the management destiny of the country, has started to pick up momentum by adding several new members to its ranks, who are bright young achievers from different walks of life.



**Vineet Agarwal**  
National Chairman YLC, AIMA

It was a pleasure to meet Delhi NCR chapter members recently at a networking meet. The enthusiasm of each member and their collective zeal to make YLC a differential body with a goal to lead management growth in country was truly inspiring.

I encourage and request members to give feedback on the newsletter and proactively contribute to make

it even more interesting and beneficial to readers.

Wish all members a Merry Christmas and a happy, safe & prosperous 2019 !

## YLC Office Bearers

### Vineet Agarwal

National Chairman YLC, AIMA

### Pranav Pai

National Vice Chairman

### Radha Kapoor Khanna

Forum Chair

### Suraj Dhingra

Chairman – Events

### Nakul Saxena

Chairman - Membership

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## Inside

**02. Young Leaders Council Networking Events**

**03. Management Report**

**05. Management Article**

**08. Member's Column**

**09. Meet YLC New Members**

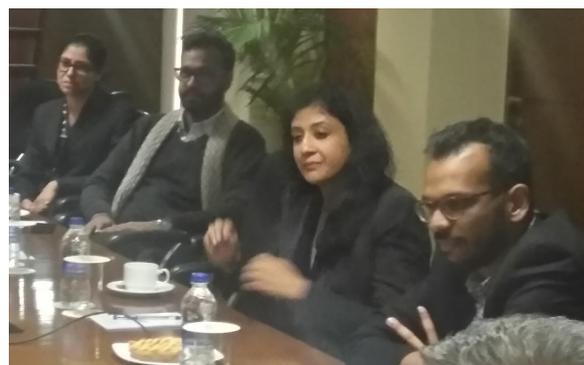
**10. Upcoming Events & YLC Membership**

## Young Leaders Council Networking Events

### Delhi NCR Chapter Networking Meet 11 Dec 2018

Delhi NCR chapter held a networking meet, to know each other and brainstorm on methods to grow Chapter membership and Nationally engage and Contribute to YLC objective of the Council to create a non-lobbying platform for young leaders who are ushering in the new era of change and building the new age India to engage with each other on a regular basis. It also aims to mentor and nurture young leaders to prepare for the next wave of national transformation. Not only will it provide networking opportunities for the young leaders, but also translate the learnings from the evolution of leadership thinking in India.

The Delhi chapter meeting broadly discussed focus areas for the chapter, activities/events and strengthening of YLC membership. Some Member



( L- R ) Mr Kumar Ranjan, Consultant, Institute of Industrial Development, Government of India, MSME; Ms Sanjhi, COO FoodCloud and Mr Vedant Kanoi, Founder and CEO FoodCloud.

who attended the meeting included Mr Vineet Agarwal, Managing Director, TCIL; Mr Askshay Munjal Delhi Chapter Chair and President BML Munjal University; Mr Alok Kumar Director Azeus Convene Pvt. Ltd.; Mr Ajay Nahar, Director, GDS Research & Insights Leader E&Y; Mr Vedant Kanoi, Food Cloud Founder and CEO; Ms Varija Bajaj, Director Varija Lifestyles Private Limited; Mr Nishant Saini, Partner in Tax Practice KPMG; Mr Devender Gulati, Director in Transfer Pricing Practice KPMG; Ms Sanjhi, COO Food Cloud; Mr Kumar Ranjan, Consultant, Institute of Industrial Development, Government of India, MSME.



Delhi NCR Networking meeting in progress

# Management Report

## Global Competitiveness Report 2018

### Key Highlights from World Economic Forum's Global Competitiveness Report 2018

India ranks 58th (62.0) on Global Competitiveness Index 2018 released by World Economic Forum on 17th October 2018. India has demonstrated sizeable improvements over the past year. Compared with the 2017, India is up five places, the largest gain among G20 economies.

India is a remarkable example of a country that has been able to accelerate on the pathway to innovation (where it now ranks 31st, with a score of 53.8), due, particularly, to the quality of its research institutions. In spite of a high degree of entrepreneurship (61.1, 23rd), business dynamism is hampered by administrative hurdles.

China ranks 28th overall (score of 72.6), leading the BRICS economies ahead of the Russian Federation (65.6, 43rd), India. India leads the South Asian Region in all other areas of competitiveness except for health, education and skills.

