Synergita Webinar on 12th July 2017

Participants' Questions and Responses

1. **Millennials look for instant feedback & recognition – how do you think we can make that possible?**

   Response: The best way to meet your own expectations is start with yourself. This will have a cascading effect in the environment. E.g. Do you know the name(s) of the Support staff (security, cleaner, canteen staff)? Do you greet them with a wave, nod, smile or acknowledge their work? Feedback and recognition need not be in a grand setting or monetary.

2. **Can setting up a tool/automation lead to building a great place to work for employees?**

   Response: This would require communication from the management on the use case and training.

   The employee should likewise make effort to learn and maximize the potential use of the tool.

   E.g. A modern CNC machine can be used for a variety of purposes. Can you suggest some new uses for it? You will feel good and that is great place to start.

3. **Can you give examples of some great place to work from your experience?**

   Response: There was a serious crisis on one of the ships. As management, we were under constant spotlight from multiple authorities, press, families of the seafarers etc. The core team spent days and weeks together to resolve the matter successfully. Almost 20

years later we are still in touch and that was possible only because all stakeholders trusted each other and there was excellent communication with all affected parties.

4. **Salary is one of the major de-motivator in our company. How to cope with it?**

   Response: Is it the salary itself or timely payment of salary? Salaries are best negotiated when joining as in later years the raises can be nominal unless you have acquired a special skill or are promoted.

   Non-payment of salary is a serious issue. If it stretches beyond a couple of months – it is best to look for alternative (even if you have to take a small cut). Non-payment of salary is wrong on several counts and usually indicates a deeper malaise. Such companies will rarely raise their standards of governance.

5. **Is there any practice to keep employees engaged? May be something which being an HR we can make Weekly process?**

   Response: Any initiative you start must be sustainable as participants can so be bored. People like surprises. They need not be expensive e.g. Draw a large "?" on the white board on same day of the week e.g. Monday. Any One person in the department can write a few light hearted lines – prose, poetry, suggestions etc. This can go for 2 – 3 months. You will find they come up with a new idea themselves.

6. **How do we break the belief of the leaders that the old timers are not always correct / their attitudes are not conducive to make the work place a great place to work?**

   Response: This is a cycle you can break by learning a new 'young age' skill. E.g. Can you take an old idea and come up with a new way. A slick presentation perhaps. Action speaks louder than words.

7. **Can responsibility and ownership be safeguarded without accountability?**

   Response: Responsibility, ownership and accountability are one single unit in any initiative. (Even it is procuring office supplies). If anyone of these attributes is missing, the outcomes will be poor.

8. **How to motivate millennials if your company culture is not that well?**

   Response: Millennials are also people; Company culture is not written in stone. It can be changed by people within it be their actions. Even in the most extreme dictatorships, people have found ways to be motivated. See some examples given earlier.

9. **What are the tips to improve mutual trust?**

   Response: Please listen to the recording. You will be surprised that there are several ways to start.

10. **Any suggestions to avoid or stop people who gossip? Is there any other way to motivate them? Or should we avoid them completely?**

    Response: Do not engage in it is best to stay away from gossip. Way to motivate them is by sticking to facts and issues that need to be addressed. Gossips are almost always about other people. By refusing to discuss people who are not present – you send a clear signal that you will only discuss facts or issues that need resolution.

11. Feedback should be structured or casual?

Response: Both. Casual is personalized. Casual can be as simple as a pat on the back or a thank you note for work well done.
Structured is to be applied across the board. This is to ensure fairness and to apply a common benchmark for peer evaluation.

12. In the company of more than 1000 employees what are the methods of communication that can be considered?

Response: If they are split in different business units or departments – the ideal way would be to put them in groups with representation from each business unit or department (not more than 50 per group); they can have a structure – leader, secretary etc.; this creates great bonding between departments and any communication can be streamed across the organization via these groups.

13. As we are in hospitality sector and all level of skill and unskilled people work together, what are the various methods which can be used in recognition?

Response: See some examples given above

Our Presenter:

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He is a Certified Executive & Business Coach and CEO, Vinsight Maritime

Shankar was a Ship Captain, held leadership positions in MNC's and was a business consultant as well. Over the course of his career, Shankar has mentored people across cultures, races, and backgrounds. His mentees

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About Synergita:

Synergita is a complete **Employee Performance Management**, **Development** & **Engagement Software**.

When organizations remove the hurdles which their employees face, engage with them on their needs and nurture and develop them, they create an extraordinary culture where employees unleash their potential, set new standards of excellence and create wonders.

We call it **peopleMAGIC^{TM}** and it is made possible by Synergita's cloud based performance management and analytics solution.

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