



Managing your career in unique times

*Career Insights Webinar by
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2 April 2020*

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Nassim Nicholas Taleb's "Black Swan Event" is an event that comes as a surprise, has a major effect, and is often inappropriately rationalized after the fact with the benefit of hindsight. A high-profile, hard-to-predict and rare event that is beyond the realm of normal expectations in history, science, finance and technology. It will lead to a psychological bias that blind people to uncertainty and to a rare event's massive role in historical affairs.

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**These are
most unique
times**

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**Nobody
understands.**

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Likely shorter term effects

- **Business models get redefined significantly**
- **Opportunities to enter new business lines but only open briefly**
- **Hiring and pay freezes across sectors including all parts of BFSI**
- **Many companies reduce headcount**
- **Some employees work from home permanently**
- **Rise of gig economy – short term specialist hires**

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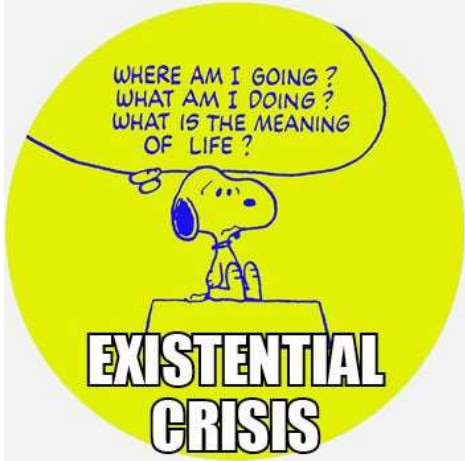

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Likely shorter term effects

- **Quicker decision making, less bureaucracy implies changed work processes**
- **And much shorter deadlines to get things done**
- **New paradigm for work-life balance when one is working from home**
- **Annual review narrative changed from bonus and promotion hopes to gratitude to retain one's job**
- **All large-ticket expenditure on hold like vacations, vehicle upgrades, luxury items**

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WHERE AM I GOING ?
WHAT AM I DOING ?
WHAT IS THE MEANING
OF LIFE ?

**EXISTENTIAL
CRISIS**

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Key issues facing CEOs?

- **How do we reorganise ourselves to better cope with operational issues arising from the crisis, as they continue to evolve?**
- **Should we grab new business opportunities or protect what we have?**
- **How can the organisation be better prepared for a post COVID-19 world?**

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Key issues for professionals?



- **How do I survive this very difficult period and somehow stay gainfully employed?**
- **How is my professional life going to change in the post COVID-19 world?**
- **How can I be better positioned to remain successful then?**

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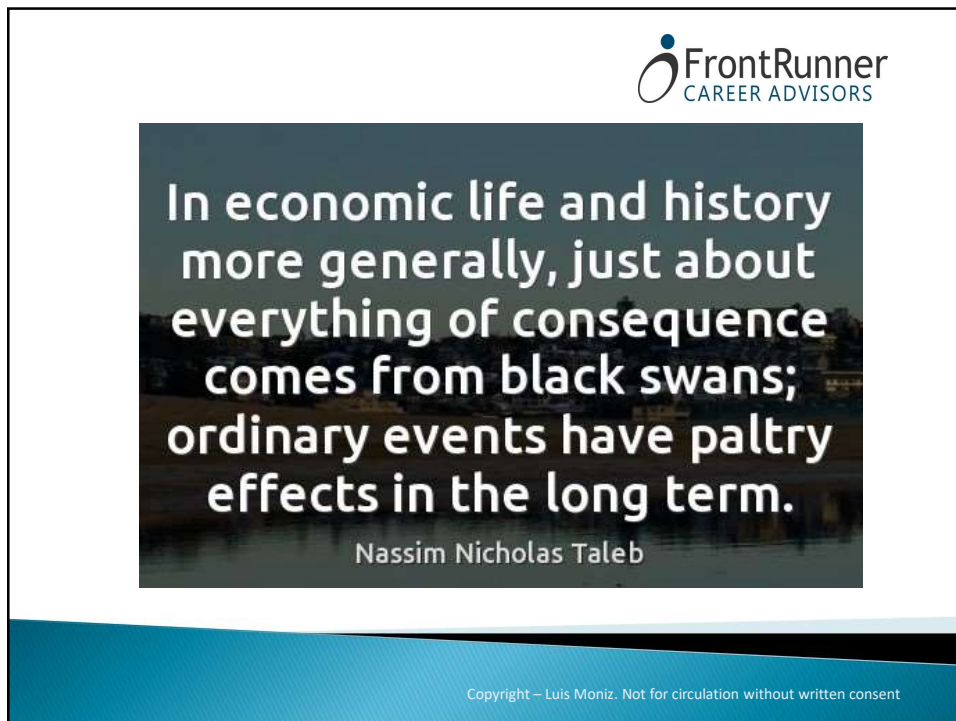
**It's not all
doom &
gloom**