## India

**58th** /140

Global Competitiveness Index 4.0 2018 edition

Rank in 2017 edition: 63rd/135

### Performance Overview 2018

Compare with  No comparator



Icons represent 12 main drivers of productivity -- Institutions, Infrastructure; Technological readiness; Macroeconomic context; Health; Education and skills; Product market; Labour market; Financial system; Market size; Business dynamism; and Innovation.

While Indian companies can access the 3rd largest market in the world (which translates into a perfect mark of 100.0 on the Market size pillar), the country would benefit from increased trade openness (136th) to drive productivity growth.

India's financial system stability (83.2) is mainly held back by relatively low performance on soundness of banks and regulatory capital ratios. More investments will be necessary to spur innovation beyond hubs of excellence and diffuse economic growth more broadly. This includes continuing to widen the adoption of ICT technologies (28.0, 117th) and improving the quality and conditions of human capital across the country, taking advantage of an extremely young population. India currently ranks 108th on the Health pillar and 96th on the Skills pillar of the index.

The 12 pillars measured include Institutions, Infrastructure, Technological readiness, Macroeconomic context, Health; Education and skills, Product market, Labour market, Financial system, Market size, Business dynamism and Innovation.

### Pillar 1: Institution

India (57.9) ranks 47th on institution pillar while China (68.5) ranks 25th. New Zealand (81.6) scores topmost rank followed by Finland (81.0, 2nd) and Singapore (80.7, 3rd). India's neighbouring nations Nepal (48.5), Bangladesh (46.5) and Pakistan (46.3) are ranked 98th, 108th and 109th respectively. India ranks among top 20 nations with respect to shareholder governance (87.0, 2nd), E-participation index (95.5, 15th), burden of government regulation (58.9, 16th) and budget transparency (80.8, 18th). On Budget transparency Brazil and Korea are topmost nations.

India (4.7, 21st) is ahead of China (4.4, 32nd) on Future Orientation of Government, while it is way behind China (18.3, 51st) with respect to quality of land administration (8.2, 112th). Both India and Pakistan ranked 112th on Freedom of Press (43.2) while Norway (7.6) ranks first. India leads judicial independence (4.6, 41st) among BRICS nations and other South Asian Nations.

### Pillar 2: Infrastructure

India (62.0) ranks 72nd on infrastructure behind its neighbour Pakistan (66.9, 62nd). United States (100.0, 1st) lead infrastructure pillar followed by Saudi Arabia (99.3, 2nd) and Spain (99.0, 3rd). Among BRICS nations, South Africa (94.2, 5th) leads the pillar. India (63.6) ranks 4th on Airport connectivity after US (1st), China (2nd) and Japan (3rd). With respect to other modes of transport, position of India isn't as strong as Airport connectivity. India is ranked 60th with respect to roads (59.7),

For further detailed insights please contact us [mail@leadcap.net](mailto:mail@leadcap.net)

To read full report

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*Contributed By Member*

**Mr Vidyadhar Anand Prabhudesai**

Lead Cap Ventures

Co founder and Board Member



## Management Article

### Jobs at stake?

*Will AI eliminate jobs or create new job profiles?*

**BY SHEKHAR MHASKAR, ISOBAR INDIA**

The effect of AI on industries and businesses is going to be similar to what the computer software industry did to the way we worked in the latter part of the 19th century. It made us more efficient and productive, and created a new billion-dollar industry. Experts say that AI will similarly generate about \$3 trillion in business value and recover close to six billion hours of productivity. If these humungous amounts of productive man hours are going to be saved or rendered useless, what happens to the workforce and their jobs? While there is speculation that people will lose their jobs and they will become obsolete; it is also a fact that this will not be the case after all. Automated solutions of AI are not automation that will eat up jobs, but will only augment human skills and knowledge, to make us more efficient and deliver

outcomes at a faster pace. And all this by combining the ability to analyse massive amounts of data with AI and then apply human knowledge, creativity, and understanding, to make the right choice. Thus, ultimately freeing up more of our time and talent for higher-value thinking and problem solving, strategising, and creating innovative solutions.

While AI will eliminate millions of low-level and middle-level jobs, it will also generate even more number of highly skilled, management, and even entry-level and low-skilled opportunities. Mid-level people can then be trained to elevate to higher levels to do more strategic-level, decision-making tasks delivering better business results. Workers will increasingly have to be willing and prepared to

regularly change jobs and roles to keep up with technology. Entry-level and low-skilled jobs would still survive, since the application of AI at that level will not be cost-effective and will not make a considerable impact.

