



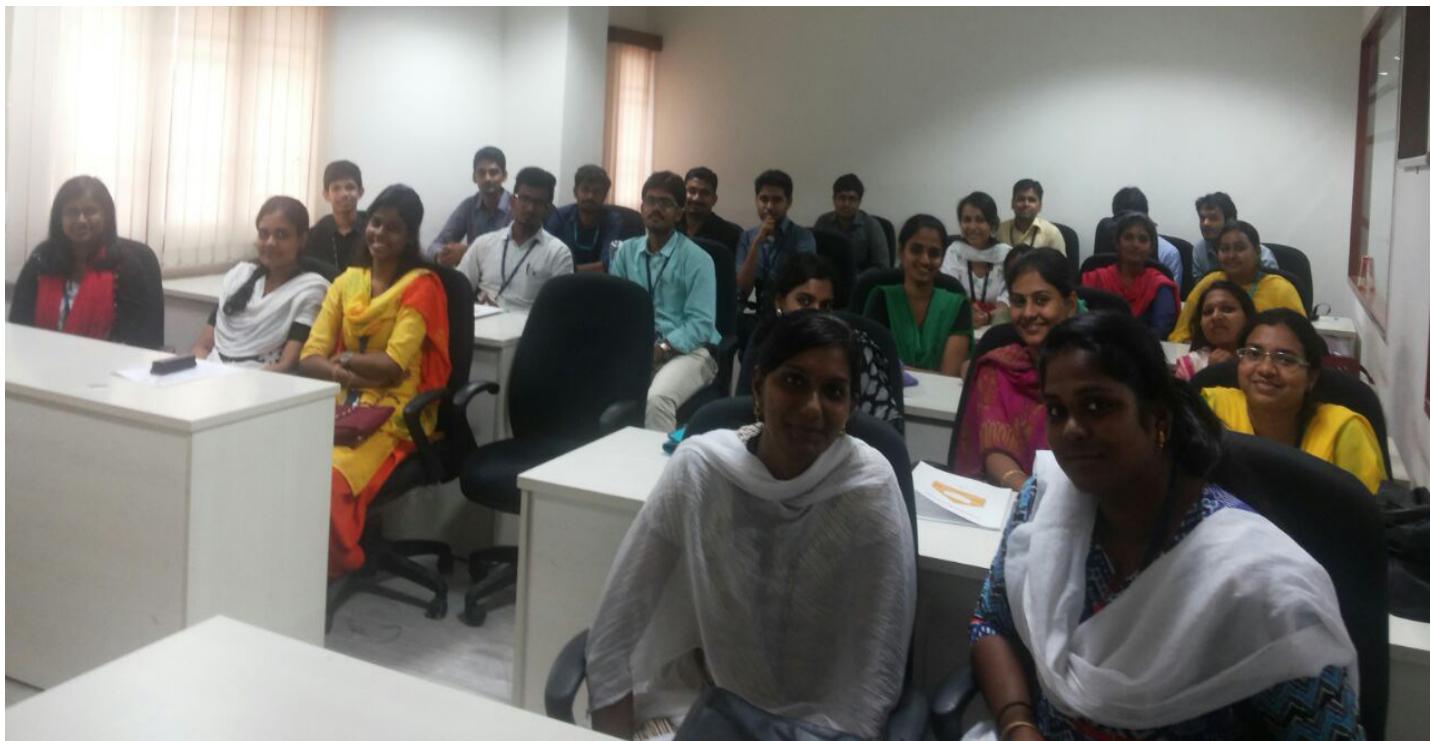
REFLECTIONS

SPRINGER NATURE JOURNALS EDITORIAL OFFICE

LEADERSHIP & CREATIVE ARTS



JUNE 2016



I would like to share my experience attending the training session on “Writing Effective E-mails” which was held on 20 May 2016. The entire session was very useful for the JEOs as we write more than 50 e-mails every day.

The session was started with an introduction about e-mails and what effective e-mails should be like. After that, the trainer explained the main objectives of the session, which included how to handle e-mails, what a subject line should be to be effective, how we need to address the recipients, the usage of punctuation marks while writing e-mails, what the main body of the e-mail should contain, and what the signature should be.

