

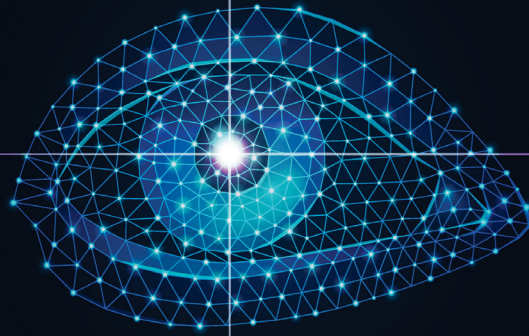


TIME



Bangalore Chamber of Industry and Commerce

# e-SYNERGY



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Namma Karnataka-  
Gateway to Future India

## VISION

Look Beyond

Together We Should

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I am Certified ScrumMaster by **SCRUM ALLIANCE** and wish to share about **Scrum Framework of Agile methodology**.

## Agile vs. Waterfall

Agile and Waterfall are among two methodologies which are adopted in project management. Agile methodology was developed looking at Waterfall methodology which is more of rigid structure. Agile framework was developed as a flexible that open to include changes even it comes late in the process, and welcome feedback from all stakeholders.

## What is Agile methodology?

Agile is iterative and incremental project management framework. And very simple. It deals efficiently with the changing situations. In an Agile practice, the project gets split into iterations. It is due to during the priority changes due to development process and the situation, user mindset, technology etc.

The framework focus on splitting the project into sequences of iterations called sprint. Every sprint will have duration of maximum 4 weeks. In this methodology, the complexity of the project is split and all changes are accommodated during the sprint meeting. At the end of every sprint, stakeholders and the team review together their work, accommodate adjustments for the next sprint, and it

# Scrum Framework of Agile Methodology vs. Waterfall

gets repeated until complete. The point of Agile is the constant, incremental delivery of value throughout the project, instead of all at once at the end in the case waterfall framework.

Typical a software development project can take years to complete, and technology can change significantly during that time. Therefore, Agile was developed as a flexible method that welcomes changes.

The iterative method of Agile follows many frameworks including the Scrum, Lean, Kanban, Extreme Programming, Feature-driven development etc. Among these, **Scrum is the most commonly used framework**. Every framework target to make it light weight with a set of minimal rules. The goal of every framework being reaching the goal in an agile way.

The scrum focuses on three roles to go through the development cycle. The scrum master who is the coach who connects the team and the customer. The product owner is the Subject Matter Expert who will know the customer need and will share with the team. Further, the

team includes developer and testers to work on the project. Scrum method follow practice of daily 15 minutes stand-up meetings, sprints and sprint retrospective to check the status of the project regularly. Feedbacks are exchanged and adjustment are done at every stage. Agile follows four step approach – Plan, Execute, Check & Adapt and driven by Value & Collaborative. Agile was introduced in 2001 by 17 Software Techies.

## What is Waterfall methodology?

Waterfall methodology is a linear way of project management which ideal for projects where the end result is clearly established from the beginning of the project. The expectations for the project and the deliverables of each stage are clear. Once the end goal is established, Waterfall does not involve the customer or project owner during the process, except specific checks for deliverables. Outcome of the project is outlined from the start, so incorporating customer feedback is not an ongoing part of the process. So, Waterfall has a fixed timeline and is not as flexible. It is also termed as Defined framework.

## 12 Principles/ Manifesto of Agile:

- Customer Satisfaction, on Time Delivery, Expected Outcome
- Accept Change at any stage of Development, Produce Competitive Product to Customers
- Continuous sharing of working software, not documentation
- Business Team & Development Team works collaborative
- Motivated Work Environment with support
- Daily stand-up meeting – Face to Face
- Measure work progress
- Promote sustainable development
- Good Design will improve agility
- Keep Process Simple, discuss for solution rather worrying about problem
- Empower team to generate ideas
- Introduce games during meeting – ease tension

## More about Scrum Framework and terminology:



### Framework:

- A Framework to manage complex problems/products
- Framework to employ various processes & technique
- Not a process or technique or definitive methods
- Lightweight, simple to understand, Difficult to Master
- It is Simple, deals with efficiently with changing situations
- Focus on split project into sequences of iterations called Sprint, So there is split of complexity of project
- **Founders** are Ken Schwaber & Jeff Sutherland, in the early 1990s