The jobs that will be affected will also vary by industry. Healthcare, the public sector, and education will see continuously growing job demand. So will be the case with educators, and creative people like artists, performers, and entertainers. Professions like those of engineers, scientists, accountants, technology experts, and managers will not be easily replaced either. And this is because many consumers still prefer to interact with knowledgeable humans —like teachers, healthcare professionals, sales associates, and people in the hospitality industry who can make a significant impact on customer acquisition, retention, and satisfaction. This is because these jobs require emotional, creative successful career mobility and how individuals fit into that framework.

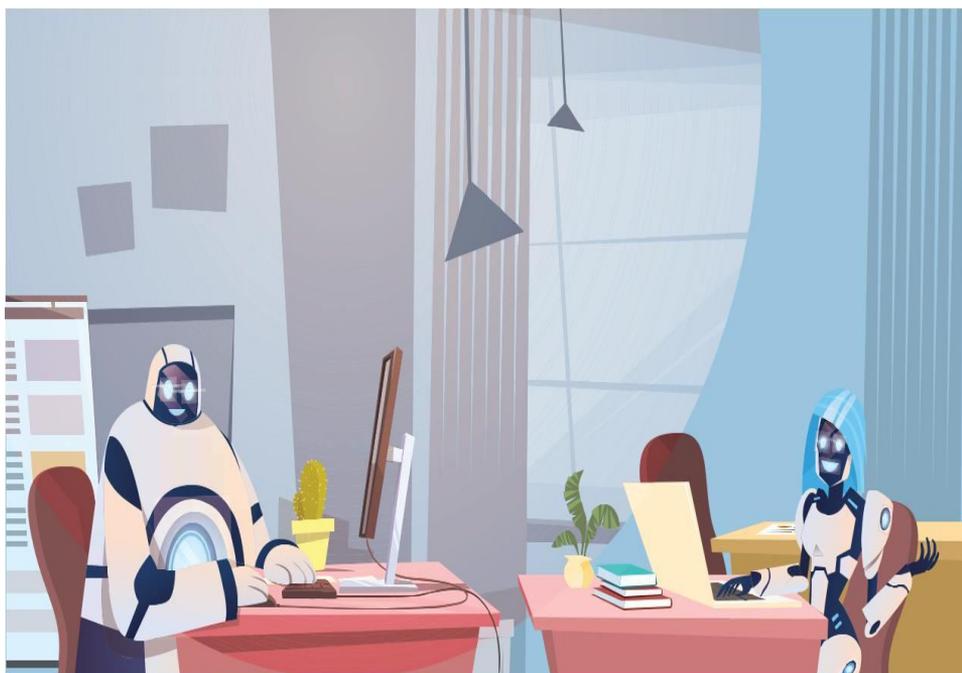
and cognitive skills that AI has not been able to replicate. On the other hand, jobs in the manufacturing industry—like assembly line, factory floor, and iterative pattern-based tasks will be hit the hardest as AI will be far more efficient and productive than humans without an iota of doubt.

So how exactly will AI have a transformative impact on the way you work?

AI could be a part of every aspect of a business, from operations and human resources to sales and marketing. This allows firms to have full focus on growing their business.

## Knowing your employee

AI will be a boon to the HR and talent teams in any organisation. It will enable them to analyse and understand employee traits like behaviour, sentiment, engagement, and culture; and help in course-correction in real-time to optimise those attributes. For example, organisational network



analysis tools can now capture metadata from emails, feedback platforms, and other sources to analyse communication patterns, workflows, bottlenecks and even identify internal experts and/or mentors based on tone, context, and other cues. This helps organisations check the pulse on satisfaction, engagement, and trust networks, and identify patterns of Intelligent training advisor

You will agree that offices usually conduct trainings as per a pre-decided calendar covering subjects like annual compliance, skills upgrade, and a few occasional education programmes. However, AI can be used to analyse the current status, role, behaviour, satisfaction, engagement, and sentiment of each employee, and then deliver opportunities of training and skills development that are a perfect match for that employee, at just the right time to support career path planning and retention. This will not only give employees enhanced or new skills they need to improve their performance, but will also help reduce disengagement and turnover, which directly impacts sustainable revenue growth.

