**22.05.2024 - Video\_Transcription**

[Umesh Kalra] (0:12 - 0:16)

Hello, and have I made it? Yep, good afternoon everyone.

[Attendee 6] (0:16 - 0:18)

Hi, hello.

[Umesh Kalra] (0:18 - 0:44)

Everyone doing well? Wonderful. I see some familiar faces.

Hi Umesh, how are you doing? Yeah, really good, thanks, really good. Good, so what we'll do is we'll just give it a couple of minutes for those that still haven't grasped Josh's on time is late, and then we'll start.

It's kind of lunchtime for lots of people as well, so.

[Attendee 3] (0:49 - 0:59)

While we're just trying to fill a couple of minutes, Umesh, can I ask the ladies out there who's going to the ball in a couple of weeks, have you sorted your dresses out?

[Attendee 2] (1:01 - 1:02)

Yeah, I have.

[Umesh Kalra] (1:02 - 1:03)

Very long answer.

[Attendee 2] (1:04 - 1:07)

I've gone more for a cocktail dress than a ball gown.

[Attendee 1] (1:08 - 1:10)

I've gone for a mini skirt.

[Attendee 2] (1:11 - 1:14)

Oh, you're going to look gorgeous Grant, I look forward to it.

[Umesh Kalra] (1:14 - 1:18)

I've gone for the same with nice tights as well.

[Attendee 2] (1:19 - 1:23)

What were you thinking of Lorraine, what's your conundrum?

[Attendee 3] (1:23 - 1:42)

Oh gosh, I've got one dress which is a full length, and the bottom half is all sequency, but it's kind of like, it's straight, so there's no ball gown-ish to it or anything like that. Is that suitable? I don't know, it's not a ball gown.

[Attendee 2] (1:43 - 1:48)

I think so, if you want, like send me a few pictures, I'm happy to consult.

[Attendee 7] (1:49 - 1:53)

I'm coming in a cocktail dress, not a ball gown.

[Attendee 3] (1:54 - 1:54)

Yeah.

[Umesh Kalra] (1:55 - 1:56)

Is this for next week?

[Attendee 3] (1:56 - 2:00)

I don't really know the difference to be honest, this is my first ever event like this, so.

[Umesh Kalra] (2:00 - 2:01)

Is this for the super event?

[Attendee 3] (2:02 - 2:04)

Yeah, yeah, for during the day, yeah.

[Attendee 2] (2:07 - 2:13)

There you go, you didn't realise you'd be hosting a fashion consultation as well, mentoring.

[Attendee 3] (2:15 - 2:18)

It's all right for the blokes, a tux is easy isn't it, so.

[Umesh Kalra] (2:20 - 3:02)

Yeah, I find that hard, but yeah. Right, I think we've got most people on, and I'll let a few join as they enter. And what I'm going to do is I'm going to start to share my screen, and then tell me if you can see some slides.

So, how do I share screen on here? So, let me know if you can see my screen.

[Attendee 6] (3:05 - 3:05)

Yep.

[Umesh Kalra] (3:06 - 3:23)

Cool, and can you still see my screen? Yep. Nice, do you see my notes, do you see my screen?

See your notes.

[Attendee 2] (3:24 - 3:25)

Yeah, we've got presenter mode.

[Umesh Kalra] (3:26 - 3:44)

Cool, cool, nice, because I didn't write any notes, not on here. Um, how do I, you can see I'm very good at PowerPoint.

[Attendee 2] (3:47 - 3:49)

So, that's full screen for us now.

[Umesh Kalra] (3:49 - 6:16)

Yeah, yeah. So, I can't see some of the notes I've written, but that should be fine. Let's just go through.

Okay, I've got no one else to join. Right, so guys, thank you very much for joining mid-month mentoring. I hope that you guys all know who I am, but for those that don't, I'm going to go through it really quickly.

I'm ex-IT, worked at some large corporate banks. I think most people use Apple Pay today. I work for Visa Europe, where we set up the back-end monitoring for Apple Pay, which is a really big service today.

And I did lots of work for Alliance in Leicester, Santander, Bank of America, and so on. I'm in full-time property now. We've got a company called Money Road Properties, and I've got a beautiful wife and two kids.

So, I joined PE in, it was the blueprint of summer 2022, and then I joined the actual program in October. So, that was my first year round, was last year, and this is my second year with PE. I'm on advance, so my first year on advance.

It's really, really simple. What I did last year to what I do today is now I direct and lead a team. We predominantly just deliver client portfolio building projects, and then we let and manage our own stock together with client stock.

And I think going through that program really helped me to build up that team, because prior to PE, I was, whilst I managed teams, I wasn't really interested in having a team of my own. And I think that confidence barrier just broke after joining PE. Tell me, does everybody know why we're here today?

I hope so. Good. So, today's topic is Culture Club.

And Culture Club, for those of you that don't know or are new to it, it's literally just the kind of things that you do, the way you do them for your company. Put your, show me your hands or put your hands up or put a little post in if you already have a company where you already have a really good culture, you've nailed it, for those of you that are kind of familiar with it.