### Scrum Theory:

- Founded on Empirical Process Control Theory
- Employs an iterative, Incremental approach to optimise predictability & Control Risk

### 3 Pillars of Empirical Process of Scrum:

- Transparency: Significant Aspects of process to be visible
- Inspection: Diligently to be planned inspection, not too frequent
- Adaptation: Adjustment to minimise deviation of process

### 5 Scrum Values: C FOR C:

- Commitment – Focus – Openness – Respect – Courage

### Scrum Artifacts:

- Information radiator to achieve transparency

### Product Backlog:

- An ordered list of all deliverables to be needed from Product
- List have all features, functions, requirement, enhancement & fixes to be made on product
- List is dynamic & never complete. Deliverables are assigned to each individual
- It will have description, order, estimates & value to prove its completeness when "DONE"
- Development team supports in estimation
- Product owner compares & reviews progress for the goal considering current, past and future sprints and monitors

### Sprint Backlog:

- A set of product backlog items selected for the spring
- A plan for delivering the product increment and realizing the goal
- Sprint backlog is highly visible & real time picture of the work

### Increment:

- Sum of all product backlog items completed during a sprint
- Value of the increment from previous sprints
- End of Sprint, it must be in useable condition called "DONE"

### Product Backlog Refinement:

- Act of adding details, estimates and order to items

### Scrum Team - 3 Primary Roles:

- Self-Organising: How best to accomplish work, not directed by outside
- Cross-Functional: Teams have all competencies
- Optimise flexibility, Creativity & Productivity
- Deliver products iteratively and incrementally, maximising opportunity for feedback
- Development team size to limit between 3-9 people

### Product Owner:

- Sole responsible for managing product backlogs & own ROI
- Understand customer need
- Ensure to get Best achieve goals from teams
- Ensure product backlog visible & transparent

### Development Team:

- Professionals responsible to work of delivering & getting it status of 'DONE'
- Cross functional team with all required skills
- People will be assigned product backlogs

### Scrum Master:

- Help everyone to understand and Implement Scrum process
- Remove individual gaps – team & product owner
- Help to maximise team interactions
- Coach to Product Owner, Development team, Organisation

### Scrum Events:

- Prescribed meeting used in scrum to regularise & minimise meetings

### Sprint:

- Heart of Scrum is a sprint and limited to a time-box of one month or less
- Deliver "DONE" – a useable & releasable product is created
- Sprints consists of Spring Planning, daily scrums, Product Backlog, Spring review, Sprint retrospective
- No change is made during sprint which endanger the spring goal
- If too long duration, risk of change, complexity and more cost loss arise



## Cancel Sprint:

- Only product owner can cancel Sprint which is very rare

## Spring Planning:

- Plan is created by collaborative work of entire scrum team
- Maximum time for planning is 8 hours for one month sprint

## Spring Goal:

- Objective set for the sprint to implement through product backlog
- Development team to collaborate with Product owner to negotiate the scope of product backlogs

## Daily Sprint:

- Daily 15 min time-boxed event for development team at same place & time
- Questions are asked like
  1. What did I do yesterday?
  2. What will I do tomorrow?
  3. Do I see any impediment that prevents me or development team from meeting Sprint Goal?

## Sprint Review:

- Four hours meeting for one-month sprints
- Review held at the end of the Sprint to inspect the increment
- Development team demonstrate the work "DONE" and answers increment
- Attendees – scrum team & key stack holders invited by Product owner

## Spring Retrospective:

- An Opportunity for the scrum team to inspect itself and create a plan for improvement
- 3 hours meeting after sprint review and prior start of next sprint
- Sprint master ensure that meeting is positive and productive

## Definition of 'DONE' & Acceptance Criteria:

- Every product backlog item gets declared as 'DONE' – it must be accepted by all team members and they must know in advance when it is called 'DONE'
- Team must be appraised how a work is 'DONE'
- Specific criteria description for each user story called 'Acceptance Criteria.'

