

May 2024

ISSUE 108

# IMPACT

INNOVATIVE MANAGEMENT PRACTICES  
AND CREATIVE THINKING

A JOURNAL FOR MANAGEMENT PROFESSIONALS



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# Greetings from **IMPACT**



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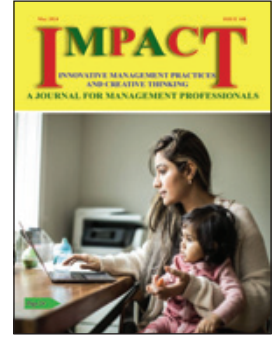
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Dear Readers,

### The Vibrant Heartbeat of Democracy—Elections in India

As the world's largest democracy, India undergoes a phenomenon like no other during its election cycle. The sheer scale is staggering—over 900 million eligible voters, more than a million polling stations, and hundreds of thousands of candidates across the landscape vie for attention, support, and votes. This democratic exercise does not merely represent a procedural testament but embodies the vibrant, diverse, and dynamic spirit of India.

Elections in India serve as crucial pivot points. They are a reflection of the country's robust commitment to democratic values and principles. Every few years, citizens from every corner of this vast nation, cutting across the lines of gender, religion, caste, and economic status, are united by their right to vote. This fundamental act underscores not just the power of individual choice but the collective will of the people to shape their future.

However, the mechanics of Indian elections are as complex as they are fascinating. The logistical challenges of ensuring fair and free elections across such varied geographical and socio-economic landscapes are immense. The Election Commission of India (ECI), established in accordance with the Constitution, orchestrates this grand dance of democracy. Its role in managing the complexities of the electoral process—right from voter registration to counting votes—is monumental and deserves commendation for upholding the integrity and impartiality of elections.

In light of these challenges, each election is not just a test of administrative efficiency but also of the democratic ethos and maturity of the nation. The enthusiastic participation of first-time voters, the increasing engagement of civil society in monitoring elections, and the judiciary's role in adjudicating election disputes are signs of a healthy democracy.

As we move towards future electoral milestones, it is imperative that all stakeholders—government agencies, political parties, civil society, and voters—work collaboratively to enhance the democratic process. Improving voter literacy, fostering a political environment free from discrimination and violence, and enhancing transparency in campaign financing are crucial.

These electoral exercises not only decide the immediate future of governance but also continually redefine the very identity of the nation. Let us cherish and safeguard this process, ensuring that India's democratic heartbeat continues to be robust and resonant.

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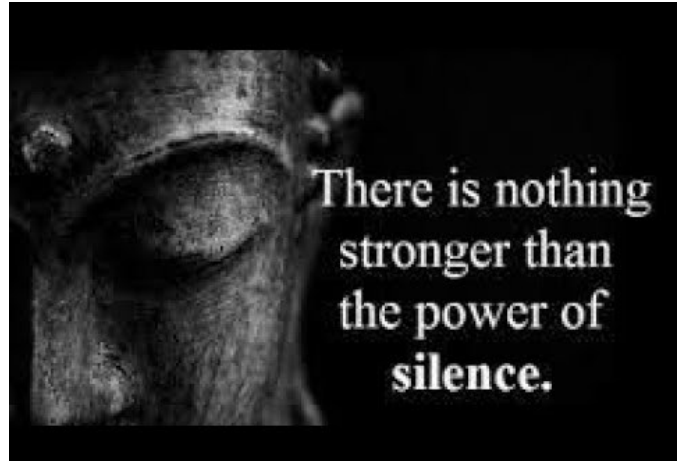
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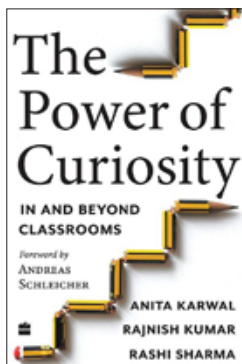
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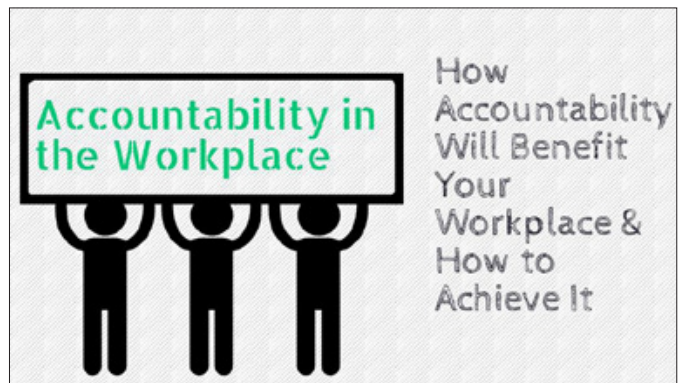
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# The Greatness Of 44th Constitutional Amendment Act – 1978