[Attendee 6] (6:17 - 6:22)

Well, I think we've got a good culture. I wouldn't say it's perfect, but I think we've got a good culture, definitely.

[Umesh Kalra] (6:22 - 8:04)

Cool. And I think that's one of the things is that perfect is whatever you want it to be. So, just because you might look at a list of different things, like my view is perfect is however you want it to be, whatever the behaviours you want, that's what makes it perfect.

So that you're all on that one page singing from that same hymn sheet. So, like, my experience of Culture Club was like, there's like, you know, Adam and Josh will explain to you in your different topics, what hell looks like and then what heaven looks like. And essentially, it's like, if you don't have a culture, you'll get low engagement, low productivity, you'll get that bad seed, you'll get that terrorist, that rat.

But then where you do have a culture, you end up having a motivated team, high productivity, everybody knows what they're doing. They come to work because they want to come to work. They own that little bit of space.

And you really drive those behaviours and attitudes based on the kind of culture that you end up creating. So, that's kind of like, you know, the whole idea of having a Culture Club so that you build those behaviours that you want at the end of it. At the end of this session, I'm going to do a Q&A.

But if, as I go through some of my slides, if there's anything you guys want to ask, just pop it in the chat and then at the end, I'll just go through it. And if there's something you really wanted, then just speak up and ask. But so far, all good?

[Attendee 7] (8:08 - 8:09)

Great, thank you.

[Umesh Kalra] (8:10 - 19:56)

Cool. So, when I went through looking at Culture Club last year, you've probably seen these kind of pointers, which is like, who are you? What do you stand for?

What is your core value? What are your supporting values? And then your mindset, mantras, and the way you operate.

You would have, from last, the programme that you were at, the last workshop, Josh went through in detail, and they went through and showed you some of the examples and some of the rule bases and behaviours, commandments that property entrepreneur have got, that PPN set up. And like, you'll notice, for example, you're what? Workshop eight now.

Every time someone sneezes, there's a bless you. Adam, Josh, everyone will stop and it's a bless you. And that is one of their kind of rules.

So, it just comes out and it just becomes natural. And everyone just starts following it because you end up leading it that way. So, I used these five pointers to just point out and write out what I thought I wanted the culture to be like.

And for us, it's very much flexible. I've got into property because I wanted the flexibility. Funnily enough, you end up not having much of it when you've got so much going on.

But the thing is, is that you can create it. So, nearly all of my team have that flexibility of being able to work from where they work and then being able to take time in and out, depending on what's going on in their life. So, I think that it's really important to try and figure out what culture looks like for you.

And these are really good five questions that you might want to answer that would help you then put that culture together. If you've already got one, it's still really good to put this together because you can shape it the way you want. And if you don't have a culture and you're new and you think it's just you and you're thinking of taking a support staff or a VA on, then equally it's important because you and that member of your team can be on that same page.

But as you grow, depending if you want to grow or not, you'll still have this kind of culture, these values and the kind of way that you work. You'll meet investors, you'll work with different agents, suppliers and that culture still can be transparent and can be still rolled out. Your team doesn't necessarily need to be your team that you directly employ.

It could be partners that you work with. And that's exactly it. It's like your culture can be anything you want it to be.

So you said it's not perfect, but you're getting there. Well, actually, as long as you've got a culture and you know where you want it to be and everyone's on the same page, that's probably the most important thing is what I would say on that. What I want to do is I want to just go through some of my experiences because if I take myself back to last year, there was a lot.

And I was like, what do I do and how do I do it? And so I know that in the workshop, it's been broken down into the kind of things you can do weekly, monthly, annually, the quarterly things like your QGM and so on. So I just want to break you through some of the experiences and just show you some of the outcomes and results that you can achieve.

So like I started in October doing a lot of walking in the mornings. So I get my walking done. Now, one of the reasons that I didn't do walking was because my mindset was always like, I've got to get to my desk and do my work.

But equally, I took on a couple of members that are in the Philippines. So midday is probably the 630 in the morning that I go for my walk. So it just made sense that I walked, I talked and I gave them that time.

So I use Monday as a motivational Monday. It's like a top tip. How are we going to get through the week?

Top challenges, things like that. Public recognition is another really good one. So if you've got a team and you've got a WhatsApp group or you've got a team's chat or whatever forum you use just to do the good things, because like it's very easy to point out all the things we don't like.

And actually, if we flip it and we're pointing out all the things we're grateful for and all the things that we really, really do like, you'll end up having more of them because you're concentrating and focusing on all the positives as opposed to the negatives. It doesn't mean you don't pull up a team member if they don't do something right. But it's almost like focus on the outcome you're after, which is all the positive things, because there's hundreds of things that you, your team do.

And I'd say that I actually had a WhatsApp group between myself. And I would at the beginning give myself the positive phrase on the things that I did well, because I was like, I need to remember not that because I'm very good at criticizing myself and putting pressure on myself. And so it was like, actually, you can you can do that to yourself to help you deliver the outcomes that you're after and some of the behaviors that you want, even for yourself.