## End Note:

- Scrum is free and offered in guide book
- Scrum's role events, artifacts and rules are immutable
- Part implementation is possible, but this is not scrum

## Scrum Team Tools & Technical:

- Common tools and techniques used by Scrum team as follows
- Tuckman's Group Development Tools and Technique – Forming, Storming, Norming, Performing, Adjourning.

- Scrum Master tools Cynefin Framework – Simple, Complicated, Complex, and Chaotic.
- The Japanese Shu Ha Ri – Shu – self-disciplining, Ha – Innovate things, Ri – Execution
- Root cause analysis

## Agile & Distributed team:

- People across the globe on projects to work agile way

## QA team and Scrum Process:

- QA role is to write test cases and report bugs
- QA is extended team in Scrum team and equal to the development team in any scrum projects

## Effective Manager's traits:

- Scrum process empowers the team to speak and share their views
- Scrum Manager to let product manager know, will motivate team to work towards delivery

## 5-Steps to create Working agreement in Scrum Team:

- Each member to have stick-it notes & write views about project, deadline and completion etc.
- 3 minutes is given to each person to fill blank format to write 3-5 ideas
- Ever member to read one idea and ensure that other person do not repeat the same idea
- One person to make a note of all the ideas
- Take voting to come to a common working agreement from the list

## Cross Functional & Self Organisation:

- Scrum team includes developers, testers, product owners scrum master and high-level stakeholders
- These team are self-motivating in agile development and are independent to complete their task
- Do not require anyone to monitor but they manage themselves

## Release Planning using velocity:

- Release planning to plan and make scope, budget and date for increment delivery in an agile project
- Planning to have multiple sprints until final product is released
- Discussed in the release planning meeting of Sprint

## Sprint Burn down & Release Burn down chart:

- Sprint Burn down chart is used to monitor progression within sprint for 4 or more weeks, bigger team size, complex backlog
- Release burn time used to track progression of scrum project as whole, showing X-axis sprint and Y-Axis pending work beginning each sprint
- It predicts completion of project



