



## **BHAKTI NEWSLETTER (XVII EDITION)**

**(MARCH 2019)**

**FROM CMD'S DESK ...**

### ***WANT TO BUILD A HIGH- PERFORMANCE TEAM? START WITH TRUST.***



**BHAKTI MANAGEMENT SERVICES PVT. LTD.** strongly believes **TRUST** as the key to success. However, once some big deals were delayed, and our team started getting anxious. Instead of working together to come up with solutions, everyone started pulling in different directions. To me, this pressure situation was a clear symptom of a lack of trust, and I knew we needed to do something about it.

This newsletter depicts how we overcame this part with a rebuilt of Trust, Behavior and Attitude monitoring.





*You Have to Trust Everyone You Work with -- Including the  
Ones You Do not Like*

## Why is trust so important?

Without trust, your "team" isn't really a team at all. You might have some great performers, but if they are working at cross-purposes, you will never win. Customers can see if you are not pulling together, too. When they don't see trust and teamwork in your organization, you can bet they're not going to be your customer very long.



## Building a culture of trust

To build a culture of trust we need to include our values, and a set of "team rules" that governed how we worked together and treated each other. Of course, you can't dictate a set of values and rules to your team. They included Integrity, Respect and Courage. Your values might be different, but these were bedrock for us.

## Integrity

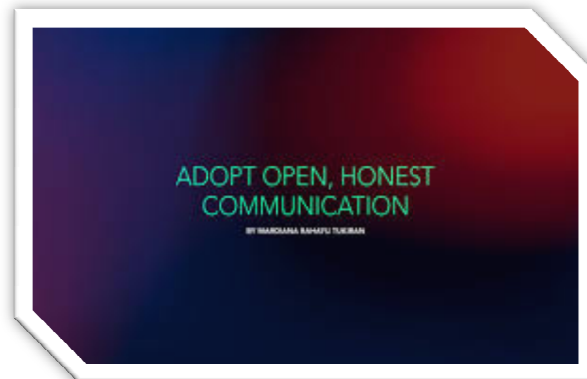
As an individual, integrity defines your character. It determines your values, your morals, your honesty. Integrity defines your company in the same way. It's interesting to note that the No. 1 factor that influenced a high level of trust in companies was integrity -- being honest and doing what you say you're going to do.

### Integrity

is choosing your thoughts and  
actions based on values rather  
than personal gain.



## Four Ways to Develop a Culture of Respect and Trust





## Behavior VS Attitude in Employees

**BMSPL** looks at an employee's behavior to determine his/her ultimate productivity and contribution to the business. In many cases, a person's behavior is affected by his attitude. Understanding the difference between behavior and attitude and their relationship to an employee's success helps understand how to solve problems that include negative team morale, poor efficiency and stagnant growth.

### *Attitude Definition*

An attitude is a psychological state of mind. It is the way a person thinks about situations, and it ultimately determines a person's behavior. In the workplace, employees can have either a positive or negative attitude about specific work tasks, products or services, co-workers or management, or the company as a whole.



Bad attitudes result in apathy to daily tasks. Employees are easily agitated by minor problems. Tasks are completed at substandard levels. Positive attitudes among employees make workdays more enjoyable. Tasks are performed to a higher standard and without complaint. An example of a positive employee attitude occurs when an employee views a negative customer service call as an opportunity to change the narrative for the customer from a bad experience to a good one.

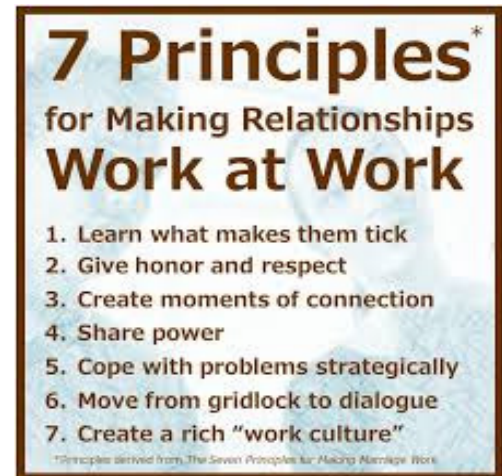
### *Behavior Definition*



Behavior is defined by the actions of a person based on specific stimuli. At work, employee behavior is triggered by actions such as greeting customers, talking to co-workers and interacting with management. Managers note employee reactions to deadlines, difficult work tasks and problems. An example of a negative employee behavior occurs when an employee tells an upset customer to "take their business somewhere else" if the customer isn't happy.

## *Relationship to Work*

Attitude and behavior are directly related because a good attitude results in positive behaviors and bad attitudes lead to negative behaviors in most cases. An employee who believes in the products of the company is more likely to engage with customers positively. Departments where employees like each other and trust management are more productive and have fewer turnovers. However, if employees are forced to work extended hours regularly without extra incentives, a negative attitude often develops and permeates throughout the department creating problems with performance and effectiveness.



**7 Principles<sup>\*</sup>**  
for Making Relationships  
**Work at Work**

1. Learn what makes them tick
2. Give honor and respect
3. Create moments of connection
4. Share power
5. Cope with problems strategically
6. Move from gridlock to dialogue
7. Create a rich "work culture"

\*Principles derived from The Seven Principles for Making Marriage Work

## *Managers Influence Attitude*

While managers cannot change all factors determining negative attitudes in the workplace, there are ways to promote positive ones. A good place to start for a manager is to model his own positive attitude to employees. Managers with positive attitudes view problems as opportunities for success, teaching and growth. Team-building exercises develop trust and unity among a department's personnel. Making sure employees have incentives that excite them generates positive attitudes. Incentives might be time off, bonuses, or other rewards for employees who meet goals.



Foundation Day

26th December 2018

**2 DAYS TRAINING SESSION @ ROKIMINDA, VITHALAPUR**