And I think it's so important that if you do it weekly, you'll end up building this kind of database of different wins that you've had, because in a week, we can almost, you know, come Wednesday, Thursday. And how often do we say, oh, yeah, we're having crap week. But actually, if we look at the wins that we have done, and if you are doing things like your Sunday sanity and you're getting through them, you're probably having a really good week.

But because of that one little niggle, we end up saying, oh, it's a rough week. Well, the fact of the matter is we're alive and we still we're still here. So we're actually having an amazing week because, you know, if you've made it that far, you've actually done really well.

I think you might have seen an example. I copied this one. I really liked this one.

So I copied it. And it's the Friday song. But more importantly, I made it relatable to myself.

The Friday song goes out in my group. I didn't do it in the first year, but I started doing it towards the end of the first year, beginning of this year, because my kids, they love it. And my daughter, every Friday, she's like, is it Friday today?

Is it Friday today? Can we get the Friday, Saturday, Sunday song on? And often I say to her, well, we'll wait till the afternoon because I still want the day to be done.

But equally in the morning, it's like it wakes her up. It's like it makes her alive. So for me, it was like, why don't I just use it?

And now I pop it in in our team chat. And these are just some of the examples, some of the things that I've shared that I've done. And it's made the team behave in particular ways.

Like one of them, for example, we can see here she picked up. So we're using Asana. We're moving to ClickUp literally over a whole weekend.

Monday came and we were no longer using Asana. It was all set up completely. Everything moved across the lot.

It was like hassle-free. But that had come from a strategy session where we had spoken about hassle-free service for our clients. So that was like really, really powerful that some of the vocabulary that we use ends up just being implemented without us knowing it.

And then there's other things that you could do monthly, like your new starters, your birthdays, your work anniversaries and things like that. And I think all of those things really, really gel in. When you've got team members that might be virtual, how else can you actually embed them in that they're there but not there?

Because effectively, we're in that working environment now where we can work from anywhere, but we still need to be collaborative. And yes, you've got Teams and Zoom and video calls, but how about feeling that you own that space? And this is the result that it does.

These are very, very simple things. I do this naturally because I'm a giver. So it's very natural and easy for me to be able to do this.

For others, it might be unnatural. But actually, how do you feel when you receive a gift? How would you feel when somebody says happy birthday to you and writes a really nice, meaningful message?

All of those things make a really, really big difference. And I'd say one of the top things for this is, is if you start writing a list of all the things you're going to do, you might get overwhelmed because there's a lot. But you select and you choose the things that you want to do the most.

And as it comes up, you do it. So you don't need to worry about, well, how do I do it? What present do I buy?

You don't need to forward plan that. You almost just need to say, like if you guys have all done your My Houses for yourself, you'll have a list of things that you do daily, weekly, monthly. And one of them on monthly could be, you know, the first Monday of each month.

You're looking through to see whose birthday, birthdays are coming up. It could be the birthday check. And then, you know, once you buy a birthday present and you use a site to buy that birthday present from, that becomes a blueprint.

You've set and you forget it and that's it. Then every time you follow it and you might then at the end of the year, when you go back into strategy and you look at all your level ups, you might then say, well, we did do birthday cakes from so-and-so place, but now we want to do something more meaningful. Maybe we want to start doing a gift voucher or we want to start doing a mug or whatever it might be.

You can level that up each year as and when you choose. But the whole idea is, is once you do something, you've set it. That is the blueprint and it's saved and that's it.

It's done. But they mean so much. Like here's a message from one of my team that they did to me on strategy day.

So we had strategy day on the 8th of January and my birthday was the 7th. And it was the first time I'd ever done a strategy day like this. And I got the team together.

We booked out a venue and I was a little bit nervous because I wasn't sure like what to expect. But Adam said, just go with it. This is the blueprint.

Just go in and just be normal, natural. And I did. And at the end of it, they presented to me a birthday card and they used this online puddle to put it together.

And I was just like lost for words because they'd put all these comments together, all these lovely messages together. And this is what they think of me, which I had zero idea that this is the kind of culture and behaviours that I've kind of just naturally delivered. So don't underestimate the power of it.

And one thing you can't do is delegate the birthday present for your EA or PA. Just don't do that. Do that one yourself.

And any questions? No questions. Cool.

You can still hear me, though. You're still there. You're still awake.

[Attendee 5] (19:58 - 19:59)

Still here. Still awake.

[Umesh Kalra] (19:59 - 20:01)

All good in the hood. Still here.

[Attendee 3] (20:02 - 20:07)

Just one question, Umesh. What made you transfer from Asana to ClickUp?

[Umesh Kalra] (20:08 - 20:32)

Good question. Asana was great when we had a couple of people on. When we started adding six resources on it, slowly creeped up to 300 pounds a month nearly.