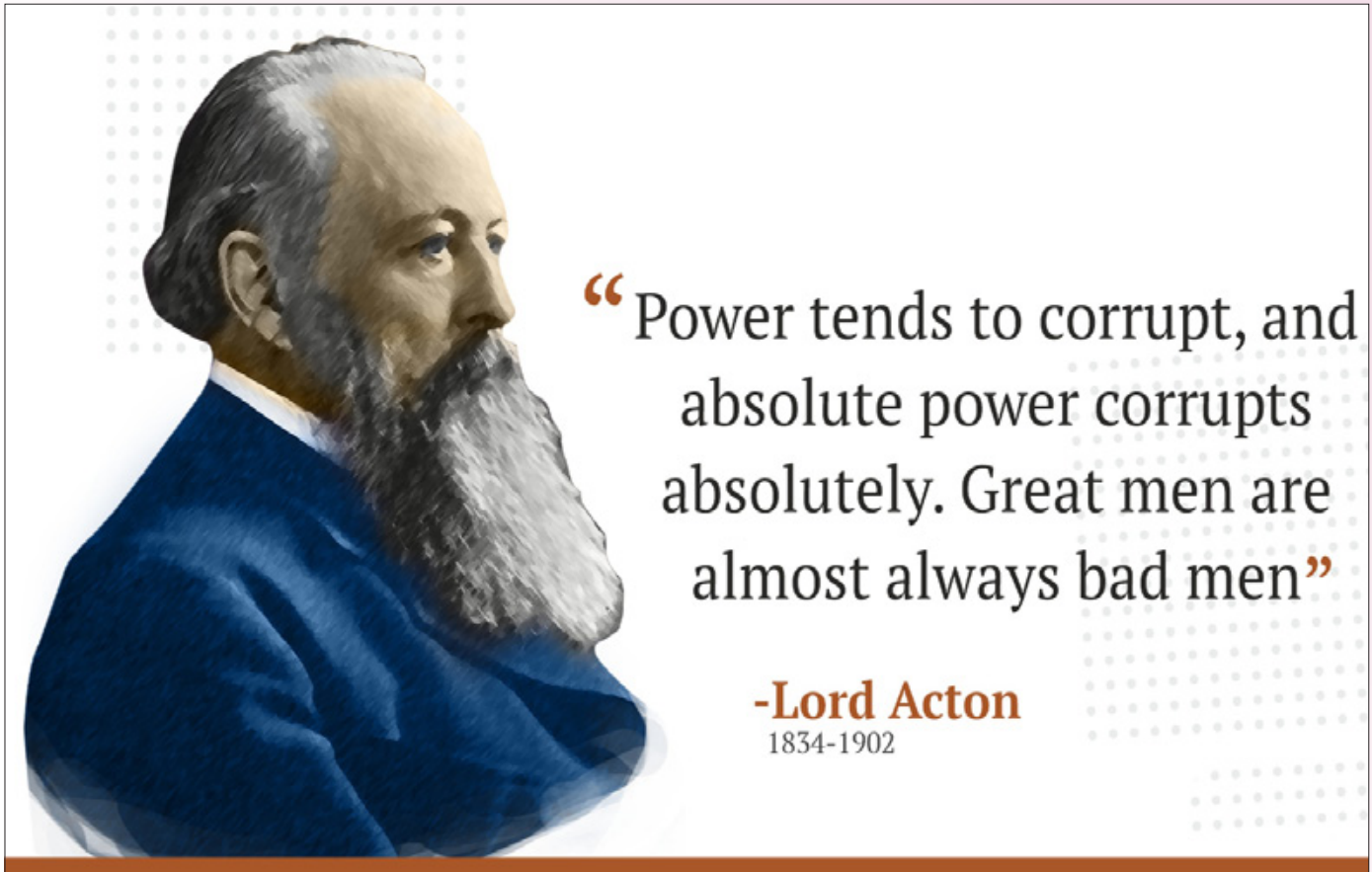
The natural instinct of a politician is to acquire more and more power. This was especially visible during the Emergency period, brought by the late Prime Minister Mrs. Indira Gandhi during 1975-1976. Among the 4 Constitutional Amendments she brought then, the worst was the 42nd Amendment passed on 1st September 1976. Through this Amendment, the entire Constitution given to us, on 26th Nov 1949, by Dr. B.R. Ambedkar and his team, was turned upside down, making Prime Minister Indira Gandhi a virtual Dictator.

