

BLUESKY CONNECT

FROM THE CEO'S DESK



Moderated Attrition is needed to renew organizations

Most HR literature and professionals would emphasize the need to retain talent as a generic philosophy.

While there is no doubt in this principle, I feel companies tend to stifle when they cling on to people beyond their life cycle and utility. Now I am not advocating the need to have attrition but attempting to draw the attention and merits of inducing attrition in moderation. Anything that needs self renewal must go through a process of regeneration. Whether that be a tree that sheds leaves and grows new ones or whether the renewal of cells in our body. One may argue that of course we have attrition and people come and go. In fact some may affirm that they have excess of attrition that causes disruption. Well I don't mean this sort of attrition. I mean attrition and periodic churn of those that are perched in comfort zones at strategic and leadership levels. If Companies want to accelerate change, often the approach is to bring

about change through the same set of people that brought them to this point. These are the veterans and captains which generally form a part of the Executive team and inner circle. Rarely their perspectives change at the pace at which it's desired. Often individuals that got you to a certain level need not be the same who can navigate you to the next level and this truth is often forgotten. The biggest predicament organization's face is the fear of letting go people who are set in their roles and the possibility of things going awry in their absence. Often loyalty and emotional connect plays an important aspect with such individuals. 'How do I allow someone to leave after supporting me in thick and thin?' These are valid concerns and I am not prescribing that they should be ignored or demolished. Companies must foster and nurture loyalties as long as everyone is able to adapt to change and every individual along with the Company goes through a self renewal exercise. When people dig into their heels and refuse to budge from their vantage points, it's time to take notice. Most often the next person proves better than the incumbent and when that happens in moderation, Success is inevitable.

Dashboard Management

Most SME's operate organically and through gut calls of the promoters. Often with some companies, their accounting systems are not robust enough to throw up accurate and most importantly, timely MIS. Their focus is on enhancing customer acquisitions and often the company gets trapped in the motions of business unless they are woken up at the end of the year when the audited results flash the abysmal results of the enterprise. This is more of a lagging data that businesses depend on to make strategic decisions.

A Company needs real time information to make timely decisions and more than timeliness, must have accurate parameters to assess the health of the business so that the leadership can decide on what alternative course to take should anything go wrong. A Dashboard is nothing but critical parameters customized for the business that reflect the true health of the Company. These could be a mix of historical parameters and some which are forward looking. For instance Market growth vs. Company growth is

more important than mere growth. Attrition among key personnel is more important a metric than general attrition. Once the executive think tank understands and distills the set of parameters for the Company, performance evaluation becomes easier and more relevant. Decision making is also incisive and focused. With the dashboard in place and with continuous monitoring, the flight of the organization is continuously measured so that the trajectory is always upwards. It's time, you build your own dashboard!!



ADDITIONS TO THE BLUESKY TRIBE



Engaged in the Real Estate industry since 1990. The vision of Joy group is not to build only buildings but to be a part of the process of "Nation Building".



One of the leading players in the Telecommunications sector. The group plans to diversify and develop its business in various new and emerging technologies in the telecommunications sector.



A premier media production company with over 2 decades of experience in print and publishing domain, today has evolved into a reliable outsourcing partner for their clients across the globe.



Is currently the leading loungewear brand in the country. Has bagged numerous awards for Product Innovation, Quality and Value Pricing.



Nandan Petrochem established in 1992, manufactures and markets Automotive and Industrial Lubricating Oils. NPL has assisted top-notch MNCs to roll out their international brands as per global standards.



The Cavim Group has been active in the real estate business since 1975. The launch of 'VONGWONG' is marking its success in providing specialty Thai and Continental cuisine with impressive Fine Dining experience to customers.

CLIENT UPDATES

Sales Induction Manual launched @ Recon



Since Sales Team doesn't have much time to spend on reading, we've introduced the Sales Induction Manual which is a concise document/guide consisting of all the required information that employees find useful and interesting.

Beginning with a picture which reads "FOCUS", it clearly signifies the mantra of Recon "You'll be able to keep your job, hit your sales goals and enjoy the rarest gift of all - **job security.**"

The manual lays out complete perspective of Recon. It covers all the areas that are crucial for employee correlation in the system. There is a table of content for quick referral. Snapshots of Sales formats are presented to ensure quick understanding of all the reporting formats.

The Outline of the manual begins with the history of Recon, products and positioning, competitors, supply chain, hierarchical wise roles and responsibilities, sales processes and performance tracking mechanisms. Also appended are the HR policies relevant for the Sales force.