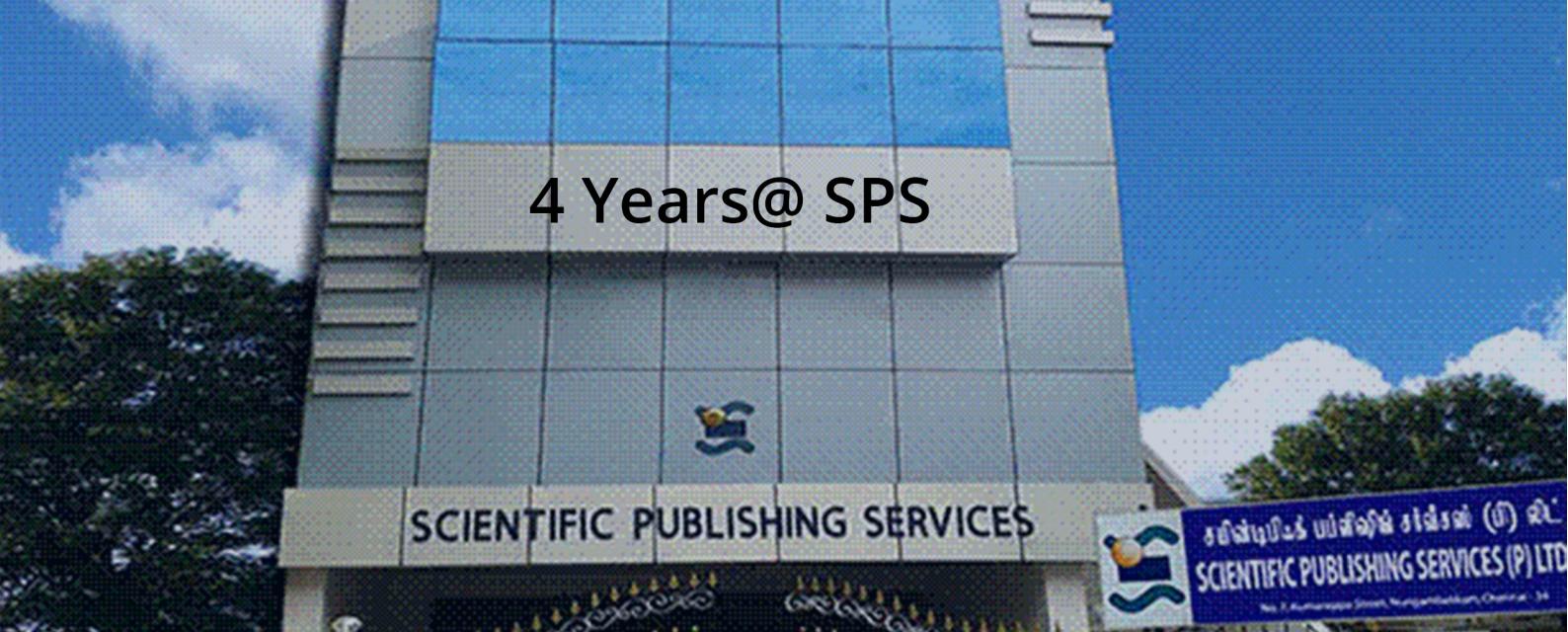
The day was filled with fun. The trainer conducted many games, and the session was interactive as well. The trainer provided a manual comprised of the main points to be followed while writing effective e-mails.

The trainer also gave us the link to her company’s Facebook page and requested us to “like” it so that we would receive regular updates on how to write effective e-mails. In addition, the trainer also taught us about “Mind Maps” and explained how to use this technique.

For the last activity, the trainer divided us into three teams, gave us each a sequence of e-mails, and asked us to draft a reply to the conversation. We had to write our reply on a chart, which was then pasted on the wall for the other teams to criticize. She then checked the e-mails, and the errors the other teams identified, and explained how to overcome the mistakes we had made.

Archana Kumar, Journal Editor, SPS

4 Years@ SPS



The four years I've worked in SPS JEO have felt like four minutes of my life. My journey here has been like travelling through the galaxy with stops at many stars.

I joined SPS on the 14th of May in 2012, and as a trainee was assigned to Deepan's team. My first trainer was Saleem, a jovial but strict person. He was the motivation behind my first "Maximum Production", the very first in the department. Six months later, I moved to Saraswathi's team where LeAnn Smiles took me under her wing. She moulded me into the JEO assistant I am today. Ms. Smiles had a smile that was hard to ignore, which made it very hard to refuse when she assigned work to me. Needless to say, I ended up with a lot of work.



