

YLC News

MONTHLY NEWS LETTER

From the Chairman

It is my pleasure to bring you the February 2021 edition of AIMA YLC newsletter.

We are happy to inform you that we have reached an important milestone. AIMA Young Leaders Council is now 500 members strong, with several influential and active mentors on board. Let us together ensure that we take this young forum from strength to strength!

In addition, let us take this opportunity to also welcome AIMA YLC Mumbai Chapter's new Chairman, Mr Vidyadhar Prabhudesai, Co-Founder LeadCap, Global Shaper, WEF and SIG Social Businesses Co- Chair Mr. Parag Agarwal, Founder and CMD, JanaJal.



Vineet Agarwal

National Chairman YLC, AIMA

The previous month witnessed a very interesting and unusual session on the theme 'No Blind Spots: IoT by Sky' with Mr Parthasarathi Trivedi – CEO & Co-Founder at Skylo Technologies. YLC members also participated as speakers in AIMA Regional Management Conclave, held in collaboration with the Hyderabad Management Association on AIMA's theme of the year, 'Transformation for Continuity'.

The new initiative of augmenting YLC member benefits is also picking up pace, with a number of brands and services being added. We encourage you to take advantage of the various benefits on offer from participating brands and industries.

The social and economic disruption caused by the Covid pandemic has drastically changed management perspective and priorities. While most of us are still dealing with the challenges of a transformed and difficult business environment, AIMA YLC is still trying its best to keep our members abreast with the latest developments in management practices through its various endeavours and initiatives. We encourage you to participate actively in all these sessions and contribute.

The past year has been both difficult and beneficial. While we were exposed to the many challenges due to unexpected changes, we also learnt a lot from the strategies adapted by industry leaders to survive; and young leaders can draw great learnings from these. Dramatic shifts and transformation was witnessed not just in changed business strategies, but also in the day to day running and execution of work.

Do share your thoughts and ideas of how can we bring forth and share such learnings with members for their benefit, knowledge and possible application.

YLC Office Bearers

Vineet Agarwal

National Chairman YLC, AIMA

Pranav Pai

National Vice Chairman

Ajay Nahar

National Forum Chair

Kartik Sharma

National Events Chair

Santosh Kumar Gopala

National Membership Chair

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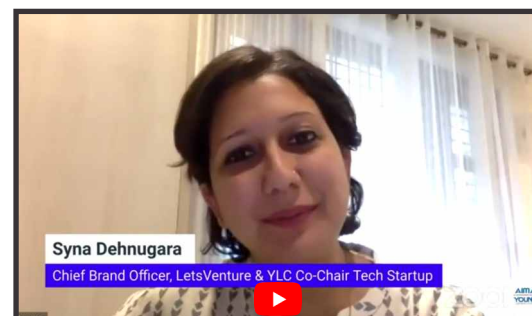
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YLC ONLINE SESSIONS

Session on the theme: "No Blind Spots: IoT by Sky" 5th February 2021

Speaker: **Mr Parthsarathi Trivedi** - CEO & Co-Founder at Skylo Technologies

Moderator: **Ms Syna Dehnugara**, CBO LetsVenture, Features Editor CNBC-TV18, Co-Author of Young Turks, YLC Co- Chair Tech Startup



YLC Session at the Regional Management Conclave - NextGen Leadership: Change with continuity.10th February, 2021

The Speakers included :

Ms **Syna Dehnugara**, CBO LetsVenture, Features Editor CNBC-TV18, Co-author of Young Turks, YLC Co- Chair Tech Startup

Mr **Kartik Sharma**, Director, Agnitio & YLC Events Chair

Mr **Abhishek Nath**, Managing Director & CEO, IXORA Corporate Services Private Limited & YLC Member

The session was chaired by **Dr Ravi Kumar Jain**, Director, SIBM Hyderabad



Member's Column

The hospitality sector- post pandemic and its reverberations

Restaurants have shut down and hotels were empty, other than a few of them who already might have some guests locked in because of the pandemic. Some restaurants were able to function by taking out and delivering services while maintaining social distancing norms.

Contributed By: Dr. Himanshu Talwar- YLC Member

The Covid-19 pandemic had people cooped up inside their houses while the nation remained under lockdown for more than six months.

