

# CULTURE CHARTER

## SITUATION

⊗ When a difficult Query comes and you don't know the answer

⊗ Dealing with difficult clients: Stubborn / overly demanding

⊗ Your Team member refuses/makes excuses to do work/ Lacks required knowledge or skills / makes repeated mistakes

⊗ Your senior/team member is rude, does not understand your situation and help. Gives extra work & short notice tasks

⊗ Commitment unresourceful: When new team members are having high salary. You feel that your work is not being recognized

⊗ You are over stressed and feel lack of work-life balance. Unreasonable demands from seniors

⊗ Lack of self initiative

## OUR WAY

- ⊗ Take time from customer to revert
- ⊗ Acknowledge that you don't have the answer right now
- ⊗ Explore solution/search online/from team members
- ⊗ Research alternate that may give him desired results
- ⊗ Ensure to Revert timely or get senior to speak to them

- ⊗ Be Polite & Patient
- ⊗ Understand the issue in detail & try to resolve
- ⊗ Acknowledge that you don't have the answer right now/need time
- ⊗ Escalate to a seniors & inform the customer thru concall/email
- ⊗ If problem is out of scope refuse politely
- ⊗ Ensure to share helpdesk policy by email & whatsapp

- ⊗ Remind the person of the bigger picture & the Culture Charter
- ⊗ Ask nicely & build goodwill by helping when they are in need
- ⊗ Check if person is having some other issue at that time
- ⊗ In case of attitude issue escalate to seniors (not a one time issue)
- ⊗ Remind people or escalate to Senior/Manager for training requirement or raise such request on your own.

- ⊗ Remain calm, remind the person to use polite language & treat you with respect as per the Culture Charter.
- ⊗ Discuss the importance of work in question, appreciate the situation and help if possible.
- ⊗ Analyse to identify mistakes/corrective actions/options/solutions from your side.
- ⊗ Work on improving your own skills ask for training & support.
- ⊗ Ask them to focus on finding practical / win-win solution.
- ⊗ Participate in regular meetings to improve communication and avoid such situations.
- ⊗ In case of regular instances remind person to plan better and communicate well in advance.
- ⊗ Escalate to seniors if meetings not happening/person not improving.

- ⊗ Talk to your manager
- ⊗ Have discussion with reporting manager on reason for difference.
- ⊗ Understand what they need to do to deserve higher salary
- ⊗ Work on Personal Competence Development Plan

- ⊗ Start following Calendar system & ensure that you are using your time wisely.
- ⊗ Delegate due tasks to team members on time and train them to do it without mistakes.
- ⊗ Talk to seniors in case you feel that this has become a regular issue & need help.

- ⊗ We should try to look for ways by which we can add value to this organisation
- ⊗ If there is not much work scheduled, discuss with the manager what value added activities can be done in that free time

## NOT OUR WAY

- ⊗ Commit solution/refusing without proper study first.
- ⊗ Ignoring or failing to revert

- ⊗ Panicking
- ⊗ Ignoring the call
- ⊗ Looosing patience
- ⊗ Committing for work/ solutions not in our scope without discussing with seniors

- ⊗ Looosing patience
- ⊗ Become demanding or rude

- ⊗ Getting Demotivated
- ⊗ Underestimating yourself
- ⊗ Looosing patience
- ⊗ Become demanding or rude
- ⊗ Avoiding conversations
- ⊗ Avoiding weekly meetings online.
- ⊗ Gossiping or Backbiting

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- ⊗ Looosing patience
- ⊗ Become demanding or rude

- ⊗ Not try to add value to the existing work
- ⊗ Lack of motivation to engage oneself productively