Sri. Papaiah AM of Tech Mahindra
Speaks on ***Employee Engagement Practices at Corporates***
At 5th BLF talk on 18th May 2017

Sri. A M Papaiah, serving presently at Tech Mahindra is an Engineering Graduate from BVB College of Engineering & Technology Dharwad and a Six Sigma Green Belt with 12+ years of Industry experience in design and structural analysis of Airframe/Aircraft components in Project and Technology Management. His expertise is in Structural Analysis (Static) based Bombardier approach with good basic understanding of Strength of Materials and Mechanics besides Aerospace design and detailing. Sri Papaiah spoke eloquently on Employee Engagement Practices at Corporates.

Tech Mahindra Group is a USD 4.1 billion company with 112,800+ professionals across 90 countries, helping over 825 global customers including Fortune 500 companies. Their convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to its stakeholders. Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list

In his absorbing talk on Employee Engagement, Sri Papaiah began with the concept of employee engagement which is often confused with satisfaction or happiness, however, the true definition is deeper in meaning. Successful organizations depend on the high performance of their employees to meet their objectives. In order to achieve their strategic aims and keep their competitive advantage, their employees must perform at high levels. The challenge is how?

The Engaged Employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward

Sri Papaiah elaborated on the strategies of employee engagement which focuses on engagement at local and organizational level with clearly defined engagement goals in realistic everyday terms along with inculcating right perception of culture and values of organization.

He spoke on the recent techniques used for employee engagement, which are
- ✓ Arranging CSR activities
- ✓ Organizing team outings and family day outs.
- ✓ Sabbatical arrangement.
- ✓ Providing medical and children's educational benefits.
- ✓ Giving Annual Bonus according to the term of completion of service.

- ✓ Sports day and cultural day at inter corporate level
- ✓ Giving best employee award based on the achievements of the employee.
- ✓ Opportunity to grow and establish – chance to attend conferences at national and international level
- ✓ Organizing music classes for the employees.
- ✓ Fitness programs- Gym facilities
- ✓ Celebrating employee birthdays, family day, festivals like Diwali, Dandia, and Christmas etc.
- ✓ Conducting job satisfaction survey.
- ✓ Bus facilities & Cab facilities at late hours.
- ✓ Training & Development- Professional training & training on soft skills.
- ✓ Work from home.
- ✓ Meals coupon.
- ✓ Gift vouchers.
- ✓ Joining Bonus for talented employees

At Tech Mahindra, Sri Papaiah said this is achieved by activities like- Team Outings, CSR activities, Celebrating Various festivals, Pongal, Diwali, Christmas, Dandiya etc, Family Day, Reward and Recognitions – POB, SPOT, Star Performer, Associate of the month, Education Lanes and Josh, IES Impulse

He also elaborated on Google Oxygen Project. In an environment where the conventional is always challenged, Google's People Innovation Lab started '*Project Oxygen*' trying to prove that manager quality does not have an impact on performance, while good management has and also on how 'Project Oxygen' resuscitated the Google Management. To prove this point they hired a group of statisticians to evaluate the differences between the highest and lowest rated managers. Data was collected using past performance appraisals, employee surveys, interviews and other sources of employee feedback.

However, studies proved that good management actually makes a difference. To better define what makes a good manager they came up with a list of 8 qualities of managers based on the data received -

- • Being a good coach
- • Should avoid micromanage
- • Express interest on team member's success
- • Should be a good communicator
- • Should help employees with career development
- • Should be productive and result oriented
- • Should poses key technical skill so as to advice and help the team
- • Should have clear vision and strategy for the team

He opined *- **Don't punish people for their shortcomings, thank them for what they achieve***. He also threw up a challenge to management on why doesn't management praise its employees more? Is it because - it don't have enough time, it is unaware of the power of verbal praise or the organization has a totally an unrealistic sense of what achievement means !!!!

A real thought provoking talk indeed.

"You can buy a man's time, you can buy a man's physical presence at a given place, you can buy a measured number of skilled motions per hour / day; but you cannot buy enthusiasm, you cannot buy initiative, you cannot buy loyalty, you cannot buy devotion of hearts mind and soul. You have to earn these things"- Mr Clarence Francis, General Foods