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"We have just launched banking services on WhatsApp enabling customers to undertake a slew of financial transactions during the national lockdown" – ED, ICICI Bank

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"This is a real test of character for our people. And it's good to see them take initiative to solve problems and find workarounds, instead of sticking to the rule book" – CEO, international bank in India

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***"We have initiated projects to find creative ways to re-engineer our business once the crisis is over. One team is studying new ways of customer engagement. Another is examining digitisation of operations"* - CEO, major Indian financial services group**

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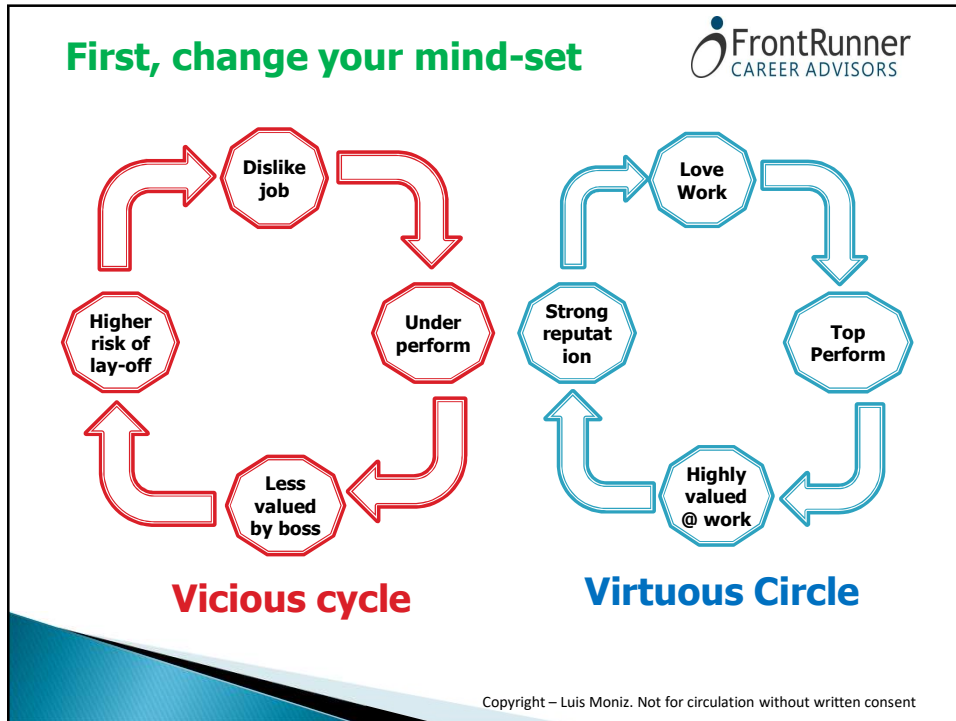
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***"Nearly 70% of our legal work is done for clients abroad, including many in the worst affected regions in the US & Europe. We have extended our internal continuous education program to clients across the world"* - International law firm in India**

