



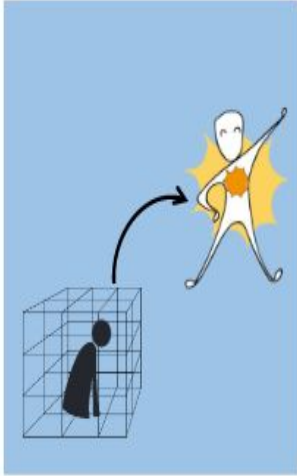
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SUBJECT : CPDP (3150004)
SEMESTER : 3

**CREATOR OF
DESTINY**



Become a Creator of your Destiny

The mode of response for the future of work

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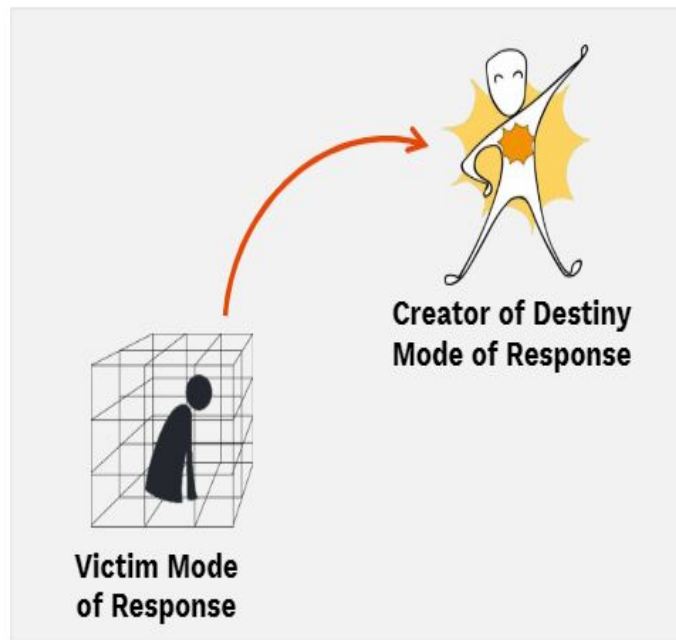
01

Who is a Creator of Destiny?



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When circumstances are challenging, there are two modes in which we typically respond



Let us explore each →

The 'Victim' mode of response in action

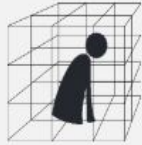
For example -



"I did badly because of my boss!"



"Why do all the bad things happen to me?"



VICTIM OF MY CIRCUMSTANCES

"No one listens to me. I'm just a junior."



"This problem is too tough, I'm stuck. I can't proceed until the teacher tells me how to solve it..."



In each example, identify what is the 'cage' that is making the person a victim of his/her circumstances.

The 'Creator of Destiny' mode of response in action

For example -



"My performance was bad this time. Let me identify areas where I can improve so this doesn't repeat."

"I don't have to cope with the situation I'm in. I can figure out solutions and move forward."



"The way I do any task, however small, can make a difference to the people it is meant for."



