

President's Message

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Dear Members,

I am glad to mention that student members – the future of IMCI – younger blood are being inducted into IMCI across India. We seek to find new ways to engage them and make them members and proud CMC's in due course of time.

The Bangalore chapter has initiated a research project that will bring significant local visibility, membership drive and purpose to the IMCI cause.

On advice from our financial advisors, we have been told that we are GST exempt till we cross the ceiling of 20 lakhs. We may do so soon – and as and when we do we will charge GST – till then we continue to remain GST free. Our membership fees and event fees stays GST free.

Now the Constitution has enabled industry members we must seek to expand our membership base to include friends from the industry.

I reiterate my request to the members to participate and reach out and enroll more members with a brand new constitution.

The new different categories are:

Industry Affiliate: To encourage more and more persons from Business / industry /Academics/ Services and who are yet to join consulting as a profession, a grade of Industry Affiliate is open. All persons who are associated with the Industry whether Consulting or otherwise and wish to undertake consulting in future or wish to continue learning the profession of consulting are eligible to join. However this category will not confer any voting rights on the members till they start practicing consulting. The Executive Council will decide on eligibility and rules on these from time to time and case to case basis.

Industry Member: Any incorporated or unincorporated entity or separately identified division within such an entity who endorses to the objectives of the Institute may apply to be admitted as a member under User Industry Member category. Organisations are divided between Small, Medium and Large, based on the total turnover of the entity.

I hope we can get more user industries to join IMCI.

With best wishes,

Anuj Bhargava - President IMCI



Global Perspectives



CMC means the Consultant meets the world class standards of competence





EDITOR'S NOTE



Dear Readers,

We have great pleasure in presenting September 2017 issue of the “**Consultants Forum of MCI.**”

Transformation in business environment is re-shaping the consulting industry. Competition and information technology are impacting the business environment in a big way. Innovative consulting models, methodologies and tools are being evolved to address the business problems and the changing needs of the clients. Artificial intelligence, cloud computing, internet of things, big data, digital transformation, privacy and security in digital age are some of the areas affecting all segments of business.

Human resource Development to meet these challenges is key area of operation for consultants.

The latest issue of **Harvard Business Review (October 2017)** contains an interesting study on “**How Data Science is disrupting the Job Market**” by IBM, Burning Glass, and Business –Higher Education Forum Researchers. According to the study data scientists, data engineers and director of analytics are fastest growing and hardest to fill positions. More people need to be trained in these areas as demand is projected to grow by 39 percent by the year 2020 in U.S.A.

Skilling and re-skilling people and employment generation are serious challenges before India. As per one estimate, India needs to create 16 million jobs per year. Technological advancement are making workforce obsolete at faster rate as clients require people with knowledge and expertise in cutting –edge technology. Consultants need to focus on skilling and training people to meet these challenges.

Dr. Ram Nath Prasad in his article “**What is the key problem with Skill development training?**” has mentioned that key problem with skill development training is “assessment”. According to him “the assessment agencies are mushrooming to get business from the training agencies or skill development departments of Governments”. He suggests that there is need to integrate the skill development training with our existing education system, this may be one aspect of the complex system of skill development.

Dr. Rajeev Thomas has expressed his views on “**Creative Management in disruptive Era**”. He suggest that “change calls for creative management approaches. It calls for a Creative Mindset. It calls for the need for Innovation and Creativity.”

Mr. T. Ramaswamy in his article “**Character Efficiency and Industrial Development**” mentions that - When mind control is attained, faculties are better trained and developed through education. This will imbibe qualities of faith, discipline and hard work. Together they ensure success.

IMCI chapters at Mumbai and Hyderabad have shared the events organized by them.

We thank all those who have shared their views in the present issue. This is the forum to connect with the fellow consultants. Members are invited to express their views and share their consulting experiences in the forthcoming issues.

Regards

Ramesh S. Tyagi

What is the key problem with Skill development Training?



