

## An Employee's Story

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### Introduction

Employees in any organization are seen as assets of that organization. They play an important role in the construction of the organization. A well-qualified employee who is effective and efficient is respected by all in the organization. Organizations do not prefer to lose an employee who contributes to its growth. Even the employee wishes to leave, organizations ensure that he changes his mind. They talk to the employee, identify the difficulties personal or professional, counsel him and tries to solve the problems of the employee. A good organization also ensures that an employee does not leave then organization due to lack of proper welfare activities in the organization. They ensure that the employee gets all the benefits as per the eligibility and also provides healthy work life. Among other things, the organizations ensure that employees are properly motivated so that their contribution is significant. Since the employees work in teams, a good HR works to protect the harmony and balance of the team by providing timely feedback to the team members. A team leader ensures that his team members are coherent and play an important role in motivating them during the work. An employee's work depend on several factors, internal and external. Internal factors could be his abilities in handling the projects, educational qualification, communication skills, other team members, team leader, facilities in the office, too much pressure from the clients etc. External could be the family problems, personal ego, health issues, lack of peace at home, physical or mental disabilities etc.



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The present case is about an employee who started his career as a trainer in an organization who faced criticism, demoralized himself and who got his motivation back.

### **Situation**

Mr Saturn looked outside the window and smiled at Mr Jupiter who wished him. Mr Saturn and Mr Jupiter are colleagues in an organization that trains individuals in managerial skills. Mr Saturn joined the organization ten years before Mr Jupiter. Mr. Saturn achieved a good name among the executives who visit the organization for the training programmes.

He experienced bitter and happy times in his career. He also worked on motivating employees during crisis. He created an image to himself as the one who can act on behalf of the management in motivating the employees at work place. He conducted training programmes for the executives on motivational theories. Mr Jupiter is one among the employees who had received suggestions from Mr Saturn during the initial days of his work. He received constant suggestions from Mr Saturn on training and handling executives on various queries. He also underwent a training programme on how to behave with the executives under the guidance of Mr Jupiter. During his interaction with Mr Saturn he understood that Mr Saturn is completely different when he started his career and faced many difficulties at the work place.

On that day when Mr Jupiter met Mr Saturn, he decided to ask him about his career growth and his personal life. He is more interested to know what difficulties Mr Saturn have undergone and how did they transform him into a perfect man. The reason behind his interest is the message he received from his grandmother who always use to say that “difficulties in life will help us to transform into a perfect humans”. He looked into the eyes of Mr Saturn which are full of light and his face is so fresh that attracts anyone. Mr Jupiter sat next to Mr Saturn.

*Mr. Jupiter:* Good Morning Saturn.

*Mr. Saturn:* Good Morning Jupiter. How are doing?

*Mr. Jupiter:* Doing well. I have come to you to speak about few things that I have in my mind from many days.

*Mr. Saturn:* With pleasure. Do not hesitate to ask. Be free and comfortable.

*Mr. Jupiter:* I would like to hear from you about your life journey. How did you reach the state of balance, poise and harmony? I heard from others that you have passed through tough times in your career. I am eager to know what they are and how did you overcome those difficulties?

*Mr. Saturn* looked into the eyes of Mr Jupiter, smiled and said.

*Mr. Saturn:* My dear Jupiter, I am happy to hear this from you. You are the first one to question me about my life. I will reveal the times I had to undergo, how they have transformed me and people who played an important role in my transformation. Note that most of the theories that I discuss are a blend of theory and my life experiences. Listen carefully.

### **Personal Life**

I was born in a city where all the facilities are available at the doorsteps. I didn't face any difficulty in getting what I need and want in my life. My parents have given me everything that I have asked them to. We are two and I was the second child. My father is an employee in a government bank and my mother is a school teacher. My brother is one and half year elder to me and more matured than me. We had healthy discussions at home which start with activities at home to happenings around the world. My involvement in those discussions was very nominal and I didn't give much importance to what is happening around the world. I completed my schooling from a school where I spend most of the time in playing with friends. I got good marks that had fetched me admission in one of the prestigious colleges

in the city. I completed my plus two and graduation from two good colleges in the city. Teachers recognized me as the one who had potency to grow but who is not doing to the maximum as expected. I left my home for the first time and started to another city where I took up my post-graduation. The city so peaceful and I realized that it is a correct place for post-graduation. I came out of the department securing a gold medal in my discipline. That day my parents were honoured and I am very happy to celebrate my success with them.