**CREATOR OF
MY DESTINY**



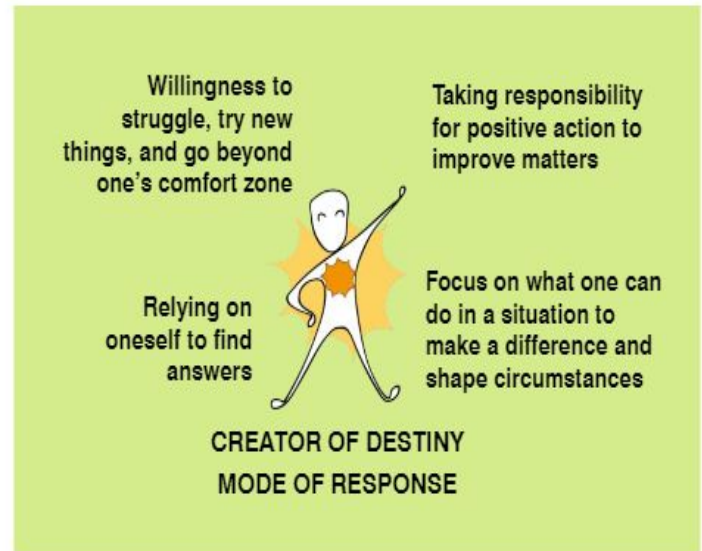
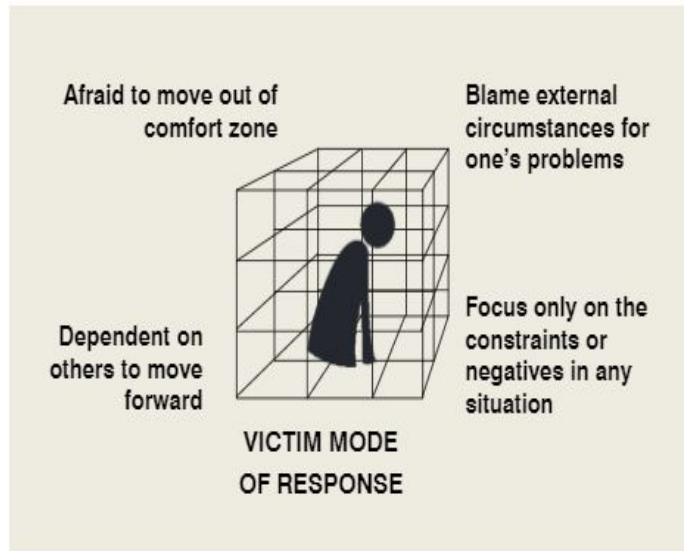
"I'm stuck in this problem. This means I must go deeper to figure it out..."



What is common in the way all these people are dealing with their situation?

What is the difference between the two modes of response?

Some key differences in the thinking and approach –



02

What mode of response do future workplaces demand?

Workplaces of the future are changing



All this demands a new mode

Let's take a closer look at 4 future workplace trends, to understand what is expected of us in such workplaces →

Future workplace trend #1

The jobs we get won't have clear-cut roles and well-defined expectations.

FOR EXAMPLE

Two fresh recruits Farhan & Maya have joined the content team of a digital learning company



I've been told to do content research, but I don't know what is expected. They are only discussing ideas. I'll have to wait until they tell me what I'm supposed to do & how to do it.

VICTIM MODE

Waits for others to tell her what to do

This discussion is giving me clues on what to look for when I'm doing research for the content we need to build. Let me make a research guide out of it..

CREATOR OF DESTINY MODE

Relies on oneself to figure out what to do, proactively takes initiative



What do you think is expected of us in such a situation?

Future workplace trend #2

We will be working in a field where the knowledge, technologies, methods, skills are continuously evolving.

FOR EXAMPLE

Two approaches to developing as a professional



RAKESH

"I have an engineering degree from a good institute. So that qualifies me for the best assignments. No worries..."

- Attends training given by the company. Doesn't study beyond that.
- Takes projects only in his area of training. Avoids projects in other areas. Waits for assignments of his liking.

VICTIM MODE

No attempt to move out of 'comfort zone'



JAYA

"My degree from a top institute got me this job. But its important to continuously build my capabilities to keep ahead of the latest in the field..."

- Continuously trains herself to build skills, study new areas, learns the latest technologies.
- Tries to take projects in different kinds of areas - that are opportunities for her to challenge her thinking, learn new things, improve expertise.

CREATOR OF DESTINY MODE

Keeps stretching one's abilities to go beyond comfort zone



What do you think is expected of us in such a situation?

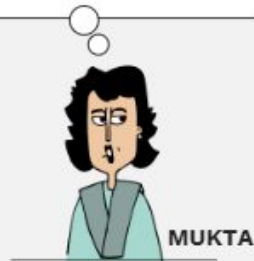
Future workplace trend #3

We will be working in a highly goal and results-driven environment.