And at that point, it was actually, it's just a workflow tool for us. And 300 pounds a month can be considerably better spent in other ways. So that's what made me move.

[Attendee 2] (20:33 - 20:38)

We use ClickUp and it's pretty much exactly the same, isn't it? It's all like for like...

[Attendee 3] (20:38 - 20:44)

Yeah. That's what I was going to ask. Is it exactly the same?

So just it does all the same features and everything?

[Attendee 2] (20:45 - 20:46)

Almost identical.

[Attendee 3] (20:47 - 20:47)

Okay, perfect.

[Umesh Kalra] (20:47 - 21:03)

In some ways, I'd say it's better. In some ways, I'd say it's better because you can limit a group to two people, three people. Whereas in Asana, it's a little bit more tricky to limit that task and everyone gets to see that workspace.

So I'd say in some ways it's better.

[Attendee 3] (21:04 - 21:05)

Okay, thank you.

[Umesh Kalra] (21:08 - 30:59)

Like you'll see a picture here in the bottom left-hand corner. That's me and my property manager. That was before I even hired him in the team.

And this was like six, nine months prior to us even setting things up. I'd taken him out. We had just gone and had lunch on a strategy that we had had.

And this was like a mini strategy, no blueprint. We just had what now I would call a strategy day. But at that time, it was just a how are we going to do things day.

And after that meeting, I had decided, well, do you know what? I've gone to his area. So I should probably be like, you know, I'm a supplier.

I'm a client. You're a supplier. You treat me, but that's not my mindset.

And it made such a big difference because that little thing means so much. To us, it might be little, but to that person, it actually is personal. And he's with us today and he's actually thriving really, really well.

But sharing those little challenges with your team as well, really, really helps because everybody goes through different challenges. And what I might class as a challenge for somebody else might say, that's not a challenge. That's easy.

And vice versa. So it's like sharing them with the team and then celebrating the things that you actually, you know, you win on as a team and as a company makes all the difference. So doing those small little things every quarterly, I haven't got all of these in place fully, but I have actually, they're not formally in place, but informally they have been.

And my first year, it was about getting to grips with what I wanted. And now this year, it's like all of these things are happening. Our quarterly awards is now booked in the diary and it's happening.

Whereas last year, by the time I had got to learning about it, I hadn't implemented it. This year, it's happening. Social events is something new that we're putting in, where we try to do them on when we have the bigger events, like the AGM, the quarterly and so on.

That's probably when we're going to couple the two together and put the social event in. Just like, you know, you've got the grand finale in a couple of weeks time. And some of you may be leveraging that and then making that as the social event to invite some of your guests to.

It's the same kind of thing. Like if you were working in a large corporate, you would probably get invited to a social event and it'd make no difference. But here you can, you decide.

You're the one that decides what behavior, culture, what you want to give and how you want to do that. I mentioned before about the annual things, and that was the like the strategy day for us. And we just recently did our New Year's Eve party.

Our New Year's Eve party was not on the 31st of March. It will be next year. We're planning for that.

But it was actually middle of April because we just couldn't fit the dates in. And I think we looked at it like New Year's and Christmas. Most people are now celebrating Christmas and into the new year.

And the same vice versa. But it's really important to actually celebrate and then take those key moments away. Because now when I look at this page and I look at these images, which I gathered for this slide.

Imagine if I do that every year and over a number of years, the compound effect is I've got 10 sets of slides with all these 10 sets of yearly memories, which actually is what makes the business. It's like at home, the family and all of your pictures that you collect make that family, make those memories. And this is no different.

It's the memories that you create and that journey that you share with your team members that really makes it. We've got, we put a blueprint together for our AGM and for that AGM, that blueprint now is set. We'll use the same thing year on year out unless we want to change it.

And one thing that was really like a tip was we actually invited one of our suppliers to the event as well this year. I was a little bit like, oh, do I, do I not? How do I do it?

But we invited one of our IT suppliers and that worked out so, so well. It's phenomenal like how embedded that person is. They're, they're just a supplier that we pay on a retainer, but actually they feel like, and I feel that they're part of the team.

So these little things make a big difference. And this is the blueprint that we put together. So this is basically the flyer that goes out now in advance for our AGM.

If you, I think most of you, I recognize that you guys were at the, the business plan in a day. So if you produce your business plan in a day, you, you would have looked at one of the last pages within that kind of template that you work on, which is your key dates. And getting those key dates in is really important because once you've set those dates in, it's going to happen.

You know, give or take near the time you might, you might flex the date a few days because you can't find a venue or you need to swap things around, but you've rubber stamped those dates in and you end up working towards it. You'll end up delivering most of what you put down on paper. So if you haven't got one of these, it's definitely worth even spending the time now and getting that in.

From my experience with VAs, it can be really difficult because they're so far away from you. And like my team, I've got two in the Philippines going on to four. I've got two up in Leicester.

I've got myself and my EA in Maidenhead. And then I've got another person now in Norfolk. So getting everybody together, WhatsApp is great.