## HR 2.0

With the proliferation of AI-oriented tools for management of human capital and performance, companies will be able to recruit and develop people based more on talent, value, and skills rather than attributes like years of experience or level of education. HR teams will be able to focus on matching people to the right roles more accurately given their behavioural attributes,

strategic talent and performance experiences, leaving transactional tasks like job descriptions, emailing candidates and predicting attrition and demand for tools supported by AI. This will also help our workplaces become more inclusive and diverse by moving past traditional assessments that ignore hidden, yet crucial data like lexicon and language analysis, behavioural patterns, and promotion data. With AI algorithms, we can uncover areas of weakness where inequality exists in hiring, promotion, and review time through predictions based on historical data.

## Recruit and develop to build AI

AI will bring forth its own new classification of jobs across teams. As the technology permeates every business unit, from marketing and sales to manufacturing and accounting, its growth will stimulate the creation of millions of new highly-skilled, well-paying positions across every industry. This will put the onus on HR to identify the skills, attributes, and talent growth strategies necessary to fill and retain AI-oriented roles, while remaining in sync with corporate values and strategy.

## IT support

AI in the form of chatbots will be a great boon when it comes to IT support. Employees will use these to request IT services instead of manual methods. Chatbots will streamline service management and consolidate processes. More specifically, machine learning will directly impact the way IT teams service employees. For example, AI-integrated platforms will take into account the types of issues an employee is having with a device and how

many requests they are sending. From there, the AI solution can alert IT that a specific employee needs a new device.

**It is finally possible for every brand to take the customer on a digital journey that builds a relationship instead of merely executing a transaction.**



### ABOUT THE AUTHOR

Shekhar Mhaskar is Vice President, Isobar India.

## Office administration

Scheduling meetings, booking rooms, and reserving resources is a job in and of itself. Connecting AI to existing technology such as meeting-room booking, and calendar-syncing platforms will eliminate stolen conference rooms and unused tech tools. Virtual home assistants like further personalising interactions and automating meetings.

## Customer care and AI

Companies get to know their customers on two occasions: when the customer buys or subscribes, and when there is a customer-support issue. Evidently, firms have a lot of blind spots when

it comes to their customers. However, already today there is a massive amount of online and company data available about clients. New AI tools can learn about customers based on that and surface up these insights in a consumable format, giving businesses a richer understanding of their customer identity and needs.

There will always be a need for human presence in customer service, but with the rise of AI comes the blatant reality that many things can be accomplished with the help of a virtual assistant. According to a Gartner report, it is believed that by the year 2020, 85% of customer relationships will be through AI-powered services. Thanks to the conversational intelligence, it is finally possible for every brand to take the customer on a digital journey that builds a relationship instead of merely executing a transaction. The magic of those highly personalised relationships you expected from old-school bricks-and-mortar businesses is now a digital reality.

So, you see, the impact of AI on how we work is immense and mind-boggling. There are many more than the above stated areas of work; in fact, I would say all areas of work where AI will have a positive impact to improve delivery of products or services in far shorter time frames, and in a cost-effective manner that was never witnessed before. Having said that, let me reassure that the fear of losing jobs is not that serious, vis-à-vis the newer job opportunities that lay in front of us in the era of AI.

*Disclaimer:*

*This article was originally published in Indian Management (Issue 3, Volume 57) a Spenta Multimedia and AIMA publication*

## Member's Column

# Economic Logic or Eulogy Virtues

Dr Sheetal Gautam Karajgi member, is sharing her thoughts on how the world today is leaning towards Economic Logic rather on Eulogy Virtues.

"I always speak about the two halves of human nature, aptly described by Joseph Soloveitchik as Adam I and Adam II". Adam I is the worldly, ambitious, external side of our nature that competes, innovates and tries to win. Adam I works by economic logic. He transforms the world "into a domain for his power and sovereignty." Adam I is built by building on your strengths. He works to build his resume.

Adam II is the subtle, moral part of human nature that works on the philosophy of accumulating blessings through giving, forgiveness and redemption. Adam II is built by fighting your weaknesses. Adam II is the "redemptive Adam," bringing a "redemptive interpretation to the meaning of existence". Adam II builds our Eulogy virtues.

These two are in perpetual confrontation with each other. We live in a culture with an Adam I mentality where we're inarticulate about Adam II. At the end of our life, people do not speak how strong our financial condition was, how long our resume was or how many expensive things we accumulated. People speak about how good we were as human beings, how compassionate and loving, how much value we created for humanity.