### **My Stay in the Organization**

I started my career as an employee in our organization as a trainer. It's completely new to me and I only followed that I learnt from the books during my graduation and post-graduation. You know that we train the executives in batches and the batch I trained first is a blend of both youngsters and elders. I was tensed to talk to them but after two sessions I could move free with them. The sessions went on well till I received my first feedback, which had disturbed a lot. Most of them who spoke well with me and who never expressed anything before or after the session have given a very bad feedback. This had disturbed me and created psychological disturbances in me. I couldn't move with them as free as I was before and the sessions have come to an end. I got a break for a week and started thinking of what went wrong. During that time our senior colleague Mr Venus entered my chamber. During my conversation with him he realized (though I did not reveal) that I was demotivated by the feedback and lost confidence on training. He took me for a cup of coffee and gave many situations that he had faced in his career and gave few tips to improve my presentation. He suggested me to take this as an experience and self-introspect on few aspects like my body language, communication, style of delivery, handling queries, on practical application of theories, my behaviour with the executives, the gap between my age and theirs etc. The discussion with him brought back my confidence and made me to self-introspect on some of the issues raised by Mr Venus. I understood that he had experienced all those I had but could overcome soon by self-motivation.

I looked at my situation then. I stopped talking to other colleagues, stopped eating properly, used to shut my cabin door and only think of what had happened in the past forgetting about present and future. I had decided that I do not fit for the present job and decided to quit. That time I met Mr Venus again. The meeting had changed me to some extent. I quickly realized that I have given a chance for my mind to dominate and due to this I couldn't come out of my situation.

At this Mr Jupiter was surprised to listen that words like "giving a chance for the mind to dominate". His pause in listening made Mr Saturn understand his doubt. He smiled at Jupiter and said "I could understand your doubt. Listen carefully".

Every one of us have got a lower mind and a higher mind. Lower mind is called as mind and the higher mind is called as buddhi. The one who always links his mind with buddhi will never take a wrong decision. The reason is that buddhi has the qualities of discriminating between essentials and non-essentials. It can guide you into the right path and can help you to build a bright career. For example, when a student has a situation where he has to decide on a movie or a study hour, mind suggests to go for a movie whereas buddhi cautions him about the exams and suggests him to go for the study hour. Similarly in our profession mind suggests you not to enter into unnecessary gossips whereas buddhi suggests you to discriminate and put your views forth without disturbing other's views. It is a good friend which prevents us from entering into many difficulties we enter into knowingly or unknowingly. The one who follows it will never face problems.

In my case I failed to listen to what it says because I have created an aversion to listen to the positive consequences of incidents that have taken place. I have created a strong ego that I am right others are wrong and have decided to take an extreme step. But after the discussion with Mr Venus, I have changed my decision to quit and started self-introspecting by taking one after the other the incidents that have happened before. The following are few that I have taken up seriously. They are not exhaustive but common among employees of many organizations.

### **Experience in Training and My Knowledge on Theories**

I have a degree that qualifies me for the post of a trainer. But not getting exposed to sufficient practical situations made me weak at applying the theories. When I started discussing some of them and explained how one can apply the same in the practical life, some of the executives didn't bother to hear but never expressed their displeasure in the class. It shows their maturity. Though I noticed them, I didn't bother to take them into consideration. Later I realized that they are more experienced in the theories that I was discussing and knew that they do not work in the practical life. The same was given in the feedback. My immaturity to take the feedback in the right spirit made me think in a wrong direction.

When it comes to practical application of the theories, one has to be careful because few of theories that appear in the text books may be outdated and replaced by new theories. The mistake I did was not updating myself with the latest developments in the industry. This was subtly cautioned by Mr Venus. He emphasized on the importance of gaining practical experience, by applying the theories on few situations that are prevailing in the market at that time. He cautioned that training with proper experience will have positive impact on the executives and will create a healthy environment during the sessions. He also noted that only experience makes one strong at theories during the training sessions and will create confidence in us when we communicate the same to others.

