

GENPACT DIVERSITY & INCLUSION

Emerging themes & proposed approach

LARGER THEMES & BELIEFS

Good parent vs Good employee

A working mom often needs to strive extra hard to balance work & taking care of her child (even when the other parent is supportive) the need to work from home increases, however there is also a sense of guilt to see other team members working over time & on the floor. Women who are expecting may not be a preferred candidate to be part of a team. Some also reported not having any space to discuss these issues apart from one on ones with their managers.

- 1) **There is a conflict between my work at home & my work at office**
- 2) **Multi-tasking between these roles is only smooth when I've already reached a certain level in the organisation.**
- 3) **While being promoted to managerial positions, we prefer people who can work overtime**
- 4) **What lies on the other side when I come back?**
- 5) **Fathers should opt for parenting leave too.**

Cultural melting pot

A few respondents, especially those working outside of India claimed that there is a lot of gap in the area of cultural diversity. Eg: "There are many assumptions about different cultures." e.g.: "There needs to be much more active listening."

- 1) **Stereotypes about cultures are true**
- 2) **Things will be more productive if I stick to my comfort zone**
- 3) **it will take a lot of effort on my part to get someone I don't share a culture with**

LARGER THEMES & BELIEFS

The in-group bias

4 out of 10 people agreed that they would prefer to give a task / job to a person they already liked / agreed with.

It also leads to favouritism at the work place & the tendency to stick to people who form part of one's comfort zone.

Beliefs include: **1) If I like someone, they are also likely to be the best suited for a task 2) It's easier for me to understand someone I share a cultural backbone with**

What makes a woman a leader?

Half the respondent population agreed that women need to display 'agentic' qualities to be considered worthy of leadership roles. These include - an ability to speak up, the ability to be pushy, an inclination towards opining vociferously

1) I am not that kind of woman 2) to make it big, I need to change drastically 3) To be successful, I need to 'man up' 4) There are more number of women in HR and Administrative roles and men take up other key leadership positions

Diversity doesn't stop at gender

Almost every male respondent had this response. e.g.: "It is important, but it needs to go beyond just women. for starters, why aren't men included?"

1) As a man, I am also impacted by patriarchy 2) 2) inclusion should include me 3) We need to start thinking laterally about inclusion —> gender + culture + religion

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Proposed Approach

*we must follow up with more participants and conduct a diagnosis to understand the undercurrents when it comes to diversity & inclusion and build on relevant scenes

PROPOSED APPROACH

FORUM THEATRE



- **Short scenes that are relevant & showcase current challenges**
- **Spectators become 'spectactors'**
- **Key objectives: teaching people to change their world**

- Here are some examples of how this form can be and has been used across the world:
- <https://www.youtube.com/watch?v=vcLcXeXJVDU&t=900s>
- <https://www.youtube.com/watch?v=KvW0ULXkJ0I>

Workshop Content

Narrative	Session	Session Details	Methodology
Introductions and Context Setting	MLA Introduction,	Purpose, Principles, Format, and Approach to the Workshop – Limited Time, so we will look at a couple of key objectives to leave you with few tools and practice to make an impact.	Facilitator Led
Quick moving around and feeling comfortable to play.	Brief Encounters	Getting to know each other in a fun, playful way	Group Activity
<p>Playing out the scenarios of women empowerment that have come out during the diagnosis</p> <p>Assuming positive intent in people is imperative. We create a lot of obstacles ourselves when there aren't any. Most often it's the inability to assume positive intent that comes in the way reaching our destination.</p>	Scenario 1	Maynardleigh consultants take to the stage and use interactive theatre to work with the participants on two specific scenarios/situation from the work space at Genpact specifically geared towards the objectives.	Interactive / Play Pause Theatre
	Scenario 2:	<p>As each scenario is taken up, the consultants first play out the scene as is. Then the exciting & enjoyable method of “play pause” kicks in and the participants become the directors to the consultants. The consultants start to repeat the scene again, except this time it can take multiple turns & have different outcomes based on when & how the participants pause the theatre and ask for changes.</p> <p>As a result, the participants will have a chance to actively explore and own different strategies of dealing with the situations.</p>	
	Spy	Teams will be competing with each other. Job is to replicate the model that has been kept in the cupboard in 15 minutes. Powerful way to uncover that we live in assumptions and our subjective reality may be guided by our perceptions. A total shake up experience for participants.	Facilitator led activity

Your Investment: Forum Theatre

<u>Diagnose & Design (For the whole Intervention- according to Genpact MSA)</u>			
One day for diagnosis- (Interviews, scenario collection, collecting information) Two Days for Design (Scripting, rehearsing the scenes , incorporating the scenarios from Genpact in the design)		Rs.30,000/- X 1 Consulting Day= INR 30,000/- Rs.30,000/- X 2 Consulting Days= INR 60,000/-	
<u>Delivery (USA commercials)</u>			
Activity	Investment	Total- US	In INR
Professional Fee for delivery of workshop	£2,800 per day per consultant X 4 consultants X 1 day	£11,200	INR 2,50,000 per day per consultant X 4 Consultants X 1 day = INR 10,00,000/-
Total Investment	£ 12,208/-		INR 10,90,000/-

Commercial Terms & Conditions

- ❖ Client is responsible for providing – 1) Venue for the training programs (with a back-up generator) should have natural lighting, enough space to do exercise and comfortable temperature for the participants & consultant 2) Conference facilities including meals 3) Audio visual equipment – (LCD projector, flip chart board stand, 8*10 ft screen) Travel outside Delhi NCR - Air, stay & airport/ venue cab transfers to be taken care by the client.
- ❖ Genpact will make the following arrangements for consultants if the workshop is outside Delhi NCR or any consultant is required to fly down to Delhi (all consultants are not based in Delhi NCR) subject to business approval -
 - Accommodation for consultants stay – as per band 3 policy at Genpact (no Guest house please)
 - Cabs for Consultants airport transfers & their transfers between hotel and venue
 - Flights tickets for the consultants along with their meals on flight
 - All meals including breakfast, lunch & dinner
- ❖ Reimbursements to be made to Maynardleigh on actual for following –
 - Cab for Consultants travel to and from Venue when workshop is in Delhi NCR
 - Cab for consultants airport transfers in their home location when the workshop is outside Delhi NCR
 - In extreme circumstances, arrangements for consultants accommodation, cabs, flight tickets and meals(as mentioned above) if done by Maynardleigh (subject to business approval)
 - Relevant communication expenses if any (subject to business approval)
- ❖ Taxes will be charged as per government rules & regulations
- ❖ Payment will be made within 45 days of invoices receipt by Genpact
- ❖ In case of cancellation/rescheduling fees will be charged as follows –
 - 50% of the professional fee - 15 to 3 working days of the confirmed date of delivery
 - 100% of professional fee - 2 to 0 working days of the confirmed date of delivery
- ❖ Any one of the following methods may be considered as date confirmation: email notification from sourcing / a Purchase Order with specific dates.
- ❖ The session cannot be recorded without a prior written consent from Maynardleigh Associates.
- ❖ The above commercials are valid till the 31st October, 2018
- ❖ Contracts, legal & accounting paperwork (including billing & payments) will be in the name of “Life Strategies Humancare Pvt. Ltd.”
- ❖ Any information shared by Genpact would be kept confidential and only used by Maynardleigh associates for internal study and customizing the content