FOR EXAMPLE

Boss: "Get this work done by the end of this week." How two employees respond:

But this will take at least 3 weeks to get done... the process requires that much time... the boss is being unreasonable.



VICTIM MODE

Sees her work approach & process as something she has no power to change (cannot take less than 3 weeks)

If we need to get this work done by the end of this week, then we need to think & work differently.

What aspects of our work take time?
Can we do without them & if not, how to do them more efficiently?

How to reorganize ourselves to work faster?

....



GEORGE

CREATOR OF DESTINY MODE

Sees the possibility of modifying/ Improving his work approach & process in order to meet the goal at hand



What do you think is expected of us in such a situation?

Future workplace trend #4

The environment is volatile & uncertain. So the organizations we join are expected to become far more agile & responsive.

FOR EXAMPLE

To improve the speed of their services, a company introduces a new technology that people are expected to use in their work. How two employees respond:

KUMAR



Why is this even needed? It won't work!
I'm sure these systems won't be able to handle the kind of variations we have to deal with in our work.



I won't use it! As long as I give them the data they have asked for, how does it matter?

VICTIM MODE

Resists the changes & finds excuses for not changing oneself (the new systems won't be

JASPREET

It's not going to be easy to move to this new system.

But let me start by getting small parts of the work done using this system. Then as I get used to it, I can move bigger parts to it.



Let me also experiment with its different features to explore what is possible.

CREATOR OF DESTINY MODE

Takes responsibility for making the change and adapting to the demands of the situation



What do you think is expected of us in such a situation?

03

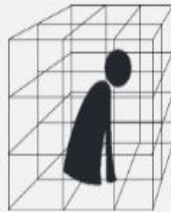
Living as a Creator of Destiny

The 'Creator of Destiny Response' is a choice you make –

Where In every situation or challenge, you make a choice – to respond as a creator of destiny, even if the circumstances seem tough, adverse or overpowering.

The creator of destiny choice:

Let me come out of this



**Victim Mode
of Response**

Why not respond like this?



**Creator of Destiny
Mode of Response**

CAREER STORY 1

See the real-life story of Harnek Singh, a messenger in a public sector bank.

In April 2008, the Punjab state government announced a compensation package of approximately Rs.350 crores to the landowners, for acquiring of large chunks of land for the expansion of the Chandigarh airport. All banks saw this as an opportunity - the compensated villagers would need bank accounts to deposit the money they received.

Harnek Singh was a messenger (office boy) in a public sector bank. His bank was conservative and the manager and staff felt they stood no chance in front of all the aggressive private banks. Moreover, they didn't even have a branch in these villages. Harnek Singh approached his branch manager:



Sir, we are trusted by the people. Why will they not prefer to deposit with us, if we only reach out to them?

I know these areas well. I will reach out and go to them... they don't have to come to us.

continued...

...continued

So Harnek Singh began his rounds going door to door, village to village... meeting with people, getting to know them... talking to them and talking about his bank...requesting them to open accounts with his bank.



Beginning early morning, often his rounds went late into the night... When they couldn't come to the branch, the bank team went to them and completed formalities...

They trusted Harnek & so they trusted the bank.

The bank got Rs.170 crores of deposits from this effort. Far more than any other bank. Harnek's bank also opened a branch in one of these villages.



Harnek also reciprocated the trust of the villagers. He had become an "insider" in the community. Villagers were often unable to travel miles to get to the bank, but were in urgent need of money. Harnek ensured he got their money to them – at their doorstep.



What can you learn from Harnek Singh, to live more as a creator of destiny in your life?

CAREER STORY 2

See Anjali's story –

Anjali was keen to start her own business after her education. However, under pressure from her family to find a stable job and settle down, she took up a job in a large software company. Now in her thirties, though she has a job with a good salary and lifestyle, she is increasingly unhappy with her career.