We've got some challenges that we've done. Every time I've done a challenge to myself, like no sugar or steps or get up and give back, I've involved them and I've said, you know, we're going to do this challenge. In fact, one of the challenges we did a no sugar and we even had my mother-in-law in there.

My sister-in-law in there and a few other external friends in that same group. And then when the challenge was finished at the end of the month, we took them out of the group. So you can make it however you want it to be, keeping it fun, lively.

And I think that personal bit of help to your team members, that really goes far. These are just some of the things you'll see here. You would have already gone through like the law of attraction.

And one of my really, really highly valued team members is my EA. And my EA is like my number two. Like she literally takes care of stuff as if it's hers, as if it's her own.

And she's now using terminology that I've been using, which is own your space. She's now, you know, she conducted an interview the other day and one of her questions to the team member or potential team member was, so, you know, about owning your space. And I just thought, look at that.

I've just been mentioning it, but she's actually now practicing it and using that same terminology. She had to sell her house and she was struggling. And I told her what to do.

I said, just get your notebook one day, write it down. And she literally did. And you can see this note here in the right hand side.

Literally kind of a week later, she had an offer and her house is going through sale. And she was just like, this stuff really does work. And so that's kind of like my experiences from the first year.

There's so much you can do and there's so little you can do. But how about just think about what you stand for? What behaviors you want?

Maybe fast forward and just turn around and just say, well, I mean, I'm in December the 15th, 2024. How did I want my year to be? And then look back at that year and then write down the things.

And then you say, well, if I wanted those successes with my team and those behaviors, what do I need to do? And if you do it that way, like reverse engineer it, that's like that will get you some serious results. I'd say consider things that are natural to you.

If it's not natural and it's forceful, try not to do it. From one of my experiences, I really liked the idea and I don't know who does it in. I think it was a member of the board.

That's it, Shiv. Shiv does it on the board and I heard it and I was like, right, I want to copy that. And when he's got a team member that isn't well, his PA sends out like vitamins or sends out an Amazon kind of multivitamin, you know, those dissolvable, I don't know what they're called, but you take the tablet and you dissolve it in water.

And I really like that idea. So I tried it and it happened once and twice. And then after that point, I was like, this actually doesn't work for me because it's not something that is natural for me.

And so we haven't done it since. So you might, you know, don't try and do things just for the sake of it. It's got to be meaningful in my view.

So before I go on to kind of some top tips on my experience, totally understand we've gone on to the 30 minutes. For those of you that kind of need to leave, you know, I'm grateful that you've joined. Feel free to go.

But if you've got an extra five, seven minutes, you can stay on. We'll do Q&A. I'll go through some top tips and then we can take it from there.

Any questions? I thought this was an hour. Oh, was it?

Well, go on for an hour if you like.

[Attendee 1] (31:01 - 31:04)

Yeah, I'm cool. All good.

[Umesh Kalra] (31:04 - 35:00)

Good, good. Right. So I'd say some top tips for me, right?

Size doesn't matter. Honestly, guys, size doesn't matter. Small things, big impact, right?

Like generally, it's the little things you do that make a really big impact. I got a team member that is literally struggling and we've just had an AC unit fitted in her home for her. And that's personal.

But at the end of the day, that's a make or break for her. And she's just had an AC unit fitted in her home because I know how much it means to her. And her productivity has gone through the roof ever since.

So it's these little things that make a really big difference. We've had a VA that has contacted us to say they want to work where they're appreciated. Like I'm not recruiting for a VA, but this VA has reached out to us to say, when you have an opportunity, please, can you let me know?

Because we want to be appreciated. Create a safe space is another one. So like where you create a safe space where your team member can actually talk to you and know that you're going to look out for them personally.

It's phenomenal. I've had a couple of conversations in the last couple of months where a team member has told me the skills that they need to develop on personally because that's an avenue that they want to go down. And that avenue is completely different to what she does today.

I had another team member talk to me about her personal finance and situation and the things that she wants to do. And absolutely, if we can make things happen, why wouldn't we? Because our culture in my company is win, win, win.

So we want to create three wins. And that is a win for the company, a win for the team, a win for our clients and people that we work with. Experiences, like at the beginning, when I first started to do different things, and it was just me, the experiences were the things that really matter the most.

And often I'm a person that will go after the achievement and the result, but it's the journey that I've enjoyed the most. So just capture those moments. Sometimes take a screenshot.

I take my phone out and I take a picture and it might not be a perfect picture, but capture those moments because they really will mean a lot when you look back over a compound effect and you look at five years and you say, look at all the different things that we've done and all these different faces and where they are in their life. If you can do this generally, then show that you care because being appreciative and grateful will mean the world to the individuals, but actually it will mean a lot to you because it will show and it will make you feel that sense of achievement. So that's definitely one of my top tips.

And consistency. So once you do something, you can set, forget, it's blueprinted. You get yourself an EA, a PA, your team members and ask one of them to keep it up for you.