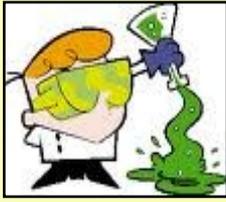
@ PAYMATE

Remember back in college, how we could never thank our friends enough for completing our assignments, for sitting in extra hours to clear our debit/credit confusion, etc.

Well nothing's changed much! The guy in the next cubicle still helps you in making things at work easier. At Paymate we introduced "Cheers for Peers", a way to applaud those colleagues who have gone beyond their jobs to help out their colleagues.

The employees simply write on the white board a note of thanks specifically describing how their colleague helped them. The employee whose name comes up on the board the maximum no. of times is rewarded the title of "Peer of the Month"





FROM THE BLUE SKY LAB

Identifying the “**Key & Critical**” resources for a Company is an important exercise that every company must undertake, to focus it’s resources on those who deliver maximum impact. While everyone is aware and has a general idea of who’s their Key & Critical resources, Bluesky has gone one step ahead in developing pre-set parameters that gives a score to each individual in the Company and enables HR and the

Management to arrive at a scientific way of identifying who is “Key” and “Critical”. This ensures that there is limited ambiguity in arriving at the list of personnel assigned to this category. At the outset the model defines “Key” and “Critical” as a category. Once the list of employees are mapped against this model, Human Resource is able to customize specific solutions for retention and career progression of these individuals in a systematic manner. This includes an important component-Compensation. No Company has indefinite resources at it’s disposal, and consequently having a list of Key and Critical personnel enables the Company to focus and channelize the resources on the right set of personnel. As according to Peter Principles, 20% of the people contribute to 80% of the impact and this rule similarly applies in case of management of people. The model has been tested and validated across 8-10 Companies with results that validate 80-90% of the Management’s belief on whom they consider is Key & Critical.



MANAGEMENT DEVELOPMENT PROGRAM



The first module of the MDP for Middle level Managers, conducted on 28th August’10 by Bluesky was aimed at developing the participants to become effective in Managing People. The session focused on understanding the different styles of leadership, Delegation, Setting expectations for the team and motivation.

About 20 Line Managers participated from various organizations such as Integron, Playspan, SDL, Ariston Capital and Bluesky. The session entailed a mix of group discussions, team building activities, case studies and management games. The first session of the MDP enabled many participants to take home the skills, know-how and tools that help improve productivity of their team- Prashant Dubey, a Manager for the Playspan’s MXT dept., commented, “I thoroughly enjoyed the training program . I liked both the trainers” There were lot many take-aways from the program which I could relate and implement back at the work-place. I liked the delegation pattern and the activity on castle building which really helped me understand my own people issues.”

The impact of the program was observed even by the Directors from respective organizations. Hitesh Ruparelia, Director of Sweet Dreams Retail said, “Our first batch has benefited out of the one day MDP conducted by Bluesky and is looking forward to the next one.”



The Objective is to impart knowledge to the under privileged children of the society.

Muskaan gives you the opportunity to share smiles.

Grab the opportunity by logging on www.muskaansharingsmiles.com



Next Module of the MDP - The second module of the MDP will be conducted in either Dec ‘10 or Jan’11.

Dance Workshop - For all those gearing up for the party season in December, Bluesky will introduce a Salsa & Jive Workshop.

The details will be communicated shortly.



BLUESKY CONNECT

SKIERS SPEAK

Every single day at BLUESKY has been full of learning and new experiences. Lots of challenges and responsibilities laced with appreciations and satisfactions is what makes every day seem new and exciting at Bluesky. Competitiveness, Performance, Execution and DON are like the 4 pillars that have held up the Skiers Spirits high through highs and lows. And well not to leave behind the humour that we manage to find in the most miserable and tragic situations. Guess it's one of those things that comes in-built with Skiers.

Irrespective of all the pressures, tight deadlines, numerous reports and wide range of challenges, working at Bluesky has given me the ultimate satisfaction and immense pleasure of being an HR person. **Bluesky Rocks !!**

- Pratixha Narkar —Manager, HR Operations



BLUESKY PICNIC



Get Powered today!!

Looking at outsourcing your HR function?? Get in touch with our Business Development Team now!

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CLIENTS SPEAK

Since BLUESKY has been engaged with us, we have found them to be very systematic in their approach and the quality of resources deployed have been very good. We look forward to a lasting partnership with them .

-Mr. S. Narayan,
Founder and President, Integron

During the association, we have observed highest standard of commitments & professionalism demonstrated by Bluesky team.

We see the association to be progressive and an integral part of SDL for years to come. Our first batch has benefited out of the one day MDP conducted by Bluesky.

Our special thanks to you for becoming such a warm part of the team within SDL.

-Hitesh Ruparelia
Director, Sweet Dreams Retail