My next team was under Gayathri. She had a fearsome reputation, but after working with her I realised that she was a very friendly person, and a great competitor. Every time someone was on holiday, we competed by completing their e-mails, and if I won, I got a bar of Dairy Milk Silk. Gayathri's team taught me how to manage time and handle pressure. Arun Sundar's team was next. He taught me how to check ASRs and various system administration tasks. He was a great motivator who helped me work on 1030 e-mails a day. I moved back to Deepan's team after six months. Deepan was, and is, a great role model. He taught me many management skills in the time I spent in his team. On 01 April 2015, I became a team leader. Like the Australian cricket team, I've faced many challenges this past year, but I've been successful at managing my team.

I would like to thank our Manager for believing in me and providing me with this opportunity. I would also like to thank Ramya Thulasingam, Selvarani, Anitha, Sharmilee, and Swetha for their hard work and for having my back in times of need. Even though I'm handling my second team now, my first team will always be special to me. I have many great memories of the time spent with the guys on this team; Sathish, Magesh, Neeraj, and Gautham; going out for movies, and of the many conversations I've had with them. Last but not the least, I owe a debt of gratitude to Devi, Priya, Ramya Balu, Renuka, Saraswathi, and Srilakshmi; from whom I've learned a lot about running a team. Here's to many more years at SPS JEO.

Kishan Ravishankar, Journal Editor, SPS

LEADERSHIP AND CREATIVE ARTS

ED FREEMAN



When I am not teaching, writing books and articles, or helping to edit the Journal of Business Ethics, I spend most of my time writing and playing music. My son, Ben, is a professional musician, and my wife, Maureen, is a career long business person with an MBA from Wharton. So, we have founded a record label, Red Goat Records (redgoatrecords.com) whose purpose is to bring the joy of soul music (in the tradition of Motown and Stax) into the 21st Century. We write and record original Rhythm and Blues and Soul music. We have a number of colleagues who make up the "house band", called "The Red Goat All Stars". The house band plays the backing musical tracks for the records. Tim Witcher is our first vocalist, and we have just released his first tracks on iTunes, Spotify, and our website.

I have found that it is critical to exercise the creative muscles of my brain, especially as I get older (I am 64). Music brings great joy to me and hopefully to others who listen to what we produce. My teaching, writing, and hopefully my contributions to JBE, are better because of my passion for music.

Next year I will teach a course in our MBA program on Leadership and the Creative Arts. One section of the course will consist of turning the MBA students in it into a theater ensemble. They will write, act, direct, and produce an original work of art that we will make available as public performance here at Darden. Their colleagues in the "music" section of the course will write and play some original music to accompany the theater performance. By getting the students to exercise these creative muscles and to work together, I hope to make them better leaders. I can't think of a better way to learn to collaborate together than making music together or delivering a theater performance together.

Ed Freeman,
Co-Editor in Chief
Journal of Business Ethics,
University Professor, The Darden School,
University of Virginia

Perceptions



An unhappy person wrote in his diary as follows:

** Last year, I had a surgery and my gall bladder was removed. I had to stay stuck to the bed due to this surgery for a long time.

** The same year I reached the age of 60 years and had to give up my favourite job. I had spent 30 years of my life in this publishing company.

** The same year I experienced the sorrow of the death of my father.

** And in the same year my son failed in his medical exam because he had a car accident. He had to stay in bed at hospital with the cast on for several days. The destruction of car was another loss.

Alas! It was such bad year !!

A happy person would write the same as follows:

** Last year I finally got rid of my gall bladder due to which I had spent years in pain....

** I turned 60 with sound health and got retired from my job. Now I can utilize my time to write something better with more focus and peace.....

** The same year my father, at the age of 95, without depending on anyone or without any critical condition met his Creator.....

** The same year, God blessed my son with a new life. My car was destroyed but my son stayed alive without getting any disability.....

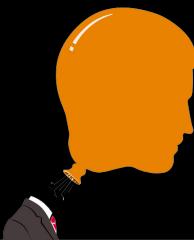
This year was an immense blessing of God and it passed well !!!

Mr. R. Balasubramanian, Technical Director, SPS

TALENT



K Sanjay (BDS)
Ramya Balu's Nephew



Management By Ego

You all might have heard of the abbreviation MBO. "Management By Objectives", I am able to hear your humming voices. As an extension of the above, let me ask you all one more question. Do you know what it means by MBE. Did you mutter anything? I don't think you did. There are no humming voices, but I can see blinking eyes.

Okay. Let us try to know what it is all about. 'Management By Ego'. Before going into Management by Ego, let us see what exactly is ego. Ego is your conscious mind, the part of your identity that you consider your "self". If you say someone has, "a big ego," then you are saying he is too full of himself. Poor ego, it gets such a bad rap, being so often confused with "megalomania" and "Vanity," and all kinds of other nasty things.