The next I did was introspecting on my experience. I questioned myself does experience really matter to explain the concepts to others. Initially when I went with my personal ego the answer was "Yes I am right we need not have much experience in training, as it is just explaining the concept from the text book that I studied during my graduation". When I revisited the same I realized that it is not just explaining the concept from a text book. It is more about communicating the same to the audience in such a way that the last one in the class will receive it properly in the right spirit. This is possible

Because we are Training the Executives who are Matured Enough to Receive if Communicated Through Proper Means.

In the same way, I just looked at my approach in training and realized that it needs improvement. I realized that during the session, sometimes I miss the track by discussing side issues which are far from the original concept and by the time I want to discuss the original concept, most of the executives would have indulged in discussing on side issues. Time use to get wasted in this way and I made a strict note on this. I also realized that I need to change my style of communication. I use to be more informal than formal (expected by most of the executives) in communicating the concepts to them. I could quickly relate these with the feedback given by the executives and felt that they are right and did a good thing by stating the same in the feedback.

Another important aspect that I could realize is my inexperience in converting the environment around me according to the organizational needs. When I entered our organization, everything was positive. I failed to capitalize on some of the positive aspects that could have helped me in becoming a good trainer. One important among others was experience of other senior colleagues. I skipped the meetings with them even though they are willing to share their experience and commentated on their old ways of training. Later I could realize that their methods are a blend with industry requirements as well as the requirements of the executives. Not all executives, who come for training, take everything that we discuss in the sessions serious. Few of them wish to hear more on recent developments in the theories and how they can be applied at their work places. Others who are fresh wish to hear about the concepts and then think of applying them at their work place. So it should be a blend of both. It should start with the concept fresh but should end with some discussion on recent developments.

Another important note that I made was allowing the executives to speak to each other and play the role of a moderator. This is important

because they come here to interact with others during the session and get better understanding of the concepts by exchanging their views with others. I use to speak till the end and leave without clarifying many of their doubts. After looking back I realized that the teaching methods adopted by the seniors are right and then I started adopting them by making some changes as per my style that appeal to the requirements of the executives.

### **Conflict in Adopting to the Changing Environment**

When I met Mr Venus for the first time I noticed one important feature in him. He adopts quickly to the changing environment. He can easily mingle with the people and communicate with the same frequency they expect. At the same time he puts forth his views clearly with complete clarity which also appeals to local as well as global needs of the individuals around. Whereas in my case I use to be very reserved and never tried to contact anyone to build a network. Later I strongly felt that it is very important to build a network and maintain strong data base to communicate the details of the events planned by the organization. I also realized that being rigid and sticking to one view all the time may not fetch healthy results.

To be flexible as per the situation and to have a clear idea on the level of flexibility, which will have a positive effect on the organization, is mandatory in professional life. Adopting to the change, as per the demand from the clients, should be a priority for the employees of the organization, without compromising on the quality. Personal ego should not come into the picture if one wishes to be a part of building team. A team leader should take into consideration the viewpoints of others and then has to construct a vision. A strong view point towards any team member may disturb the harmony of the team. Personal growth automatically happens when one works for the team's growth.

### **Having an Opinion on Others**

Another important aspect that I realized is to create a quick opinion on others as good or bad. Sometimes situations probe us to take a stand on others and categorize them as emotional, immature etc. But



the same individuals under different situations behave more matured than anyone else. It is always better to be neutral when there is a chance of having critical opinions on others. In my case the same had happened. I couldn't realize that I am falling into the trap of creating opinions on other that created barriers between me and others.

I understood that these situations have made me strong and also gave me an opportunity to learn more on human relations. Now I could relate me with others as you can see and acquired necessary knowledge to build networks.

### **Thinking More of the Past Incidents**

I use to think more and more of what has happened in the past and get more and more depressed. I even went to extent of committing suicide. Note that the incidents that had happened are very negligible but due to lack of proper knowledge and over protection at home made me think of these extreme steps. I realized that one has to get exposed to risks and difficult situations in life to grow stronger. Difficulties do not make the one who had strong will depressed so easily. Rather difficulties will be a play for him and inspire others in handling the same. This also increases the ability of taking risk as the situations demand.