Businesses were shut and going out to dine or travel seemed like a thing of the past. However, now that things are moving back to the normalcy and vaccine drive initiated across the globe, what is the need of the moment is a plan of action for the future. The hospitality sector, and most other sectors included, have been almost entirely inactive during the lockdown period and even post that. Restaurants have shut down and hotels were empty, other than a few of them who already might have some guests locked in because of the pandemic. Some restaurants were able to function by taking out and delivering services while maintaining social distancing norms. Some hotels, on the other hand, were converted to quarantine centers on government orders. While this was the reality of the hospitality sector, we could also incorporate such aspects for their sustainability in the aftermath of this worldwide pandemic that has left humans extremely sensitive.

Now, when the phase of lockdown has passed, delivery and takeout services constitute one of the major revenue points of restaurants as people are still apprehensive about dining in even after normalcy has been restored. Going by the directions of the Government and Health experts, for dining in, the restaurants have minimized the





furniture use and started providing as much space as possible between tables. Fewer tables are now laid out allowing social distancing norms to be followed strictly. The employees now mandatorily go for temperature checks and adhere to proper hygiene protocols to stay medically fit and are trained to ensure to convey assurances to the Guests. The provision of sanitizers

has been made compulsory at every entry point not only in restaurants but also in hotels. The employees now follow all necessary precautions such as gloves while serving and cooking, etc. This has provided not only the Guests but also the employee's assurance of safety. Hospitality is now looking to slowly start rolling out more tables once the vaccination drive gets into the top gear and fear of the pandemic lifts from the minds of the public.

Hotels have invested hugely in technology to sustain the inflow of people and in turn, revenue. Automated entry systems, technology-based sanitization, automatic light systems, cleaning robots, and other such advanced technological measures have been installed and fully functional in every corner of the country. This has ensured a touch-free experience and interaction. All social distancing norms are being followed by the hotels too, especially in gyms, and other communal facilities. Following all of these measures have given the public a sense of assurance and the fear

has started dissolving. The technological innovations are also taken up by restaurants that can afford to invest in them. Slowly and steadily, the hospitality sector is coming back to normal however this time with a safer and more hygienic experience.

Considering the disappointment of people for being quarantined at home because of this awful pandemic, they have been flocking restaurants and hotels as their minds are getting eased steadily. Restaurants are busier than ever and





hotels, especially the ones outside the cities are booked to the brim. People miss the daily urgent flow that life had before the pandemic swept all of them inside homes with no social interactions. There is a lot of hope for the hospitality sector to prosper in the year 2021. Therefore, the industry is charting out a plan to recover fast and is looking at the brighter side of things.

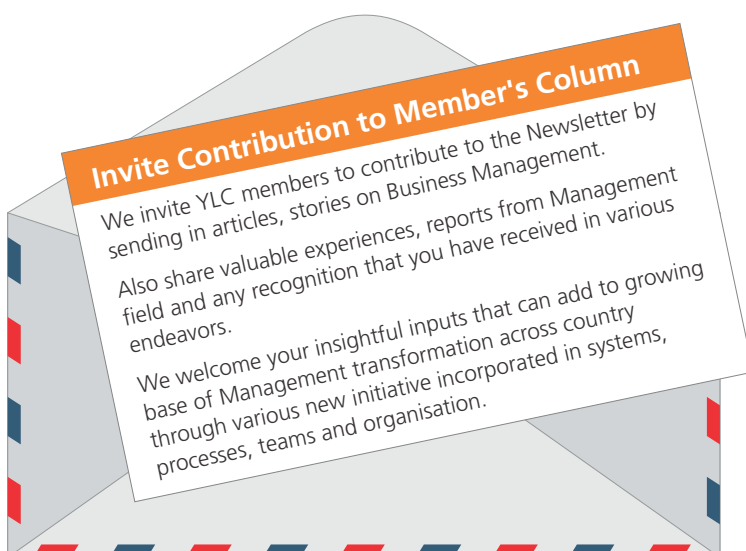


Contributed by:

Dr Himanshu Talwar
Assistant Secretary General, The Federation of Hotel and Restaurant Associations of India (FHRAI)

Disclaimer:

This article was originally published in The Economic Times on Friday, 12th February 2021



YLC MEMBERSHIP BENEFITS

AIMA YLC's new initiative where different Brands are offering specific discounts and benefits on their Products/Services to YLC members.

Starting with a few, we will keep adding more benefits in coming days.

Please do take advantage of the services offered here :
<https://ylc.aima.in/ylc-membership-benefits.php>

Management Article

ROADMAP FOR THE FUTURE

Preparing an emotionally resilient workforce can help shape the future of the industry, instead of simply adapting to it.

