



# MASTERING ZEN WORK CULTURE

CULTURE FIRST, RESULTS FOLLOW

**SPEAKER: KOLLOL NAG**

HEAD OF EMPLOYEE EXPERIENCE,  
QUALITY ASSURANCE & ADMIN



28 AUG, 2024



4.00 PM - 5.00 PM



LEVEL 13



A photograph of three business professionals (two women and one man) sitting around a table, high-fiving each other in a celebratory gesture. They are in a bright, modern office setting with large windows and indoor plants. The man is on the left, wearing a dark suit. The woman in the middle has long reddish hair and is wearing a blue blazer. The woman on the right has long dark hair and is wearing an orange blazer. On the table in front of them are various items: a laptop, a calculator, a smartphone, two coffee cups, and some papers with charts. The overall atmosphere is positive and collaborative.

**CULTURE FIRST,  
RESULTS FOLLOW.**



# CULTURE?



# WHAT IS ZEN CULTURE?



PEOPLE ARE FLAWED

---

To be human  
is to be  
beautifully  
flawed.

– *Anonymous*

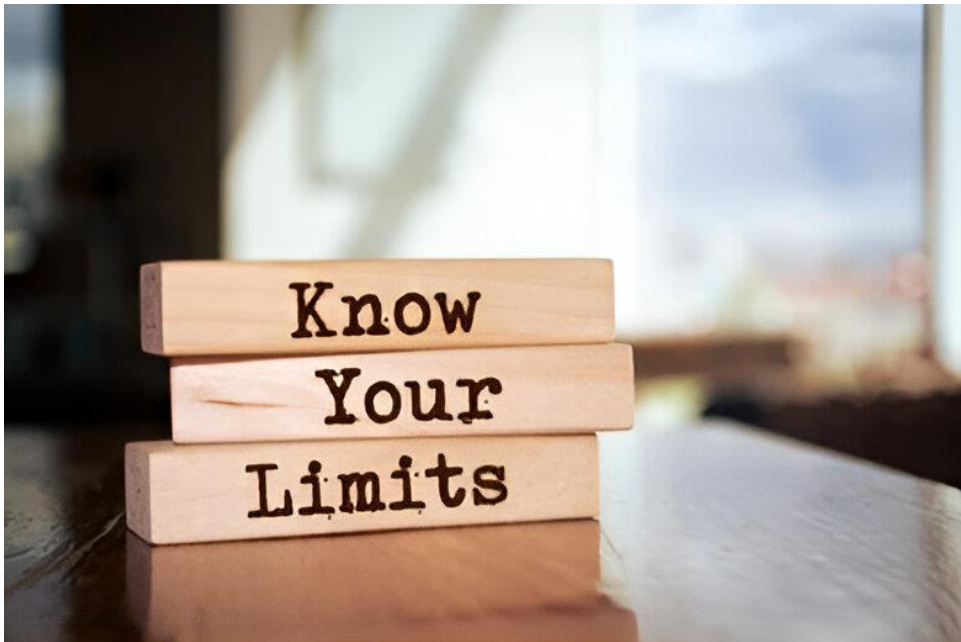
”



A person in a dark coat stands with their back to the camera in a room with white walls. The walls are covered with numerous small, rectangular photographs or notes, some of which are also scattered on the floor. The scene is dimly lit, with a blueish tint, and bare tree branches are visible in the foreground.

# PEOPLE'S COMMON LIMITATIONS

## **A: PEOPLE DO NOT KNOW THEIR OWN LIMITATIONS**



“

Knowing yourself is  
the beginning of all  
wisdom.

— Aristotle

## **B: PEOPLE KNOW OTHER PEOPLE'S LIMITATIONS VERY WELL**



“

It's easier to attack  
others than to admit  
our own vulnerabilities.

— *Anonymous*



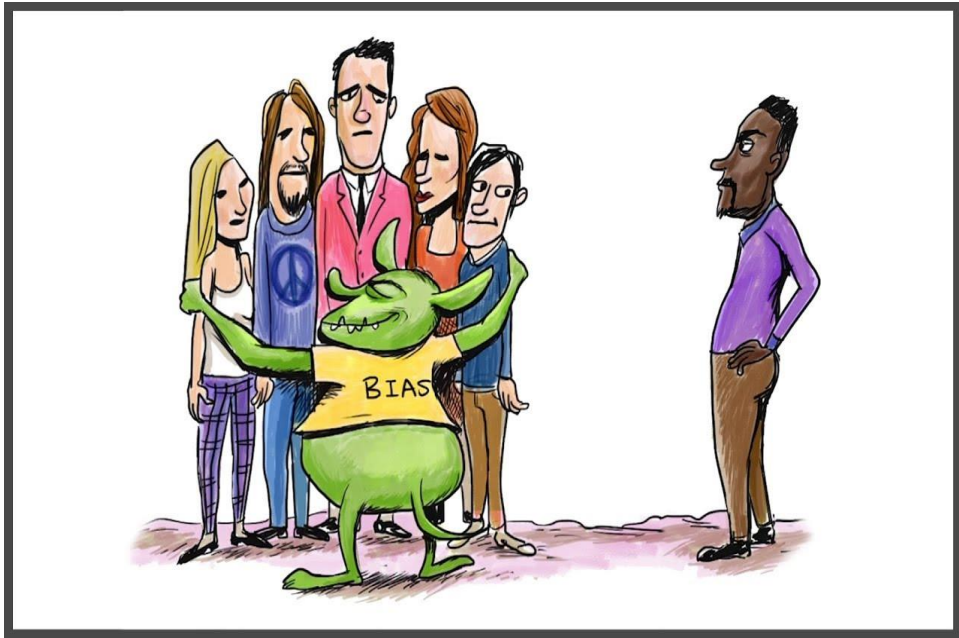
# C: PEOPLE HAVE A LOT OF EGO

When confidence becomes arrogance, you risk ruining everything you've worked hard to build.

– *Anonymous*



# D: PEOPLE ARE BIASED



Egotism is the  
anesthetic that dulls  
the pain of stupidity.

— *Frank Leahy*



# E: PEOPLE ARE SELF-CENTERED



A man wrapped up in  
himself makes a very  
small bundle

— *Benjamin Franklin*

# F: PEOPLE REACT, THEY DO NOT RESPOND



Look before you leap  
— *Proverb*



# G: PEOPLE DO NOT COMMUNICATE ENOUGH



“

The single biggest  
problem in communication  
is the illusion that it has  
taken place.

— *George Bernard Shaw*

# H: PEOPLE ARE IMPATIENT



Impatience is the enemy  
of understanding

— *Anonymous*



# SELF-REFLECTION

---



The more you know yourself,  
the less you allow  
things outside of you to  
control your life.

– *Anonymous*



# A WORKFLOW OF ZEN RESPONSE





**ANY  
QUESTION?**