All because of my family I lost my chance to do something meaningful in my career! Now it is too late... I can't just leave everything and start afresh, I have too many family responsibilities...



Although Anjali made the choice to join a stable job, she blames her circumstances for the lack of meaning & fulfillment in her career and feels helpless because of it. **But she can choose to come out of this situation, by taking responsibility for finding her own solutions.**



What can you learn from this story, that will help you live more as a creator of destiny in your life?

CAREER STORY 3

Explore what happens when we make a decision to tackle sticky and tough situations, by responding as a creator of my destiny in this real-life story.

Padma was assigned as administrative manager of a company branch that was doing very badly. It also had many litigations (law cases) going on against it.

Sharma, these cases are a serious problem! They are taking up so much of our resources... why hasn't anyone done anything about it?



Madam, most of these cases are over 15 years old... it has always been like this and always will be... you know how our country's courts work... nothing ever gets solved here...

Don't waste your time worrying about this... anyway the company is thinking of closing this branch down.

continued...

Padma was faced with two choices

All these cases are caused by my predecessor! I can write to the head office and tell them all these troubles are because of my predecessors. There is nothing I can do about this.



OR

*I can transform the situation!
I can do something to resolve
all these pending cases.*

Padma made her choice! She met with the lawyers to understand each of the cases, and she personally began working out solutions with advice from many of her seniors and lawyers.

By the time Padma got transferred from that branch 2 years later, all the long-pending litigations had been resolved. Moreover, measures were put into place to avoid such cases in the future.



Further, the branch business was also turned around. By the time she left, her branch had got an A+ rating from the company.



What can you learn from this story, that will help you live more as a creator of destiny in your life?

CAREER STORY 4

Explore what happens when you decide not to wait for others, or complain about your problems but take responsibility to find an answer yourself. Here is an inspiring story of villagers of Taj Nagar

I am Hari Kishore from Taj Nagar. You may not have heard of this place. Ours is a small village near Gurugram with around 3000 people.



Many of us go to Gurugram, Delhi and even nearby Rewari every day for work; students go to colleges there and businessmen regularly travel for business. *But until few years ago we had to travel 6 kms to catch a train from either Hailimandi or Patli stations.*

Many years ago, when the Railways constructed a railway line passing right through our village, we were very pleased. At last, we can have our own station, we thought. When our Panchayat members approached the railway officials with this request, they said they would have to get permission from their higher-ups in the Railway Board.

We waited for a long time. When we did not get any reply, our Panchayat members again reminded the officials. One of them told us, "We tried our best to get the Railway Board to agree. But they have already overshot this year's budget. And they have drawn up plans for the next year also. So they said that they cannot comply with our request for the time being."

In 2007, somebody at our village meeting put forth this proposal : *"Why should we depend on others for our station? It is we who need the station. Why not build it ourselves?"* But another said, "Will the Railways give us permission?" Yet another said, "You might build the station, but will the trains stop there? "

So our village officials made another trip to the Gurugram railway office. The official was impressed but said "You can go ahead with constructing the station. But ensure that you follow the Railway rules.

continued...

Once you complete it, we will arrange for trains to halt there.”

In late 2007, a panchayat meeting was held to which all villagers were invited. Here, a resolution was passed – *“We will build the Taj Nagar railway station from our own resources.”* Accordingly, a Gram Seva Samiti was formed which took the responsibility for collecting funds for the construction.

Plans were drawn up and sent to the Railway office. Once they were approved, the fund raising work started. The Samiti head said, “Each of us will contribute as much as we can spare. Let’s see how much we can collect.” Each of us contributed according to our capacity.



In the month of January 2008, construction began. *Some hurdles came in the way, but by now we were sure that we could find solutions and that is how it happened.* It has taken us 3 years to build the station but finally it is ready - platforms and a ticket counter are ready. The Railways helped us construct a waiting room.



What can you learn from this story, that will help you live more as a creator of destiny in your life?