Asif Upadhye, Never Grow Up

Even though remote work structures and tech-driven set-ups have been in vogue for a while, 2020 has accelerated digital transformation by a few years, if not more. Workplaces across the globe are undergoing transformation at breakneck speeds; and while digital acceleration continues to take place, leaders need to simultaneously prepare for imminent change in the context of employee productivity, employee engagement, rewards and recognition programmes, and overall organisational well-being.

The fact of the matter is that even though the pandemic has impacted all sectors in unpredictable

ways, the widespread repercussions on the economy will be felt for years to come.

The bigger question is: What next?

The honest answer to this is that nobody might actually know what is coming. From a factual standpoint, we currently lack credible data to predict when the world will return to even a semblance of normalcy. Until then, leadership needs to undergo a monumental shift. Especially during a crisis, employee feedback and active listening are paramount. In fact, building trust, easing anxieties, and calming fears become part



and parcel of a leader's portfolio, if not the most important bit. Leaders must therefore invest in building their empathy as well as their emotional resilience levels.

First things first. It is important to define resilience and understand what it takes to build leadership resilience when navigating through uncharted territory. Simply put, it is the capacity with which an employee is able to bounce back after going through a phase of adversity, respond to change, feel a sense of control over his or her own workflow, and establish a sense of community at work.

Having a solid concept of your leadership style is a focal point when reflecting and assessing leadership effectiveness. Since resilience is a skill that can be learned, crisis situations present opportunities for leaders to learn more about themselves and come out stronger on the other side. Leading with purpose results in enhanced



employee productivity, a transparent work culture, and higher job satisfaction. Becoming a future-ready and emotionally responsive leader builds resilient muscle within an organisation to help teams navigate the flux and move forward.

Resilient leadership will set you apart from the rest. Lead with your heart (then, your head)

In January 2020, a survey conducted by Deloitte China revealed that 90 per cent of the companies and NGOs considered it an urgent requirement to provide their employees with remote and flexible work options. Simultaneously, more than half of the government and public service entities were focusing on addressing employees' psychological stress. While this might be stating the obvious, the state of mental health in corporate India requires immediate and deeper-than-surfacelevel attention. There is no better time to take the lead and roll out communication that not only resonates with the purpose of your organization but also helps cultivate engaged employees.

Leading with your heart requires an understanding of an employee' basic psychological needs as well as an empathetic approach towards putting in place remote work structures that prioritise their well-being.



Put the vision first. Aim for speed over style

A key trait of an emotionally resilient leader is the ability to find opportunities even in adversity. In my experience, the ability to take decisive action during a crisis—even without knowing the complete picture—is what helps stabilise organisations. From an emotional intelligence standpoint, building a culture of emotional resilience requires leaders to start by narrowing down on pressing issues, establishing a centralised communication system during a crisis, strengthening digital capabilities, and maintaining business continuity.

When it comes to agility over elegance, leaders

need to be willing to accept that they will need to act with imperfect information and sometimes make impromptu decisions. Leaders can seize this chance to encourage teams across all levels to take more initiative, along with driving decision-making and coming up with creative approaches to addressing unanticipated needs. Doing this will amplify trust within teams, motivate employees to assume ownership of projects, and thereby ease the task of putting out multiple fires all at once.

Own the narrative. Embrace the Unknown

Communicating with empathy and authority is like balancing on a tightrope. Not many leaders can ace the art of balancing, but the ones that do know how integral it can be to responding to crisis situations. Owning the narrative requires being cognizant of the situation, telling your employees exactly what you know as well as communicating grey areas within the organisation.

While numbers can be powerful, recognizing that emotions always take precedence during uncertain times is a solid way to build a work culture that thrives on overcoming challenges. Take for example, the findings from a Harvard Business Review assessment of corporate performance during the past three recessions. Out of the 4,700 firms studied, those that cut costs fastest and deepest had the lowest probability of outperforming competitors after the economy





recovered. While mass costcutting might be the first thing that leaders do while trying to stay afloat, it can also backfire if long-term strategies are not in place. Instead of jumping the gun, resilient leaders can emerge from the crisis by striking the right balance between short- and long-term strategies.

The 'Evolving Leader'

Whether we like it or not, COVID-19 has put us all to the test. But if we take a step back, pause for a minute, and reassess how we deal with change, we will quickly realise that no matter how hard we fight change, it is inevitable. Something as simple as acknowledging the fears and uncertainties that your employees might be facing is a great way to start asking the right questions.