Dr. Ram Nath Prasad

There are various skill development schemes of Government of India or state governments. In my opinion, the key problem with SKILL DEVELOPMENT TRAINING is ASSESSMENT. Many of us may not agree but I feel that that this is the area where there is need for immediate action. It needs total revamp. An assessment agency has to ensure that the required number of hours for a course have been put in, by the training center equipped with necessary infrastructure, before taking up assessment or certification of the trainees who were imparted skill development training. The present system of THIRD PARTY ASSESSMENT does not look into these aspects. Throughout the country, the assessment agencies are mushrooming to get business from the training agencies or skill development departments of Governments. In the process, the Governments are getting complaints (unfortunately mostly verbally), too, and many of them are very serious in nature. It is alleged that many of these agencies have nothing to do with the quality of trainees, or the quality of training, and they simply ask for monetary favour, apart from their assessment fee, for certifying a trainee even he or she has passed the examination. It may not be fully true but there is certainly a problem. Such happenings spoil the whole skill development eco system.

What is the solution, then?

I think there is need to integrate the skill development training with our existing education system, which has well established schools boards, councils and universities to take care of granting permission for conducting any skill development course and then conducting assessment, too. Gujarat and Rajasthan have their own Skill Development Universities. Other regular universities too must come forward.

Everybody from our education system needs a job (or self-employment) after he/she passes out. It applies to all whether they are pass outs from schools, colleges, universities or elsewhere. Even school dropouts too need to be taken care of. As on today, Skill Development Centres are mainly meant for those who are school dropouts or 10th pass. What about those who are 12th pass or graduates or technical degree holders? They are part of our formal university education system but they too face huge unemployment problem, as they are not equipped with the kind of skills that will fetch them a job in the market. Therefore, they too need to be attracted for these skill development courses.

So, I feel, the skill development courses being offered under various skill development programs should be made an integral part of our formal education system. The students (irrespective of their streams and qualifications) should be asked to choose one or other skill development courses in every semester from the list of electives. The schools and colleges themselves should become the skill development centers, which may be run and managed in PPP mode, or these students may be permitted to attend class at the centers, which are being run under various skill development schemes of Government of India or state governments. In addition, the school boards and universities should recognize these courses and conduct written and practical examinations for the same.

I am sure that the above approach will bring skill development closer to those for whom it is meant. In addition, the focus will be to impart training on building the skill, which is the need for the locality. The university will be associated in assessment or certification process, and will get rid of the stigma that it is meant for awarding higher degree only. Also, the focus will shift from acquiring degree to acquiring skills.

(Dr. Ram Nath Prasad is working as Director, The Centre for Entrepreneurship Development, Government of Gujarat in Gandhinagar, and may be reached at directorcedguj@gmail.com. For more details, may please log on to <https://ced.gujarat.gov.in>)

“Busy idleness is a disease that affects everybody and pervades every aspect of life- academics fall victim to it just as much as managers and all of us fall victim to it in our personal lives as much as in our professional lives”. Sumatra Ghoshal and Heike Bruch in Bias for Action.

“So let every activity be directed to some object, let it have some end in view.” Lucius Annaeus Seneca States man and Philosopher

Creative Management in a Disruptive Era



Dr. Rajeev Thomas

“The only thing that is constant is CHANGE” as the popular quote goes. We now live in an era of constant change. Everything around is changing at a much rapid pace than ever before.

One of the biggest catalyst of change has been development in the field of Technology. We are now surrounded by global connectivity. Digital technologies have changed the way we live, interact and do business. DISRUPTION is the key word these days. Disruptive technological developments have seen computers replace the typewriters, the mobile phones take over the function of the calculators and the photography cameras, and the video Cams and many more; electric cars taking over from petrol and diesel driven cars; and what not. Many new business models have come to flourish while many traditional business giants crumbled.

Artificial intelligence and Internet-Of-Things have become intertwined with our daily lives already. Virtual Reality and Augmented Reality have changed the face of entertainment and many more. Robotics and wearable technology have invaded even the remotest parts of the world and helped advance patient care, surgery, and much more.

All this has had its impact on businesses as well. Consumers across the globe have become – click and buy – smartphone empowered. Competition has taken an all new perspective where businesses scaling up from local to global at the blink of an eye is now a reality. Security and speed of doing business and responding to the customer needs have become an all new ball game. The role of social media in business has emerged and is here to stay.