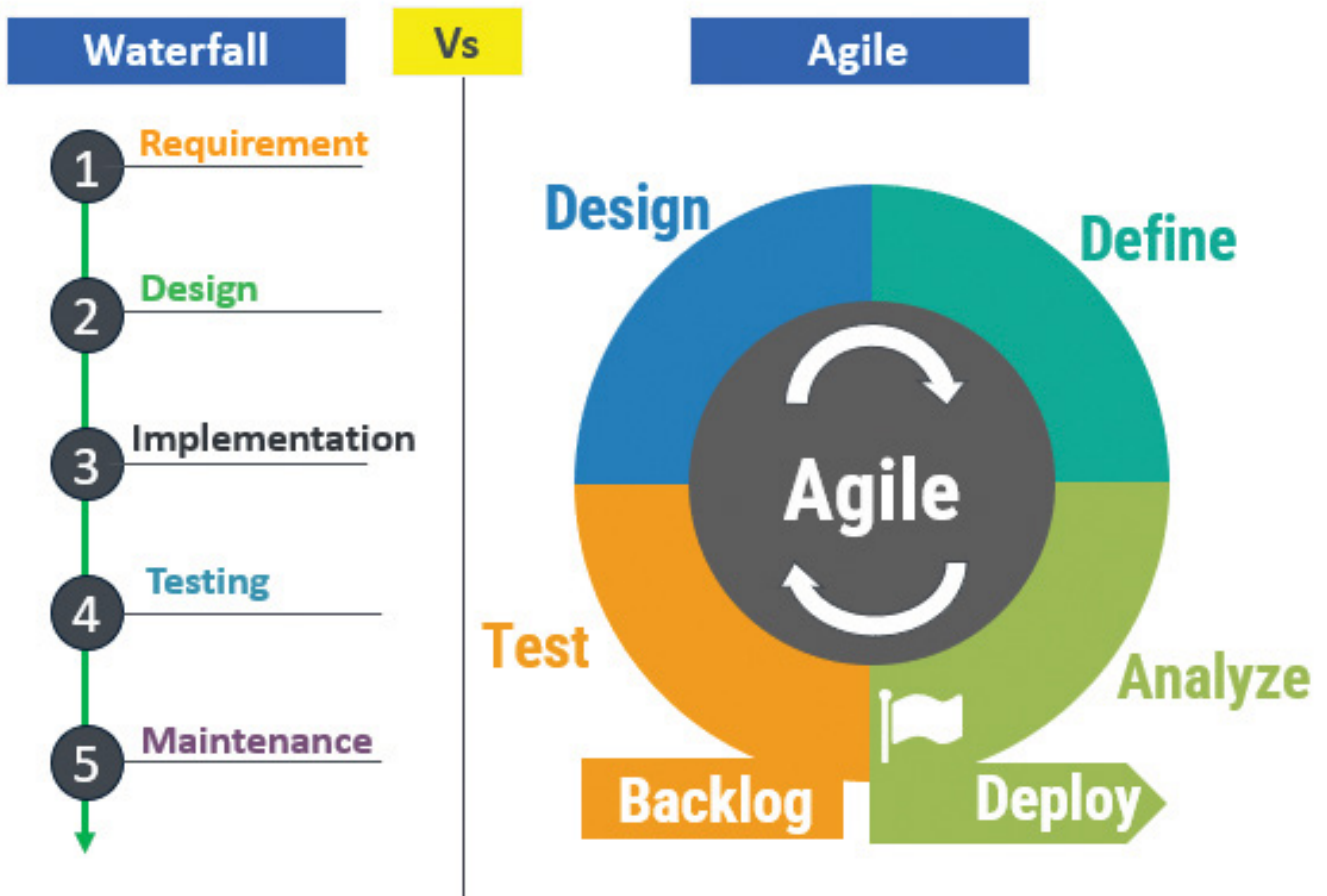
**Idea Pass & Story Point:**

- Story point is unit less measurement used to calculate size (effort) of the product backlog
- Relative comparison with other backlog stories
- Fibonacci series used as 1,2,3,8,13... Higher level is called Epics
- Idea days is time required to complete each product backlog, based on experience

**Uses of Scrum Framework:**

- Used in Products, Services and Management
- Software, Hardware, Schools, Automotive, Government, Operation & others
- Highly adopted in the space of Autonomous, Connected and Electrification of automotive product development
- Scrum is small team of people – highly flexible & adaptive

**A schematic Diagram of Waterfall Vs Agile Methodology:**





## Mr. Ravi Challu

Chairman, Start-Up Hub, BCIC  
and Founder & CEO  
Bulletproof Your Startup

On May 12th, BCIC Startup Hub and TE Connectivity joined forces to organize an impactful seminar that aimed to empower startups and small to medium-sized enterprises (SMEs) in the field of electric vehicles (EVs), smart cities, and industrial automation. The event garnered immense participation, both in-person and online, with over 100 attendees present at the venue and more than 290 participants joining virtually. This seminar not only provided valuable insights into new opportunities in the EV space but also offered a platform for startups to connect with industry experts and explore avenues for global exposure. Startups and SMEs benefited immensely from the knowledge shared during the event, gaining insights into new opportunities in the EV space and discovering avenues for global exposure.

Let's delve into the highlights of this highly successful event and the crucial roles played by BCIC Startup Hub and TE Connectivity.

### Exploring New Opportunities:

The seminar encompassed a wide range of topics, including emerging opportunities in the EV sector. Participants had the opportunity to learn about the latest trends and developments in the industry, enabling them to stay ahead of the curve. By attending this event, startups and SMEs gained a deeper understanding of the potential support available through TE Connectivity's vast network, which could assist in optimizing their product designs and accessing global markets.

# Accelerating Startups and Fostering Innovation:

BCIC Startup Hub and TE Connectivity Seminar a Resounding Success

### TE Connectivity: The Engineering Partner

TE Connectivity (TE) emerged as a reliable engineering partner during the seminar. Renowned for its cutting-edge connectivity and sensor solutions, TE Connectivity possesses expertise across multiple verticals, including EVs, Smart Cities, and Industrial Automation. Startups and SMEs were told about TE's advanced solutions, that could enhance their design optimization, reduce costs, improve performance, and elevate the overall user experience. TE's commitment to supporting and partnering with entrepreneurs was evident, as they offered tailored component designs and technical mentorship to accelerate business growth.