Now we move to the next step. What exactly the term Management convey? Management's primary function is to get people to work together for the attainment of an organization's goals and objectives.

This means visiting actual situations, asking about performance issues, seeking out root causes, and showing respect for lower-level managers (as well as colleagues) by asking hard questions until good answers emerge.

Okay. The answers have come up. What do we do now? Analyze? True. That's the next step. Exactly there crops up the ego. Don't we hear words such as, "Who is he / she?, We know what he / she is. He/ She thinks too much of himself / herself." Ego is a virtue by itself.

You all might have heard of the three distinct ego states of any individual namely Parent / Adult / and Child. Unless one identifies the ego state of the other person the Communication doesn't become effective. This leads to failure of the Management's Objective. So understanding one's ego status can otherwise be called,

"Effective
Gateway for
Onward progress."

To conclude let us not put a stigma to the word Ego. It is what you are. Understand one's ego status and Manage By Ego for greater results.



S.KRISHNAN

Consultant – Chennai Management Services

KNOW THE AUTHOR

Born in the Year 1949, Krishnan had a humble beginning with Schooling in and around Tirunagar, Madurai. Gold Medalist of Madura College in 1970.

1971 - Pharma Marketing with SQUIBB's of Sarabhai Chemicals.

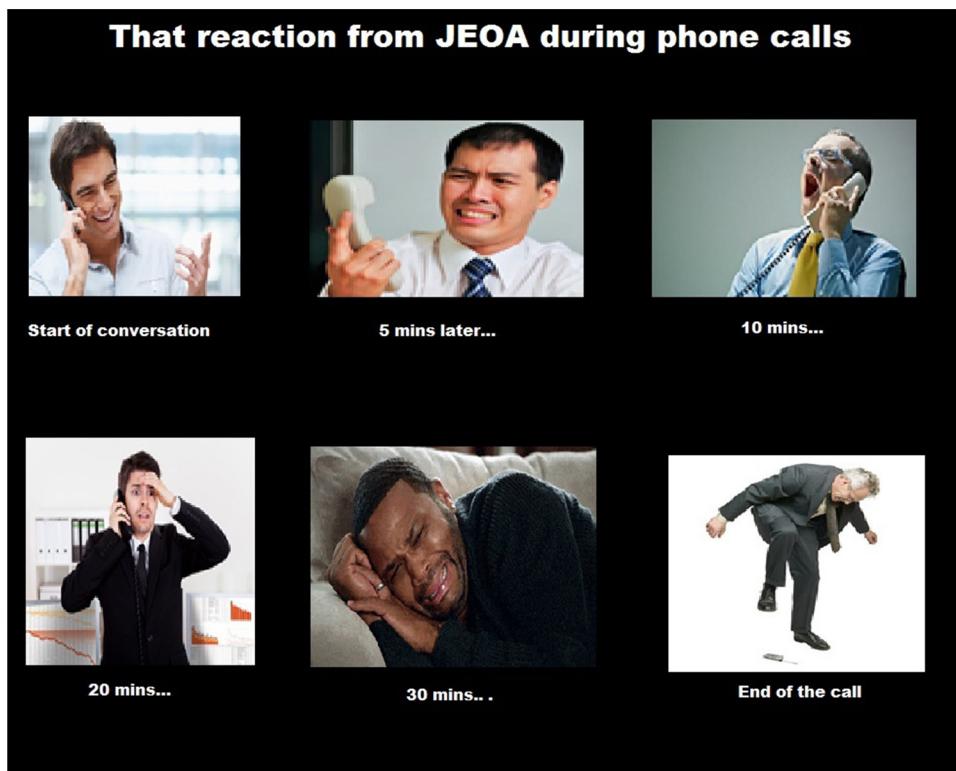
1992 - Launched a new Pharma Company -heading the entire Kerala State.

1994 - Had a shift to Concept selling with EDU BUSINESS in Dubai covering the whole of UAE.

1996 - Took to Industrial Management with Hi-Tech Arai Limited an MNC dealing with Oil Seals for Automobile Industry. Applied TQM as a tool of Effective Management and brought National and International Laurels to the Company.

Since 2009- a Consultant with Chennai Management Services.

MEME



A New Outlet for creativity at JEO: The Notice Board



This time it was Saraswathi's team's turn to explore and have fun.