The blend of the Real World and Cyber World; the multicultural commercial arena most businesses operate in today; the Knowledge Era that created machines with digital brains and artificial intelligence – replacing many manual workers from their jobs in many parts of the world; are all realities that are already at our doorsteps.

Such change calls for Creative Management Approaches. It calls for a Creative Mindset. It calls for the need for Innovation and Creativity. Innovation often requires the Creative Destruction of the Past. Such times call for Radical Business Models that can overcome the challenges that are posed. We also know now that we cannot manage tomorrows and even today’s business with yesterday’s management philosophy, thinking, and approach.

The questions to answer being – Are you ready for this change because it will not spare any one – no business small or big is immune anymore? Are you ready to break out of established patterns in order to look at things in a different way – because no Manager or CEO or Entrepreneur can afford to be left behind?

Are you really ready for the Disruptive era that demands a new breed of Creative Management? Are you ready to manage the future - today?

If not, it's time to start putting together an action plan. Identify where you are today and what is it that you want to improve upon? Where you want to get to and by when? How do you get there? And how do you monitor your progress as you move from your present state to your desired state? And finally, what would you do, once you get there?

If you have within you the Burning Desire to succeed in this Disruptive Era that demands a new breed of Creative Management, and if you are ready to go the extra mile to achieve your goal; there is nothing that can stop you from being successful. Nothing at all.

If you would like to know more about preparing yourself or your team during this disruptive era, reach me through my website www.RajeevThomas.in.

About the Author:

Dr. Rajeev Thomas is an international motivational speaker, management expert, transformational coach and mentor who works with international clients both corporate and individuals to bring about change and help them reach peak potential. He has over 26 years of international experience and has been trained personally by management gurus such as Stephen Covey, Ken Blanchard, Eduard de Bono, Dr. Robert Kaplan, and Dr. David Norton. He is also an NLP Master Practitioner, one of the few who have been trained on the methods of both founders Richard Bandler and John Grinder. He is also an avid blogger, YouTuber, and published author with a mission to touch a million lives. He can be reached through his website www.RajeevThomas.in

“The most powerful drive in the ascent of man is his pleasure in his **own skill**. He loves to do what he does well and, having done it well, he loves to do it better. You see it in his science. You see it in the magnificence with which he carves and builds, the loving care, the gaiety, the effrontery.” (Bronowski, 1973)

Character Efficiency and Industrial Development



T. Ramaswamy CMC

All countries want to achieve higher rate of growth to provide citizens higher living standards, national prosperity and a higher quality of life. Is growth subject to sustainability of resources of all kinds? Has character any role in economic development? We shall briefly consider these aspects and examine the need for any corrective action. Some countries achieve economic growth at phenomenal rates. The standards of living of their citizens have gone up. At the same time many countries find their growth neutralized by the growing population. They lack access to resources and technology and are unable to command them.

However, there are limits to economic growth. The world's resources are limited and exhaustible over a period of time. So wisdom demands we use them judiciously and develop other resources which will not deplete and which can make a vital contribution to growth with sustainability. We have to identify other resources including intangibles. Just as 'time' has come to be considered as a resource needing proper and productive utilization, character needs to be considered as a resource. In the language of management and management consultancy we can term it as ***character efficiency***. Why not make a sincere effort to develop it among all citizens so that the whole world benefits substantially.

Experts talk about labor as a resource or factor of production. But with refinement of this factor through ***character*** the results increase many fold. Though at times reference is made to character development, no concerted effort has been made by experts, particularly management and economic professionals. Economic planning and progress have been unsteady, with exceptions, because of the serious omission to recognize, develop and apply character as a vital input. We have centers of excellence. But how many centers of character development exist? Huge wastage of resources occurs due to destructive forces and corruption. These can be prevented considerably or their impact minimized by character development.

The primary task for accomplishment of the objective of character development is mind control. This is essential before we impart any serious education. Unfortunately this is totally ignored due to misconceptions and disregard for values. We try hard to control all other resources outside man. But we do not seriously consider the value and potential of the intangible resources within man and to develop and control them for common good. When mind control is attained faculties are better trained and developed through education. This will imbibe qualities of faith, discipline and hard work. Together they ensure success.