If you, birthdays is a perfect example. When we take a member of the team on in our manual that we have for onboarding them, one of them is actually put the birthday in the calendar because that's something that's going to be repeated on. So it's those kind of things that you can do.

You can set them, forget them. They mean the world to everybody that you work with. Remember that your team are handpicked by you.

You've handpicked these people out of millions of people in the world. And so they're just people. And so they're people that you've handpicked.

So looking after them, like should be your responsibility in my view. Cool. So that's the end of my top tips.

I hope everybody enjoyed it, but we're going to go on to Q&A. So any questions anybody has? And I'll start going into the chat.

[Attendee 4] (35:01 - 35:38)

I've got one if it's all right. Yeah, sure. I think you've touched it a few times and really great presentation.

I really enjoyed it. But just the difference or some more top tips of specifically how you include your VAs that are maybe in the Philippines without you having that face-to-face interaction. How do you fully bring them into that culture?

I know you've mentioned a couple of things of like sending them stuff. But have you been over there because I saw a couple of pictures that look like you maybe did. But just any sort of, if you could just dive into that a little bit more.

[Umesh Kalra] (35:40 - 37:18)

It's really, really a good question, actually, to be fair. And at the beginning, I even marked that maybe I need to go out there to the Philippines. And I realized that actually I don't need to.

I've got one of my team members that wants to come over here to us. Really good question. And I'd say when you're doing your kind of your check-ins with them every week, every month, that will build up your own rapport in any event.

And you're always giving feedback. But when you've got that one page of those five questions I went through, and everybody knows what that page is, and you're using that vocabulary yourself, it will slowly, slowly build up that rapport. It's really important to always make sure that, see, the job role is the job role.

But you understanding what your team member actually wants and needs is what is the benefit of them working for you versus working for any other company in the world. So trying to understand that. And then, like for me, for example, we've got a WhatsApp group.

And in our WhatsApp group, we share things. And I call different team members out every week for the different highlights and things that they do. And they get integrated just by that.

They get called out, asking a question, highlighting something. In your month-end KPI reports, now we've got that we give everybody a five, 10-minute slot to share their successes. That gets them engaged.

It gets them to own that space. And it also means that you don't have to talk for an hour. I hope that helps.

[Attendee 4] (37:18 - 37:20)

Yeah, Perver, that's great. Appreciate it.

[Umesh Kalra] (37:21 - 37:22)

Claire, you've got your hand up.

[Attendee 2] (37:23 - 38:00)

Hello. So I'm thinking about where we are in the year. We're in spring.

So most people have already written and published the plan for the year. And we're out of winter. In your experience last year, and then again this year at the moment, how much, when you're spending the time thinking about Culture Club, how much do you implement straight out of the gate and just go, boom, we're doing this as of today?

And how much do you go, do you know what? I need to put this on the back burner because it needs to be part of my winter hit list for next year?

[Umesh Kalra] (38:01 - 40:23)

Really, really good question, actually. I'd say I wrote down the full list and then the instant things that were coming up, I did straight away. So like birthdays, I hired a new team member, immediately just do it because you're going to do it anyway.

And I think it was a no brainer. Things like maybe your quarterly or your New Year's party, for example, where you've already passed the new year. So that probably goes on to next year.

So in the winter, you might want to look at what your budgets are, what you want to spend on it, where you want to go, what you want to do. But more importantly, if you are going to do something, finding out from the team what they like and what they want to do because the event is for them. So if I, for example, decided to go to Topgolf, which is where I suggested, but actually my team was spread everywhere and they wouldn't have been able to make it and it just wasn't working, it shouldn't be about what I want to do as that event.

My event is what they want to do that they're going to enjoy. And collaboratively, they came up with Fight Club. So we went to Fight Club and it worked.

And I don't really like going to London that much, but hey, it was a really good experience. So how much of it goes on the winter hit list would all depend on the things that you don't have enough clarity on. In my view, if there's something you need to set up for it, maybe your winter hit list.

But in all of these things, there's no real setup required. You're either doing it or you're not. Now, this is just a list.

Pick and choose like a menu, if you like. And the easy, quick wins just get done because you know that you want to do them. And in the winter, you can think about how you maybe enhance them or you might reflect on, I did this event last summer and my summer event, this is the feedback for it.

And out of that feedback, I accept these things I want to improve on and level up actually, it was really good and I'm going to replicate the same thing all over again. So you could do that part in the winter hit list. If you think that there's a graphic or a blueprint to create, your winter hit list is almost like the systems and applications and softwares that you need to put in.

So there's not much of it really for this, unless you've got some really, really enhanced kind of way of doing it.

[Attendee 2] (40:24 - 40:48)

I saw on one of your slides, you've got an image of a branded sort of certificate celebrating one year of success or something. And I thought, actually, that looks really smart. That's a pretty cool thing.

But in my head, I was like, well, that probably, you've got to make that asset. So that probably sits in a winter hit list sort of a zone.