### BCIC Startup Hub: Overcoming Market Challenges

BCIC Startup Hub, an integral part of the seminar, played a pivotal role in addressing the marketing challenges faced by startups. Serving as a platform for collaboration between startups, SMEs, technology firms, and research institutions, BCIC Startup Hub facilitated faster and more efficient market access. By organizing curated events, BCIC Startup Hub connected entrepreneurs with potential customers, opening doors for valuable networking opportunities. Moreover, the hub enabled startups to build relationships with leading research institutions, leveraging cutting-edge research to transform ideas into market-ready products.

### The Role of TE Connectivity and BCIC Startup Hub:

TE Connectivity's collaboration with BCIC Startup Hub exemplifies their commitment to fostering innovation and driving growth in India's startup ecosystem. Through their joint accelerator program, startups in energy and electrification, smart cities, and IoT domains gain mentorship support, access to resources, and a global network. This strategic partnership aims to propel

startups towards success by providing guidance, mentorship, and exposure to global markets.

### Key Insights and Inspirational Talks:

The seminar featured notable speakers who shared their insights and expertise on the future of mobility and best manufacturing practices. Ralf Klädtke, Vice President and Chief Technology Officer at TE Connectivity, Dr. S. Devarajan, Senior Vice President of BCIC and TVS Motors Company Limited, and Ravikiran Annaswamy, CEO & co-founder of Numocity, captivated the audience with their knowledge and experience. Their talks emphasized the significance of innovation, speed, and collaboration for thriving in the evolving mobility landscape.

Ralph Kladtke's shared that "The future of mobility will create a completely new ecosystem of electrified mobility with autonomous shuttles/trucks, software-defined vehicles, autonomous safety, seamless vehicle to everything, V2X communication, mobility pods, electrified air taxis, micro-mobility and many others. The speed of technological change is very high and electric vehicles were just the first of many technology disruptions. For one to thrive in this new normal, innovation and speed are essential."

Dr. Devarajan's mentioned that "Mobility is life. India is taking a multi-focus approach on net zero through the Panchamrit principle. A combined co-opted approach toward net zero by manufacturers, suppliers and start-ups that involves improving product and process technologies like light weighting will enable our next steps. We must draw out strategies and action plans for the coming years to ensure a better environment for our next generation.

Rahul Mathur, director at TE, sees India as a global innovation opportunity. They are building capabilities in Bangalore and Pune with 1,200+ product engineers

in state-of-the-art labs. Launching an accelerator in Bangalore's ecosystem will drive innovation and support startups. The program, with BCIC Start-up Hub, provides guidance, mentorship, and global exposure. TE aims to share experience and fuel startups' journey.

## Looking Ahead:

TE Connectivity India, through its extensive network and technical mentors, remains dedicated to assisting startups in optimizing designs, reducing costs, improving performance, and enhancing the user experience. BCIC Startup Hub will continue fostering collaboration between startups, subject-matter experts, technology firms, and research institutions to overcome market challenges.

TE Connectivity has offered several forms of support to startups and SMEs through their collaboration with the Bangalore Chamber of Industry and Commerce (BCIC) Start-up Hub. The support includes:

- 1. Mentorship Support:** TE Connectivity provides technical mentorship support in the accelerator program. Experienced TE technical mentors will guide and advise startups and SMEs on various aspects of their business,
- 2. Access to Resources:** Businesses partnering with TE Connectivity gain access to a wide range of resources. TE's innovation hubs in Bangalore and Pune, equipped with state-of-the-art labs, house over 1,200 product engineers. These resources can be leveraged by them to enhance their capabilities, drive innovation, and develop cutting-edge technologies.
- 3. Global Network Exposure:** TE Connectivity offers startups the opportunity to explore global markets through their extensive network. Companies can benefit from the connections and relationships that TE has established worldwide, allowing them to expand their reach and find potential customers or partners in different regions.
- 4. Optimization of Design:** TE Connectivity provides startups with advanced solutions to optimize their product designs. By leveraging TE's expertise in connectivity and sensor solutions, companies can improve the efficiency,
- 5. Market Access Opportunities:** Through their collaboration with BCIC Start-up Hub, TE Connectivity helps startups overcome market challenges. The BCIC Start-up Hub facilitates collaboration between startups, subject-matter experts, technology firms, and research institutions. This collaboration enables startups to access efficient market channels, connect with potential customers, and develop relationships with leading research institutions to leverage cutting-edge research in creating market-ready products.
- 6. Collaborations with research institutions:** By facilitating collaborations with research institutions, BCIC Startup Hub aims to leverage innovative research to create market-ready products and drive the growth of entrepreneurial ventures.