Once mind control is achieved technical, human and conceptual skills can be developed rapidly, and with great benefit. It prevents conflicts and even if they occur they are resolved at the earliest stage. Presence of large number of individuals with character will not give room for conflicts. It will eliminate the tendency to be corrupt, and promote mutual help and cooperation. The incidence of criminality and unethical conduct in all areas of human

activity, particularly in politics and business, will be considerably reduced. There will be less need for law enforcement and policing, less waste, better distribution of goods and services, well defined priorities, and industrial and social harmony.

Resources crunch badly affect those already poor. The inefficiency of the economic system results in misdirected development of the economy driven by market forces and greed and not by need and social justice. More and more resources are diverted to channels producing goods and services catering to the needs of the rich and where profit is high.

Unfortunately in the name of perverse primitive misconceptions in the name of modernity and secularism value system is neglected by leaders who owe their positions and success due to negation of value systems and wisdom. Instead many of them silently worship criminality and embezzlement. If we see the real factor behind the success of great men who have demonstrated real leadership, we will be convinced they were men of character and their actions were deeply rooted in a rich value system.

The great Greek philosopher Aristotle said twenty-five centuries ago, "what the world needs is cleansing of hearts and not garments," Is this not true even today. We claim to have made lot of progress. Our science and technology have advanced. Our general economic condition has improved. We have more comforts and access to information from any corner of the globe. But with all these and many others, are we really happy? What have we done to improve the lot of the really poor people, exceeding one billion, who are unable to get even one square meal a day? Why they should be condemned to a life of penury and misery.

What is the way out? The only way is to originate solutions from the heart of human beings. Where intellect fails the heart succeeds, the heart of the Buddha with overflowing compassion for the unfortunate ones. Out of that compassion springs forth spontaneous release of resources from individuals. This alone can ensure sound industrial development. There will be less for governmental intervention. Let us fill every heart with values. This does not mean the present functions discharged by the governments should be discarded or given less importance. In addition make human hearts overflow with concern and compassion for releasing resources and energy for the uplift of the really poor. A civilization worth the name should really progress in cleansing the hearts. It is a heart full with values, which will be the springboard of love. Noble action and programmes for the uplift of the poor will follow. In this process the management consultant has a role. He has to be *enlightened*. That calls for the *Enlightened Management Consultant* who will bring *character efficiency* in their recommendations to the clients.

Chai with Sharu - IMCI Hyderabad

The Institute of Management Consultants of India (IMCI), Hyderabad Chapter organised an event “Chai with Sharu”, a talk with Mr. Sharu Rangnekar on 11 August 2017 at the Hyderabad campus of NMIMS.

The topic was **Management Education and Practices - Yesterday, Today and Tomorrow.**

The talk was moderated by Professor B. R. Virmani, founder Chairman, Centre for Organisation Research & Development in Management (CORD-M), Hyderabad, India. The audience consisted of members of IMCI Hyderabad, faculty and students of NMIMS.

In his talk Sharu covered a wide range of Management topics starting with the question “From where did Management start?” brilliantly interspersed with anecdotes from his career. Professor Virmani also shared interesting experiences with Sharu and added his own perspectives.

The highlight of the talk was Sharu's insights on "Finding Happiness in one's life" and explained the Jain concept of "Aparigraha" (non-possessiveness) which he believed is the key to happiness after a certain stage in life.

The audience across all ages thoroughly enjoyed the evening and left with a feeling of having gained valuable lessons not only in management but in living itself.

IMCI Hyderabad expressed its gratitude and appreciation by honouring the speakers with mementoes.



IMCI Mumbai Chapter

Networking programme on **“Building Brand You for Professional Growth”** - Tuesday, 19th September 2017

Chief Guest for the day : **Mr. Shantanu Bhadkamkar**, Managing Director - ATC Global Logistics Pvt. Ltd.
Immediate Past President - Maharashtra Chamber Of Commerce, Industry & Agriculture (MACCIA)

Speaker for the day : **Mr. Sunil Kini**, Managing Director & Principal Trainer - Image Gurukul Training & Consulting



BOOKS AVAILABLE @ IMCI



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