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Well-being tips



- **Eat healthy and if possible, simplify**
- **Exercise daily, in a safe environment**
- **Ensure that you get sufficient sleep**
- **Reconnect with family members and old friends**
- **Surround yourself with positive conversations**
- **Thank those who have helped you in the past**
- **Help others in whatever way possible**

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**Minimise
stress**

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Stress-busters



- **Ignore imponderables**
- **Limit your information intake about the crisis**
- **Ignore all medical advice, except from your doctor**
- **Calm your mind – music, meditation, write diaries, paint, read novels, Netflix, board games ,,,,**
- **Cut out negativity - don't crib about small stuff**
- **Be extra patient with everyone, especially when adjusting to work from home**

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**Remember,
you have a
full-time job**

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Stay busy



- **Even if you are unemployed, your full-time job is to find the next one**
- **Maintain your work-routine as before**
- **Use your calendar and to-do lists as before**
- **Carve out work area at home, no matter it's size**
- **Minimize distractions – children, friendly calls**
- **Learn to collaborate and make decisions in "virtual mode"**

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**Become
Gen-Flux**

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Become Gen-Flux



- **'Generation Flux' - coined by FastCompany in 2012**
- **Not a demographic categorization but a psychographic. You can be a GenFlux person at any age**
- **Our brains are tuned to seek certainty and stability and treat flux as "unwanted"**
- **Huge opportunity for those prepared to embrace the instability**
- **Need a mind-set that enjoys reworking business models & careers aligned with ever-changing situations**

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**Performance
excellence
re-defined**

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New performance norms 

- **All KRAs, budgets and targets no longer relevant**
- **Performance is evaluated based on how you contribute to solving problems**
- **Step up into some of your boss' responsibilities since they are busy sorting critical issues**
- **Volunteer for projects beyond your "pay-grade"**
- **Think of "we" instead of "me". Take a relationship approach instead of a transactional attitude**
- **Network even more with customers & key stakeholders**

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Learn and teach

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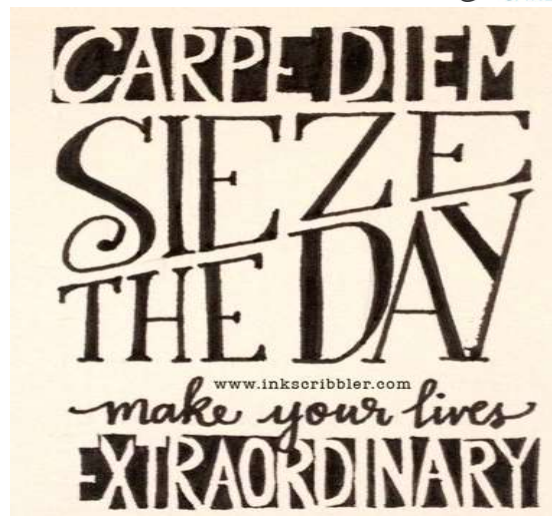
Learn and teach



- Use time saved from daily commutes to learn
- Find innovative ways to learn from colleagues
- Focus on skills you will need for next roles
- Train others in your organisation – special know-how that you have or a topic useful for everyone
- Is there any knowledge that you could share with customers or other stake-holders?
- Do you have a talent or expertise that could be offered on social media?

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Your daily check-list



- **Are there any new issues in my job function that need to be addressed? What solutions can I suggest?**
- **Which customers or stake-holders are facing issues where I could help?**
- **Are there any creative projects where I can contribute? What specific ideas could I suggest to the project lead?**
- **How can I help my boss to be more successful?**
- **How can I guide junior colleagues to solve their issues?**
- **What are my opportunities to learn today?**

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"I wish to be recognized as a person of knowledge and ability in my chosen field, committed to continuous learning like a professional athlete; Gain ability to enjoy working in a variety of cultures & settings; Attain a level of professional competence that would make me feel satisfied and the organization proud in having me..."

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Thank you for your participation Happy to respond to questions

*Feel free to follow me on LinkedIn -
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