An eminent jurist, Mr. Durga Das Basu puts this in brief, “The 42nd Amendment Act 1976, by which, the Congress Govt, taking advantage of the monolithic control over the Union, effected comprehensive changes in the Constitution in 55 places, overturning some of its bedrocks. So



widespread and drastic, was the impact of this Amendment Act, that it would be proper to call it an Act of ‘Revision’ of the Constitution, rather than an Amendment”!

However, one would be happy to note that soon after the Emergency period ceased to exist, and the Janata Govt of Moraji Desai, Vajpayee and L.K. Advani came to power in 1977, they felt that the powers vested in the Executive, by the Emergency period Constitutional Amendments, would bury Democracy permanently, paving the way for Dictatorship. Fortunately, they decided to voluntarily shed the powers inherited by them through the previous Govt of (Mrs. Indira Gandhi) and bring the country back to the pre Emergency status! A noble decision indeed! This



was how, the 44th Constitutional Amendment was born.

As Lord Acton had said, it is in the gene of politicians to acquire more and more power and

become more and more corrupt. However, as a healthy contrast, a few months after taking over the reins of administration, Morarji Desai, Vajpayee and Advani, voluntarily shed the extra power, through the famous 44th Constitutional Amendment Act 1978. As a result, our Nation is enjoying freedom once again, since then.


May God bless these noble souls.

**MORARJI DESAI**

- The first PM in India to resign from office.
- Oldest PM of India
- Morarji Desai received Bharata Ratna in the year - **1991**
- The only Indian to receive both Bharata Ratna and Nishan - e - Pakistan (1990)
- Rolling plan was implemented during his tenure
- He introduced 44th Constitutional Amendment act 1978, which deleted Right to property from the list of Fundamental Rights
- The PM who appointed Mandal Commission in 1979  
**To identify the socially and educationally backward classes**

**Dr. H.V. Hande**

*Former Health Minister of Government of Tamilnadu.  
 Founder & Director of Hande Hospital.*



# Mastering the power of silence in communication

Communication is a fundamental aspect of human interaction. We express ourselves through words, gestures, and body language, but often, we underestimate the power of silence. Silence is a form of communication that speaks volumes, and understanding its role in effective communication is crucial. In this blog post, we will explore the significance of silence in communication and how it can be a powerful tool for conveying emotions, and thoughts and building stronger connections.

## What is silence in communication?

Silence in communication is the intentional absence of spoken words, yet it holds immense significance. It serves as a powerful non-verbal tool

for conveying emotions, thoughts, and meanings. Silence can emphasize a point, express agreement or disagreement, provide space for reflection, and foster deep understanding. It plays a pivotal role in active listening, allowing the speaker to share their thoughts without interruption, and it encourages a sense of respect and patience. Furthermore, silence can serve as a de-escalation strategy in conflicts, creating a pause for emotional regulation and more rational dialogue. In essence, silence is a dynamic and essential component of effective communication.

## The Many Faces of Silence

Silence in communication can take various forms, each with its unique impact:

## Mastering the Power of Silence in Communication



1. **Reflective Silence:** This type of silence occurs when you take a moment to pause and reflect before responding. It shows that you are actively listening and considering what the other person is saying. Reflective silence fosters better understanding and more thoughtful responses.
2. **Awkward Silence:** These moments can be uncomfortable, especially in social settings, but they are essential. Awkward silence gives people time to process information and formulate their thoughts, which can lead to more meaningful conversations.
3. **Comfortable Silence:** Sometimes, being in the company of someone without the need for constant chatter is a sign of a strong and comfortable relationship. It signifies that you are at ease with the other person's presence and can enjoy each other's company without the compulsion to fill the air with words.
4. **Silence as a Form of Emotional Expression:** Silence can be a powerful way to convey emotions. A long pause, a deep sigh, or a teary-eyed silence can often express feelings more profoundly than words ever could.