performance, and user experience of their products. This optimization helps them deliver high-quality solutions while reducing costs.

Overall, the accelerator aims to support startups and SMEs in their business growth by offering tailored component designs, technical mentorship, global exposure, and market access opportunities.

## Conclusion:

The collaborative efforts of TE Connectivity and BCIC Startup Hub highlight their commitment to nurturing companies and driving innovation in India's entrepreneurial ecosystem. As companies continue to accelerate their growth, the support provided by TE Connectivity and BCIC Startup Hub will prove invaluable in shaping the future of mobility and other industries, leading to a safer, sustainable, productive, and connected world.







### Mr. Krishnakumar

Chairman, e-Commerce, Retail Logistics & Warehouse Expert Committee, BCIC and Founder & MD Simbus Technologies Pvt Ltd

# Indian Retail Stories: It is NOT David Vs Goliath stupid.. it is David & Goliath

Is there a silent revolution brewing in the Kirana industry right now? A revolution which has the potential to pitchfork Indian retail to the top of the world when it comes to adoption of technology and also when it comes to achieving a superb balance between the big box retailers and the millions of the small mom and pop stores. Can this model be replicated across the other sub-verticals of the retail industry like fashion, food and beverage, etc?

In an interesting piece (<https://economictimes.indiatimes.com/>), Rahul Sachitanand in Economic Times has nicely chronicled how the retail giants like Metro Cash and Carry, Walmart and Reliance are wooing the 15 million plus Kirana stores, co-opting them in what seems like a silent revolution. These companies are investing heavily to automate the mom and pop stores operations by extending technology support and also funding to ensure adoption of technology by the mom and pop stores which dominate the Indian retail landscape, accounting for a 90% market share. One is intrigued by the sudden interest shown by the biggies and that too in a sector which till recently was at loggerheads with the Bigbox Retail / eCom policy of the government over a level playing field! What does one read into this new found love? is it pangs of guilt at play or some smart strategy at work or is it the early signs of an all-out war to dominate the Indian retail and get control of the ecosystem? Whatever it is, the picture will only become clear as this pans out in the coming months and years

but these moves by the retail biggies throw up some interesting things to watch out for. I see the following five dynamics playing out in the years to come [No.. this is not porter's five forces model, just a simple KK's Pancha tantra model :)]

### Visibility of Secondary/Tertiary Sales:

This has always been a utopian dream chased by the FMCG/CPG Brands which not only wanted a peek into the minds of the consumer but also wanted a clear way to optimize the supply chain by ensuring that the right assortments are at play. With this IT backbone in place, this visibility is no longer a chimera BUT don't be surprised if the retailers draw their pound of flesh for sharing the precious information with the FMCG companies. It looks like, with this move to lock in the small retailers with proprietary technology and a walled garden network, the retailers seem to have found leverage to tilt the balance of power in their favor.

### The Rise of Private Labels:

With such a lock-in, it is safe to assume that retailers will use this advantage to push the private labels/brands to improve their margins. Will this reduce choice for customers? or will this open a lot more opportunities for the farmers and the Agri supply chain to sell in an efficient way to improve their realizations and fix a long-standing supply-side issue which has been plaguing the Indian Agri industry? Interesting times ahead...

### The Arrival of the "Public" Omni Channel Model:

Over the last few years, we have been hearing ad hominem, stories of Omnichannel and the disruption it is going to cause. In a sense, these retailers were creating their Omnichannel distribution network. Obviously, the investments required to move the needle are huge but imagine the possibility of a shared "Public"

Omnichannel distribution network! With 15 million points wired, can they become a huge web of fulfillment points for brands which are ready to pay a fee for using these fulfillment points? Just imagine the disruption it is going to create for omnichannel. This model may be efficient in terms of cost and the carbon footprint, not to mention reducing the footprint of those pesky 2 wheeler riders delivering goods and adding to the traffic! Fun times ahead...