Getting hurt for every small aspect in professional life leads an individual to take extreme steps. When one has the habit of getting hurt there will be many more situations that hurts. One has to develop the ability of judging the importance level of each situation and then proceed further. When I realized this I could come out of this situation easily. This is one of the reasons why I speak more in my motivational classes on coming out of such an attitude. An executive who has to lead from front can't get disturbed by trivial situations and has to be bold at all times.

### **Comments from the Colleagues**

This is one major issue in many corporate organizations. Comments made by colleagues are taken at personal level rather than taking

them as constructive comments. One has to know how to be constructive on comments made by others. If one has such an attitude towards the comments made by others then everyone will be a friend and no one can hurt him by their comments. Even severe comments will turn to be constructive bricks that can be used for building a better career. Another important aspect is to have own judgement rather than taking others judgement. Many claim that you are non-sense. You are the right person to judge whether you are non-sense or sense to the organization.

There is a way to convert the comments passed by others. The method is called as “Path of Synthesis”. It suggests us to take the comments made by others, disintegrate that which is not required and use the remaining to overcome our drawbacks. For example, few commented by I do not speak much and do not respect their seniority. I went home and started think on the same. At first I accepted to what they said and started searching for positives. One good aspect that I could find is that I do not unnecessarily speak about others in their absence and speak only that which is required. I didn’t ignore the other part and started sharing my views with senior members of the organization. Soon I could see the change in them towards me and my attitude toward them.

After I started doing this no comment could disturb me. Moreover any comment that I received from others turned to be good for me.

### **Family Plays an Important Role**

Please note that family plays an important role in bringing an individual who was demoralized by any of the situations explained above. It is not advisable to stay away from the family for more years as the gap may build frustration. This is what had happened in my case. Since I stayed away from my family for more than a decade I started feeling the pinch of staying alone and could only gain back after my marriage. Now you can see the change. The one who gets the family support will never fail. This can be seen in many of those who are successful in their personal and professional lives.

### **Personal Ego and Construction of Personality**

Most of the times the personal ego of an individual creates problems first. Personal ego should not come into the picture if one wishes to have a constructive personality. One need not be aggressive or submissive but should be assertive and never place himself inferior to others. One should try to build a personality that inspires and motivates others at work. Construction of personality should start with proper use of speech. Note that many relations get damaged due to wrong usage of speech. A good speaker should also be a good listener. When two or more people exchange words it is important that at least one should be constructive in speech. A good speaker should also have proper knowledge of how to manage people.

I lacked these at that time and as a result couldn't make good friends around me. Mr Venus introduced to Dr Kumar who is an expert in training people on speech. The first suggestion that I received from him is to be silent for few days and then to use the same on self and prepare a note on how I felt. When I did the same I understood that my speeches are so horrible and how they use to hurt others. As the next step Dr Kumar gave me material on how to speak in public and how to exchange views with others. Then he motivated me on how to construct relations with others through proper communication.

My dear Jupiter, this is my story in brief. If you have any queries you are free to ask. By this Mr Jupiter realized that his difficulties are very negligible and conveyed his regards to Mr Saturn.

### **Adoption of the Case for Class Discussion**

This case can be used for discussion in the class and encourage the students to give their opinions on few statements made by Mr Saturn. For example, the discussion can be on his attitude towards the executives at training. One can also look into the possibility of bringing in the motivational theories like Maslow's theory, Frederick Herzberg's motivations theory etc., and discuss which best suits to the case. Another way to use the case is by role plays and have discussion

between the students. One student can play the role of Mr Saturn, other Mr Jupiter. Then a panel can be formed to discuss on issues raised by Mr Saturn with respect to his experience in training, conflict in adopting to the changing environment etc. The discussion should be from both negative as well as positive directions but should be healthy. It should not hurt other opinions or feelings. The case may have different solutions and one is free to express his/her opinion with proper preparation.

**Note:**

*The present case give few tips to the reader as to where an individual can go wrong in his professional career. Note that the points mentioned here are not exhaustive and the reader is encouraged to add more to the existing at his discretion.*