## How to use silence in communication?

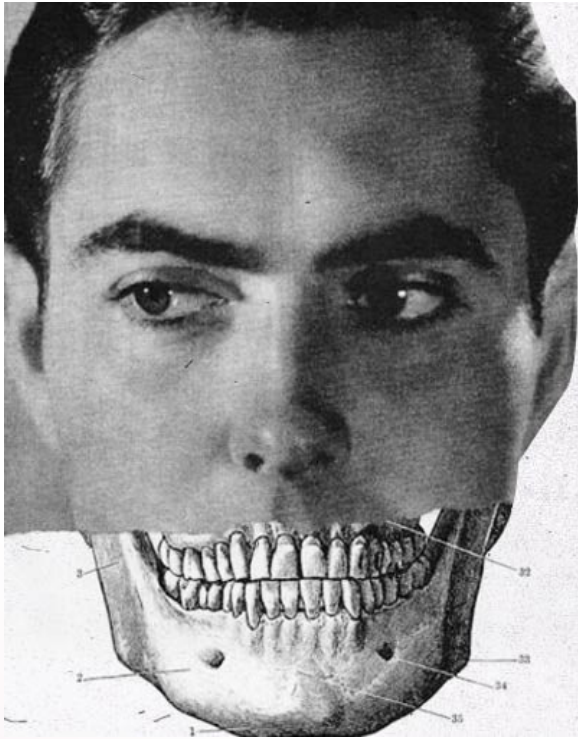
Using silence in communication effectively requires a thoughtful approach. Here are some strategies and scenarios in which silence can be employed to enhance your communication:

1. **A Most Useful Communication Tool:** Nonverbal communication often speaks louder than words. Silence can convey a range of emotions, from attentiveness to contemplation, and can even act as a form of emphasis. It's a versatile tool for enhancing the depth and impact of your communication.
2. **Allows You to Think, Breathe, Listen, and Hold Attention:** Pausing before you respond allows you to gather your thoughts, choose your words carefully, and appear thoughtful rather than impulsive. This not only benefits



your own communication but also engages your audience or conversation partner. It gives them a moment of anticipation and underscores the importance of what you're about to say.

3. **Allows Others to Invest in Your Ideas:** Silence after asking a question or receiving one allows others to process and formulate their responses. It demonstrates that you value their input and creates a space for thoughtful dialogue. It also projects confidence, showing that you're not easily rushed or pressured.
4. **Always Seems Longer Than It Is:** In a world of constant distractions, even a short pause can feel like an eternity. This highlights the potential impact of well-timed silence in communication. It can break through the noise and grab attention, making your message more memorable.
5. **Results in Others Expressing Themselves:** By giving others time and space during moments of hesitation or discomfort, you create an environment where they feel encouraged to share their perspectives. Waiting patiently for their response demonstrates your respect and genuine interest in what they have to say.
6. **Active Listening:** Practice active listening by remaining silent when others are speaking. Give them your full attention, maintain eye contact, and avoid interrupting. This allows the speaker to express themselves fully and feel valued.
7. **Reflective Silence:** Use reflective silence as a tool to process information before responding. It can be particularly useful in



# TOXIC SILENCE

## Why Narcissists Go Silent & How To Cope With It

conversations where thoughtful and well-considered responses are important. Pause to collect your thoughts and respond more thoughtfully.