### True Digitization of Payments:

With technology enablement at such a scale and with fintech companies offering handsome incentives, the kiranas will drive true digitization. A top-down effort to force payment digitization down the throats of unwilling participants may be trumped by a true grassroots movement to accept cashless transactions in a massive way.

### Improved Tax Compliance:

Hopefully such large scale digitization should help in improving both indirect and direct tax compliance. I am sure the government will step, either through regulation or through voluntary submission of data by the upstream participants to mine opportunities to improve tax compliance.

The coming years will be interesting to watch out as we are reaching an inflection point. The success of digital inclusiveness project of the Kiranas will be decided by the willingness of the upstream participants to make this as an open ecosystem benefiting large sections of the economy. Hope greed does not overtake this noble intention.

The changing landscape also opens up a lot of opportunities for the technology startups and established IT players like #SimbusTech. The smaller players can fill in the gaps in this complex mesh, which larger players have missed out.

This is my 5 cents, oops 2 cents on the subject. Look forward to hearing your views



**Ms. Ranjna Sah**  
Project Manager  
Tata Technologies

# Leading a Multigenerational Team

This is an article for you, if you are leading a multigenerational team and you have to align this multigenerational team to the mission and vision of your organization.

You, as a leader had to communicate effectively and inclusively to employee of all ages - With Baby Boomers, Generation X, Millennials, and Generation Z working side by side.

Leading a multigenerational team can present unique opportunities and challenges.

The world, we are living in, is itself a multigenerational place. Hence, chances are that we all have to deal with this kind of team. Do not consider it as a challenge that you need to somehow tackle and overcome, but take it as a tremendous opportunity that you have such a diverse team. We need employee of all ages to foster collaboration, innovation, and productivity. You can create a supportive and inclusive environment that enables each team member to thrive and reach their full potential, regardless of their generational background.

Here are some golden rules of leading such kind of teams -

## Recognizing the generational diversity

First of all, you need to recognize, acknowledge and Value the generational diversity. They bring different perspective and experience to the organization. Each generation grew up in different socio-economic, technological, and cultural contexts, shaping their values, attitudes, and expectations in the workplace. Understanding and appreciating these differences is essential for creating an inclusive and harmonious team environment.

## Communication with Multigenerational team

In today's world when we have so many different communication options from email, to instant messaging, to Zoom, to texting, to phone calls, to teams meetings, to actually talking face-to-face. And everyone has different communication preferences, some of which align to generational stereotypes, like Gen Z wanting to send a text full of emojis, and some that don't. This means that when you communicate as a leader of a multigenerational team, you have to decide what to not only say but also which method of communication you will use to say it. The answer is not to generalize about how each generation of employee wants to communicate nor is the answer to try to find one single communication style that works for every generation or every person's individual preferences. Because there isn't one. One size will never fit all. The answer is to communicate about how you communicate. This is called style conversation - which is explained as to clarify your communication, preferences, and expectations with the people you manage. Tell your employees, instead of making them guess. When you communicate about communication, you minimize unnecessary conflicts, misunderstandings, negativity, and waste of time and energy.

## Set Proper Goals

Set clear goals and expectations for each team member, regardless of their generation. Help them understand what is expected of them in their roles and guide them in setting achievable targets. Setting Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) objectives, is a good way to plan the steps to meet the long-term goals. Regularly assess their progress, provide constructive feedback, and offer support to help them overcome any challenges they may face.. Not only multigenerational team, but all individuals are different, while you may

assume something, your employee may make some other assumptions. Hence while dealing with your teams

1. Provide examples to understand and let them know what exactly are you looking at.
2. Make assignment policies and boundaries measurable
3. If you want them to find out something on their own - just tell them so

## Building Bridges and Bridging Gaps

Leaders must foster open communication and build bridges between generations, encouraging knowledge sharing, collaboration, and mutual respect. Encouraging regular team discussions, brainstorming sessions, and mentoring programs can facilitate intergenerational learning and bridge the gaps in understanding. Stereotypes and misconceptions about different generations can hinder collaboration and understanding. Educate team members about generational diversity and challenge any preconceived notions. Encourage them to see individuals as unique, with a range of talents and skills that transcend generational boundaries. By leveraging the strengths and experiences of each generation, leaders can create a dynamic and innovative team culture.