[Umesh Kalra] (40:48 - 41:53)

So you and me would probably think about that in the same way, we'd overcomplicate that. And actually the simple thing to do near that time is, if you've got it on your MyHouse, which is anniversaries, once a month you're checking and you find out, right, Joe Blogs has got an anniversary coming up, literally get your graphic designer just to say one year anniversary, Joe Blogs, and they'll design it up. For me, my EA did that.

She put it together. She sent it to me and reminded me to say, you've got one year anniversary. And I then shared it in the WhatsApp group because she took ownership of that.

And she created it using Canva, took literally five, 15 minutes, whatever it was to do. It's not that hard once you start, you don't have to do. This is what I said at the beginning, my role is direct and decide.

I decided that we want to do the one year anniversary and direct it and then made the decisions with Danielle on what I wanted. And she went along and then just implemented it and made it happen for me. So don't overcomplicate it, just keep it simple.

You can review it in your strategy.

[Attendee 2] (41:53 - 41:56)

Yeah. Thank you.

[Umesh Kalra] (41:56 - 42:14)

Cool. Thank you. Anybody else?

Any questions? I've got lots of people on the call. Very little questions.

Speak up, I won't bite.

[Attendee 2] (42:20 - 42:42)

I'll ask another, if more people are thinking, have what's been the biggest flop? What's something that you've tried and gone, this just didn't work, didn't work for your team? Didn't work for your business?

Something that was like, seemed like a good idea, but that was probably not so hot.

[Umesh Kalra] (42:42 - 43:30)

The vitamins one. People are literally, you have ups and downs all the time. And I couldn't then have a low, medium, high, or how do you know whether that's a serious illness or not?

Or whether that little cold, like, am I going to be sending vitamins out every single week? But also, most importantly for me, if I have a cold for a few days, I'm that person that just gets up and gets on with it. And I would say to myself, man up.

If I'm saying that to myself, how can I now reverse that and be like, oh, it's okay. Get well soon. Take a week off.

It just wasn't me. So because it wasn't me, I had to stop that. And I had to say, right, you know, I did it first few times.

And then after that, I just knew it wasn't going to work because it was very unnatural for me.

[Attendee 1] (43:32 - 43:34)

So that was like... Get to work.

[Umesh Kalra] (43:34 - 43:36)

Yeah. You know, yeah.

[Attendee 1] (43:37 - 43:40)

Not have a vitamin and take all the time you want.

[Umesh Kalra] (43:40 - 43:41)

Exactly.

[Attendee 6] (43:42 - 43:42)

Yeah.

[Umesh Kalra] (43:43 - 44:51)

But I mean, we've got a very flexible work team, right? I mean, everyone's committed to get the work done. I've got team members that have got young kids.

I've got team members that need to go and pick up and drop off at certain times. I do too. They know that I've got to go and pick up and drop off.

So it very much works like... Here's the thing. I mean, this is how amazing your team can become.

I was at Property Entrepreneur last month and we had no child cover. My executive assistant picked our kids up from school and then brought them home to our house and looked after them for a couple of hours until we got home. And not only that, her daughter was doing plaits in my daughter's hair when we got back.

And it was just like the bond just happened. And when your team naturally feel respected because you genuinely respect them, they will just fit in so well.

[Attendee 3] (44:53 - 45:20)

Umesh, I once had a girl, a lady work for me the first time I ever hired somebody and she worked for me and about two months in she broke her arm. And then she messaged me to say, I'm really sorry, I can't work for the next six to eight weeks. I've broken my arm.

And my reaction was, well, you've got another one. Why can't you use that one? Does that not work?

[Umesh Kalra] (45:21 - 45:23)

I don't think it works very well.

[Attendee 3] (45:25 - 45:30)

She didn't last very long with me. Is that expecting too much?

[Umesh Kalra] (45:31 - 45:35)

I think so. I think you need to get some employment training.

[Attendee 6] (45:37 - 45:37)

I'm joking.

[Umesh Kalra] (45:41 - 45:54)

I'm very fortunate because I'm married to Anita so she's an employment lawyer. So I can sometimes think of things like that and she'll very much, Umesh, this is where you need to sit.

[Attendee 3] (45:55 - 45:58)

Yeah, I need someone to rein me in.

[Umesh Kalra] (45:59 - 47:13)

But it's just like having natural things that you might want to receive and have. One level up that we made, Claire, which goes on from your question is so I really like the idea of giving a gift to my team members when they started. So we had flowers, we had a gift on the first day they started.

This year we've amended it that they get it a few days before they start because you want to build up that appreciation before they've even started. So we've just amended that. That was a level up that we just rewrote very quickly.

You know, not a big deal. And actually it makes more sense to do that. Yeah.

Right, so any other questions? Anything else anybody wants to go through? I know there were some questions on the Facebook group regarding WhatsApp and labels.

Somebody put a message on the group about how you use busy WhatsApp to organise conversations and what have you. Was that you, Tom?

[Attendee 5] (47:17 - 47:28)

I think it would be us as well. Actually, Umesh, we struggle with the noise in the WhatsApp group. But there was a video that they shared, but I haven't had a chance to look at it yet.