8. **Empathetic Silence:** When someone is sharing their emotions, concerns, or personal experiences, empathetic silence can convey your support and understanding. You don't always need to provide solutions or words of comfort. Sometimes, a comforting presence through silence can be more meaningful.
9. **Pause for Emphasis:** Employ brief pauses strategically to emphasize key points in your speech. Pausing before or after an important statement can create anticipation and draw attention to that part of your message.
10. **Awkward Silence:** While awkward silence can be uncomfortable, it has its place in communication. It can provide a natural break in a conversation, allowing both parties to gather their thoughts or process information. Embrace it, but be ready to continue the conversation when appropriate.
11. **Conflict Resolution:** In heated discussions or conflicts, silence can be a valuable tool. When tensions rise, take a step back and allow a moment of silence. It can prevent the situation from escalating and provide a space for both parties to think and reflect on their positions.
12. **Comfortable Silence:** In personal relationships, feeling comfortable with silence is a sign of a strong connection. Enjoying each other's company without the need for constant conversation can deepen your bond. You don't always have to fill every moment with words.
13. **Clarification:** Use silence as a means of encouraging the other person to elaborate or clarify their thoughts. After they have spoken, maintain silence, which can prompt them to provide more information or offer further insights.
14. **Strategic Pauses in Presentations:** In public speaking or presentations, strategic pauses can be impactful. They allow your audience to absorb information and create a sense of anticipation. Use pauses to transition between ideas, highlight key points, or engage your listeners.
15. **Body Language:** Non-verbal cues such as facial expressions and gestures can enhance

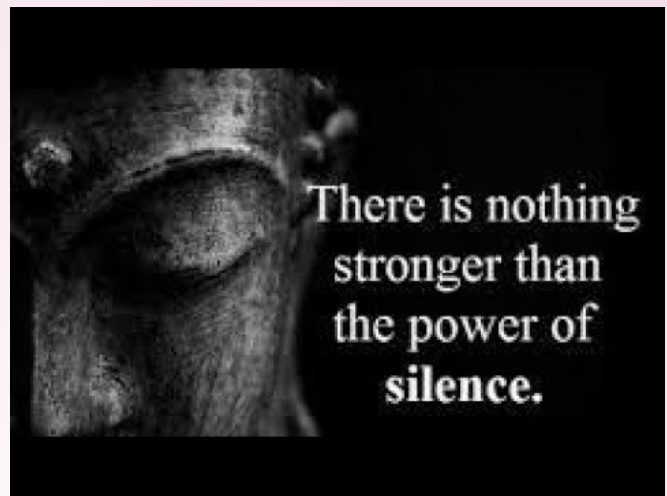


the impact of silence. Maintain an open and receptive posture during conversations to signal that you are engaged and listening.

Incorporating silence into your communication is a skill that can enhance the quality of your interactions. To use silence effectively, remember to:

- Maintain a neutral or positive nonverbal presence to avoid appearing impatient or judgmental.
- Be mindful of the context and the individuals involved. Silence may be interpreted differently in various situations.
- Use silence strategically, allowing it to serve a purpose in the conversation rather than being an awkward or uncomfortable pause.
- Practice active listening, paying close attention to both verbal and nonverbal cues to understand the nuances of the conversation.

Incorporating silence into your communication repertoire takes practice and awareness. It's essential to strike a balance between speaking and silence, as overusing or underutilizing silence can be counterproductive. Pay attention to the context and the needs of the situation, and adapt your communication style accordingly. By mastering



the art of using silence, you can become a more effective and empathetic communicator.

## **Role of silence in communication The Power of Listening**

Effective communication is a two-way street, and silence plays a crucial role in the art of listening. When we genuinely listen to someone, we allow them the space to express themselves without interruption. Here's how silence contributes to being a better listener:

1. **Active Listening:** When you remain silent and give your full attention to the speaker, it shows that you are actively engaged in the conversation. This encourages the speaker to open up and express themselves more freely.
2. **Empathy:** Silence allows you to connect with the speaker on a deeper level. It gives you the opportunity to empathize with their emotions and thoughts, as you are not rushing to respond or judge.
3. **Respect:** Silence is a sign of respect. It shows that you value the speaker's words and are willing to listen without immediately offering your own perspective.
4. **Comfort and Space:** Silence can offer individuals the comfort and space they need to share their thoughts and feelings at their own pace. It allows for reflection and self-expression without feeling rushed.

# THE SILENT TREATMENT

is generally the best response  
for dealing with haters and  
other people who are  
deliberately mean or rude.

Remember, though, that if someone's  
making a genuine effort and just  
failing, silence becomes a lack of  
communication and can make the  
situation worse.