## Resolving Conflict and Nurturing Harmony

In any team, conflicts are bound to arise, and when it comes to multigenerational teams – conflicts are generally more. As a Leader, you should must address conflicts promptly, fairly, and with sensitivity, considering the diverse perspectives and cultural nuances at play. Encouraging open dialogue, active listening, and empathy can help resolve conflicts and build strong relationships within the team. Organize team-building activities that encourage collaboration, trust-building, and interpersonal connections among team members. These activities can help break down barriers and foster a sense of respect within the team. As a leader, demonstrate respect, inclusivity, and fairness in your interactions with all team members. Lead by example by valuing and appreciating each team member's contributions, regardless of his or her age or generational background.

## Flexibility in Leadership Styles

An effective leader of a multigenerational team, you need to understand the importance of adaptability and flexibility in leadership style. Familiarize yourself with the general characteristics, work styles, and preferences of different generations. While it's essential to avoid

stereotypes, having a basic understanding of the generational tendencies can help you tailor your leadership approach accordingly. Different generations respond to different management approaches, motivation techniques, and feedback mechanisms. For instance, older generations may appreciate a more traditional, hierarchical leadership style, while younger generations may thrive under a more Agile, participative and inclusive leadership approach. By tailoring leadership strategies to individual team members, leaders can maximize engagement and performance.

## Continuous Learning and Development

To keep any team motivated and engaged, you, as a leader, should provide opportunities for continuous learning and development. When it comes to leading a multigenerational team - Each generation has its unique skill sets and areas of expertise, and by investing in professional development programs, training workshops, and mentoring relationships, you can ensure that team members remain updated and equipped with the necessary skills to excel in their roles. Moreover, providing growth opportunities demonstrates a commitment to individual and collective success, fostering loyalty and retention. Encourage collaboration and knowledge sharing across

generations. Create opportunities for team members to work together on projects, share their expertise, and learn from one another. Foster a supportive and inclusive team environment where everyone feels comfortable contributing their ideas and insights.

## Mentoring

Mentoring a multigenerational team can be a rewarding and enriching experience. It allows you to impart your knowledge, guidance, and support to individuals from different generations, helping them grow both personally and professionally. Understand that different generations may respond differently to mentoring styles. Some may prefer a hands-on approach with frequent check-ins and guidance, while others may prefer a more autonomous approach with periodic check-ins. Tailor your mentoring approach to the individual's needs and preferences, taking into account their generation's characteristics, communication style, and learning preferences. In a multigenerational team, reverse mentoring can be a powerful tool. Encourage younger team members to mentor older colleagues in areas such as technology, social media, and emerging trends. This not only facilitates knowledge transfer but also empowers younger generations by recognizing their expertise. Encourage open dialogue and the sharing of skills and insights across the team.

## Conclusion

So how do You continue to manage the aging workforce along with the new entrance who arrive every day? The answers are up to you and your creativity and adaptability. As a leader, you hold enormous power to contribute to the future work experiences of yourself and the diverse people you lead. The actions you take today will carry on through the careers of everyone you manage, and the people they eventually manage, and so on from there. So take a moment to think about your future self and ask, did I do everything I could to create the future world I wanted to live in? Did I lead with integrity and purpose? Did I adapt my own skillset and mindset to change with the times? Did I create a work environment where every individual felt included?

The ultimate conclusion is to recognize the unique strengths of each generation and leveraging them to create a cohesive and high-performing team. By nurturing an inclusive and harmonious work environment, leaders can harness the power of generational diversity to drive organizational success in today's dynamic and evolving workforce.

Author, Ranjna Sah, has over 26 years of experience working in IT and Software industry with a big multinational company. She is leading effectively and inclusively multigenerational team for all her projects.





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