I think the video was from Lee.

[Umesh Kalra] (47:29 - 49:14)

Yeah, have a look. Watch that. Watch that video.

So WhatsApp is like the busy, the new inbox. And the way that I manage WhatsApp is I've got labels. So I use business WhatsApp and I've got a whole load of different labels.

And then what I do is, is every time I have a new conversation or group or every conversation, I tag it to a label. And then I have different set times for me to work on those labels. So I've got a label called Money Road Clients.

And every time I've got a client or I've got a WhatsApp group for them or there is a conversation with them, I tag that. And I know that I want to go back and talk to my clients at least two times a week. We generally do an update two times a week.

So I will go into that label two times a week and I'll just focus on that label. And I'll go through those groups and I'll give them their updates, give them whatever I need to do. Sometimes I'll go in, I'll see what the messages are or I'll see what the tag is.

And then I will draft up a response and pass it to the relevant team member to say in that group, that's a message, that's a reply you want to do. Then the next time they'll do it without me even having to get involved. So labels, labels is the way that I go through those conversations because you don't want it to be crazy, but you know that it is going to be crazy.

I get a lot of responses out of WhatsApp. I use it. I use it all day, every day.

It's our tool that we use next year or the year after I might consider using Teams for internal chat and WhatsApp for just client and supplies. Labels, labels.

[Attendee 1] (49:14 - 49:15)

The game changer when you do that.

[Umesh Kalra] (49:16 - 49:16)

Yeah.

[Attendee 1] (49:17 - 51:27)

When you move all your internal stuff to one platform, it makes a massive difference, not only to the way that you communicate with your team, but also to the workflows that you can create. We integrate so much soft, I mean, you can do it with Teams, it's just another type of platform, but you can integrate so many external software platforms to that particular software. So everything is centralized.

Like within our internal teams, we have no email and no WhatsApp. And if anyone does any email or WhatsApp, it gets bounced straight back to Slack because we're trying to encourage everything being in one place. Plus when you're searching for messages or files or anything, it's stored on one central server and everything is there.

We've got everything on there and you can organize everything so well. It's not that great if you're dealing with loads of external people, because if you're dealing with lots of external people, you probably want to still use WhatsApp because it's like universal with everyone. But Slack and Teams is really, really good.

So if you're going to have a team that's more than five people, three to five people, then I'd certainly recommend going onto a platform like that. It makes your culture amazing. But we've integrated like recognition stuff into Slack where people give each other tacos and people like say amazing things about each other every single day.

Like it takes a bit of time to get going. And it's something that I sort of championed at the beginning. But now it's got its own legs and everyone gets involved.

It's great watching people just say thank you for the little things every single day to each other. And then you get big things happen, like people say happy birthday and give each other tacos for it. So I always know when it's people's birthdays, because people are always saying about it within our Slack channel.

So it gives us as CEOs a really great opportunity to jump on it and go, oh, here you go. Happy birthday. Here's some tacos.

And tacos basically mean prizes.

[Umesh Kalra] (51:27 - 51:29)

So I'm joining your team.

[Attendee 1] (51:29 - 51:38)

Yeah. Can I actually, can I? Oh, I can't.

I was gonna say if I could share my screen, I could show you our taco channel.

[Umesh Kalra] (51:38 - 51:51)

I've seen Slack and actually Slack's really good. And it's on our table April this year. It was brought to the table.

And I literally did that, Claire. I parked it to say we'll revisit it.

[Attendee 1] (51:51 - 53:00)

Yeah, it's a difficult one to get set up and get going. You really, as an owner, if you want to get it going, you have to be on it for a long period of time to get people into the habit of using it properly. But like if you've got Revolut as a bank account, Revolut links to Slack so that all the transactions can pop up in the channel.

And then people can go onto the transaction and make a comment about it. Like, you know, this has been allocated or this has been done with this. I've chased this or done that.

You know, a whole booking system is linked in with it. You could probably have, if you do HMOs or rentals, you could probably have your rental system in with it. So like if a payment comes in from a client, you can have someone then go, this is the rent for this property, you know, and, you know, and you can tick it off as been paid or whatever that might be.

But it's all just in one place and it just totally game changes it. And you can do what, you know, you can do labels with WhatsApp. You can just take it to a whole new level.

You can create workflows with messages and it just game changes the whole thing. But it's only, I would say, if your business is going beyond that sort of three to five employees, that's where it's really valuable.

[Umesh Kalra] (53:01 - 53:18)

Brilliant. Yeah, cool. It's definitely on the cards to have a look at.

Thanks for that. Any other questions before we give you some of your minutes back and you guys have probably all got busy schedules? Start implementing some of the Culture Club things that you liked.

[Attendee 6] (53:22 - 53:26)

Thanks very much. Thank you. Thank you very much.

Cheers.

[Umesh Kalra] (53:27 - 53:28)

Thanks guys. Take care.