Building an emotionally resilient workforce requires listening intently to what your team members are saying as well as what they 'aren't saying'. If you are transparent in your communication about the direction that the business needs to head in, are compassionate towards employees who are struggling while working from home, and are also taking into account the serious impact on their mental health, then your people will remember it. Acknowledging that the new normal is as alien to you as it is to your employees will help fill in any gaps in communication.

Talk of the corporate town

The biggest work culture shift that organisations are experiencing has less to do with adjusting to remote work and more to do with the impact on employees' emotional well-being. While organisations are scrambling to put in place digital workforces that cater to their clients and stakeholders, it is important to hit pause and take a long, hard look at employee well-being and engagement.

In order to effectively deal with the business ramifications caused by the pandemic and prepare for unprecedented change, leaders need to build a positive work culture that eventually transmits across teams and across all levels of the organisation. Under pressure, organisations are forced to think about what they can do and where their hidden strengths lie. Emotionally resilient



workforces that embrace the unknown end up shaping the future of the industry, instead of simply adapting to it.

And finally, when it comes to gauging the impact of emotional resilience within your own organisation, start by asking yourself 'Who do I want to be right now? Am I living the values of my own organisation? Am I willing to lead with compassion and integrity, at all costs?' Empathy and emotional resilience are two sides of the same coin. Showing genuine concern is a sign not just of humility, but also of high emotional intelligence. I personally believe that in times like these, emotional resilience

encompasses not just weathering storms, but finding ways to build something new from the rubble that gets left behind.



Contributed By:

Mr Asif Upadhye is Director and Dark Knight, Never Grow Up and YLC Mentor

Disclaimer:

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YLC WALL OF FAME

YLC Mentor **Mr Chintan Oza** featured among the Top 50 Global Thought Leaders & Influencers on Smart Cities!



Mr Chintan Oza
Advisor, Lloyds Ventures

YLC Member **Ms Bindu Subramaniam** – Founder SaPa in Schools has been named by Business World as a 40under40 Achiever!



New Appointments



Mr Vidyadhar Prabhudesai

Co-Founder LeadCap, Global Shaper, WEF – AIMA YLC Mumbai Chapter's new Chairman



Dr Parag Agarwal

Founder and CMD, JanaJal - SIG Social Businesses Co- Chair

Meet YLC New Members

Mr Belur Seetha Ram Iyengar Anand

Chief Business Officer and Vice President
TRICON Infotech Pvt.Ltd.
Bengaluru

Mr Mohit Singh Chauhan

Vice President and Regional Head of Transaction Banking
DBS India Ltd
Delhi NCR

Mr Gautham Srinivas

Partner
Khaitan Co, LLP
Delhi NCR

Mr Tathagat Varma

Head of Strategy and Operations
Walmart Global Tech
Bengaluru

Mr Raghu Kota

Technology Leader, FIS
Bengaluru

Mr Mark Agerwala

Director
Editate India Pvt Ltd (dba Prompt)
Delhi NCR

Mr Peeyush Naidu

Partner
Deloitte
Delhi NCR

Mr Amit Jain

Partner
Incentius
Pune

Mr Nikhil Paul

Chief Information Officer
6D Technologies
Bengaluru

Ms Shikha Pahwa

Founder and CEO
House This
New Delhi

Mr Ravimanivasagam K

Senior Director
Dell Services
Bengaluru

Ms Bidisha Dutta

Senior Manger
Aditya Birla Group
Kolkata

Mr Prabhat Kumar Bhakat

General Manger
Exide Industries Limited
Kolkata

To see all members

[CLICK HERE](#)

Above list is as updated on 22 February, 2021



Dear Members,

Request you all to join YLC LinkedIn Group on <https://www.linkedin.com/groups/10488166/>

We have sent you a request kindly accept to join the group, in case you have missed that, please send in a request on link above to join.

Upcoming Events

YLC Session on the theme: **“Open Source Leadership - when there is no more business as usual”**

Date: **Friday, 19th March 2021**

Time: **5 pm to 6 pm**

Speakers:

- **Mr. Rajeev Peshawaria**
CEO Stewardship Asia Centre, President, Leadership Energy Consulting, Singapore
- **Ms. Vikram Bapat**
Leadership Energy Consulting & YLC Mentor

ZOOM link to join the session will be given on receiving your confirmation.
Please send in your confirmation on ylc@aima.in

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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