I believe that, though our education system and the marketplace teaches us only to focus on building our Adam I, no one teaches us to build our eulogy virtues. We need to consciously build our Adam II so as to leave a legacy with serenity, pride and fulfilment. My experience has been that if we shift our focus on building our Adam II, Adam I automatically gets built.

Taking a break to restructure our life and building our Adam II will transform our life to a significant extent. After all, we all want to be good mothers. A good mother is built, not installed. Building a good mother means building our Adam II, how you build a depth of character.

Everybody has a power to make change. The first step is to take the first step. We all are busy but we need to check whether our being busy is really being productive or we are just mismanaging time. If we want to be productive in helping people, we need to consciously take a pause in our paced life and think about what legacy we are going to leave behind. We also are required to discuss these issues with our significant others like family, colleagues and recreation groups. This will lead to a permanent desire to make change. The prospective change should not be very big otherwise it could lead to unrealistic planning. A series of small, conscious, sustained, thoughtful steps will only lead to a larger change in future. Passion, continuity and error correction are most important steps to derive satisfaction out of that work.

To start this, we need to consciously identify our own barriers. There are internal barriers and there are external ones. Writing down every identifiable barrier consciously and honestly will help bring a recognition about their presence. Acceptance of those barriers is the next step. Third step is conscious annihilation. Breaking each one consciously through a series of steps and taking a periodic review of their complete demolition is a good exercise to check whether the barrier has completely disappeared.

*Contributed By Member*

**Dr Sheetal Gautam Karajgi**

CEO, Maharogi Sewa Samiti

Maharogi Sewa Samiti, Warora is a nonprofit organisation in the Chandrapur district of Maharashtra, India. It was established in 1949 to help socially disadvantaged people enhance their livelihood capabilities through self-discovery and empowering them to contribute to society.

## Meet YLC New Members

**Mr Kushal Nagaraj**

India Sourcing Procurement and Travel Head  
JC Penney Services India Pvt Ltd  
Bangalore

**Mr Kiran Kumar Komaravolu**

Senior Lead Finance Operations  
Royal Dutch Shell  
Chennai

**Mr Akshat Kumar**

Director  
Hotel Mayur Private Limited  
Patna

**Mr Shriyans Bhandari**

Director  
Greensole & Heritage Girls School Udaipur  
Mumbai

**Mr Ayush Gupta**

Business Head  
KRBL Ltd  
Noida

**Mr Sibabrata Palsarma**

Office of the Court of District and Sessions Judge,  
Angul  
Odissa

**Ms Gauri Angrish**

Founder / CEO  
Caredose  
Delhi

**Mr Ayush Doshi**

Director  
RGF-Executive  
Chennai

**Ms Sunaina Shivnani**

Director  
RGF-Executive  
Gurgoan

**Mr Shreyam Dhiren Shah**

Director  
Tee Ventures India Pvt Ltd  
Bharuch

**Mr Sarosh Tehemtan Anklesvaria**

Naran Lala College  
Navsari, Gujarat

**Mr Himanshu Hemraj Bhavsar**

General Manager  
Aarti Industries Ltd  
Vapi, Gujarat

**Mr Sairam Subramanian**

Manager  
American Express  
Chennai

**Mr Moksha Kamlesh Udani**

Managing Director  
Lewens Labs Pvt Ltd  
Bharuch

**Mr Vyangesh Choksi**

CFO and Director  
Choksi Laboratories Ltd  
Indore

**Mr Vivek Kumar Tripathi**

Sharda Group of Institutions  
Mathura

To see all members

[CLICK HERE](#)

*Above list is as updated on 15 Dec*

## Upcoming Events

### AIMA, Young Leaders Council Integration Event Delhi NCR Chapter

#### Agenda:

Networking within YLC members and Planning Events ahead at Chapter and National Level.

#### Key objective

1. To network with new members & know each other better.
2. Brainstorm on future events and
3. Broad contours for starting "forums"

19th January 2019, 5pm to 7 pm

Venue : AIMA, Lajpat Nagar

## YLC Membership

The membership of Young Leaders Council (YLC) of the AIMA shall comprise of young people, with maximum cut off age limit of 40 years. The members could be Young Promoters, Founders of Startups, Young Professionals, Leaders in Art & Culture/Music, NGOs, Politicians. Bureaucrats, Diplomats.

The membership will be at National level (Mandatory) and at Chapter level (currently there are six chapters).

#### For More Information Contact:

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### Become a YLC Member

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