## Using Silence for Clarity

Sometimes, silence can be more impactful than words in resolving conflicts and clarifying misunderstandings. When tensions rise, taking a step back and allowing a moment of silence can:

1. **Prevent Escalation:** In heated arguments, silence can act as a cooling-off period. It gives both parties the chance to collect their thoughts and approach the issue with a calmer mindset.
2. **Encourage Reflection:** Silence can prompt individuals to reflect on their own actions and consider the other person's perspective. This self-reflection can lead to more constructive and empathetic conversations.
3. **Non-Verbal Communication:** Silence is a non-verbal form of communication that can convey a wide range of emotions, such

as contemplation, agreement, disagreement, confusion, or discomfort. For example, a thoughtful silence may signal agreement or understanding, while an uncomfortable silence can indicate disagreement or tension.

## Building Stronger Connections

Silence can also be a powerful tool in building and strengthening relationships:

1. **Intimacy:** Sharing comfortable silence with a loved one can enhance the intimacy of a relationship. It demonstrates trust and comfort, as you don't feel the need to fill every moment with words.
2. **Understanding:** In professional settings, silence can be a valuable tool for understanding. Allowing others to speak without interruption can lead to more comprehensive discussions and better problem-solving.

## Insights

1. **Cultural and Contextual Variations:** The interpretation of silence can vary across cultures and contexts. In some cultures, silence may be seen as a sign of attentiveness and respect, while in others, it might be interpreted differently. Being aware of these cultural and contextual nuances is important in effective communication.
2. **Group Dynamics:** In group communication, silence can be a signal of consensus or disagreement. When several people are silent after a proposal or idea is presented, it may indicate that further discussion or clarification is needed.
3. **Active Observation:** Silence can also play a role in observation and nonverbal communication. When you observe someone in silence, you may pick up on subtle cues, body language, and emotions that they are not expressing verbally.



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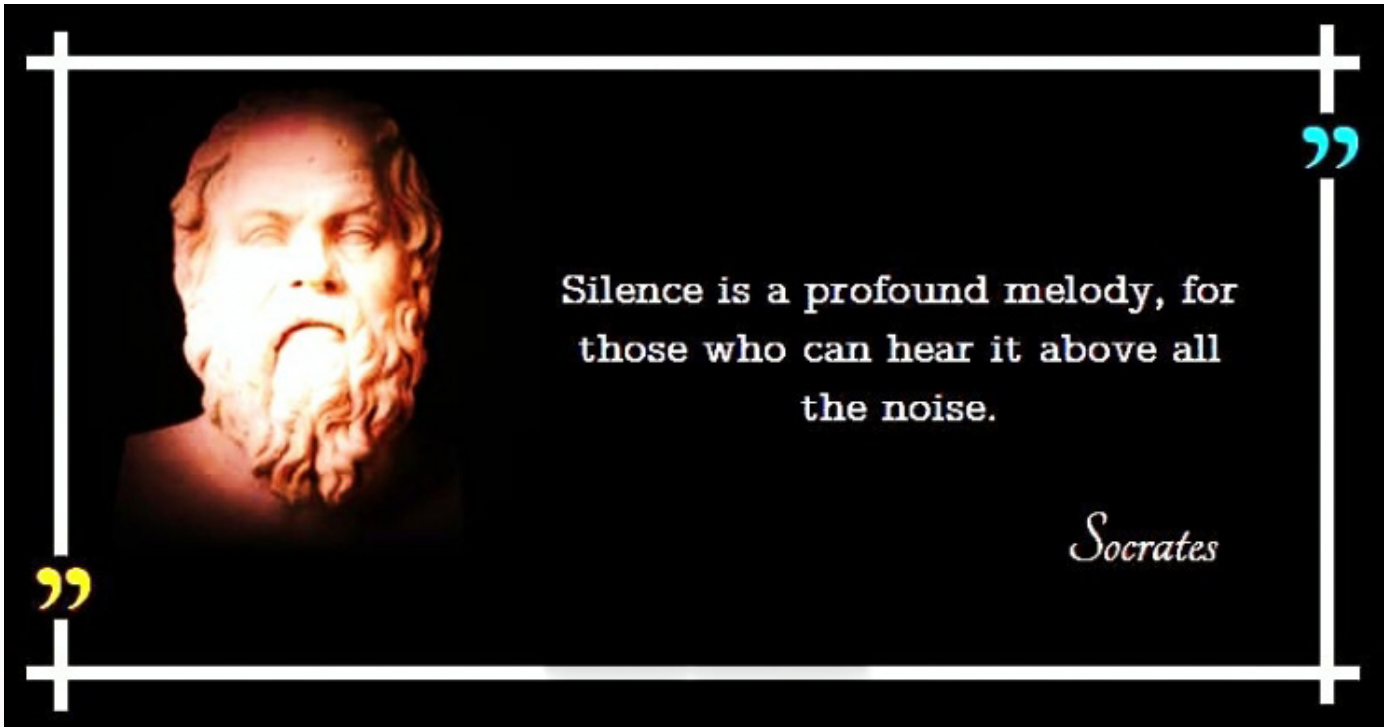
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### How to Master the power of silence in communication?

Mastering the power of silence in communication is a valuable skill that can enhance your effectiveness as a communicator. Here are some strategies to help you become proficient in using silence to your advantage:

1. Practice Active Listening: To harness the power of silence effectively, start by honing



- your active listening skills. Focus on what the speaker is saying, avoid interrupting, and allow them to express themselves fully before responding. This practice encourages natural pauses in the conversation.
2. Stay Present: Be fully present in the moment. Minimize distractions, such as your smartphone or other external factors, to give your full attention to the speaker. This helps you maintain silence when it is most appropriate.
3. Avoid Over-Talking: One of the most common mistakes in communication is over-talking. People often feel compelled to fill every moment with words. By consciously avoiding over-talking and allowing moments of silence, you give both yourself and the speaker space to process and reflect.
4. Strategic Pauses: Use strategic pauses for emphasis or to create a moment of reflection. Pauses can draw attention to key points or give your audience a chance to absorb important information.
5. Respect Others' Pace: Be patient and accommodating of different communication styles and paces. Some people may need

more time to formulate their thoughts, so avoid rushing them. Allow for natural pauses as they gather their ideas.

6. **Non-Verbal Cues:** Pay attention to non-verbal cues during silence. Sometimes, facial expressions, body language, or eye contact can convey more than words. These cues can help you understand the speaker's feelings or intentions.
7. **Empathetic Silence:** In emotional or sensitive conversations, silence can be a powerful tool. Show empathy by allowing moments of silence, as this can provide emotional relief and create a safe space for the speaker to share their feelings.
8. **Ask Open-Ended Questions:** Encourage others to express themselves more fully by asking open-ended questions. These questions invite a deeper response and often result in more significant pauses for thought.
9. **Practice Silence in Conflict Resolution:** In conflicts, silence can be a de-escalation technique. Instead of escalating a heated argument, allow for a pause in the conversation to diffuse tension and create an opportunity for more rational discussion.
10. **Cultural Awareness:** Be mindful of cultural differences in the interpretation of silence. In some cultures, silence may indicate agreement or respect, while in others, it might signify discomfort or disagreement. Understanding these nuances is essential for effective cross-cultural communication.
11. **Self-Reflection:** Practice self-reflection to identify your own tendencies in communication. Are you prone to interrupting or dominating conversations? Becoming aware of these habits is the first step in improving your use of silence.
12. **Feedback:** Encourage feedback from others to gauge your communication effectiveness. Ask friends, colleagues, or mentors for honest input on your communication style and use of silence.



13. **Learn from Skilled Communicators:** Observe skilled communicators, such as public speakers, therapists, or successful negotiators. Take note of how they use silence to their advantage and adapt these techniques to your own communication style.
14. **Practice Mindfulness:** Incorporate mindfulness techniques into your daily routine to enhance your awareness of the present moment. This can help you stay in the moment and use silence effectively.

## Conclusion

In the cacophony of daily life, silence often gets overshadowed by the noise of words. However, it is essential to recognize the power of silence in communication. Whether it's listening actively, resolving conflicts, or building stronger connections, silence plays a vital role in our interactions with others. By understanding when and how to use silence effectively, we can become better communicators and foster more meaningful relationships. So, the next time you find yourself in a conversation, remember that sometimes, saying nothing can say a lot

*Source Courtesy: <https://oratoryclub.com>*

Book Review

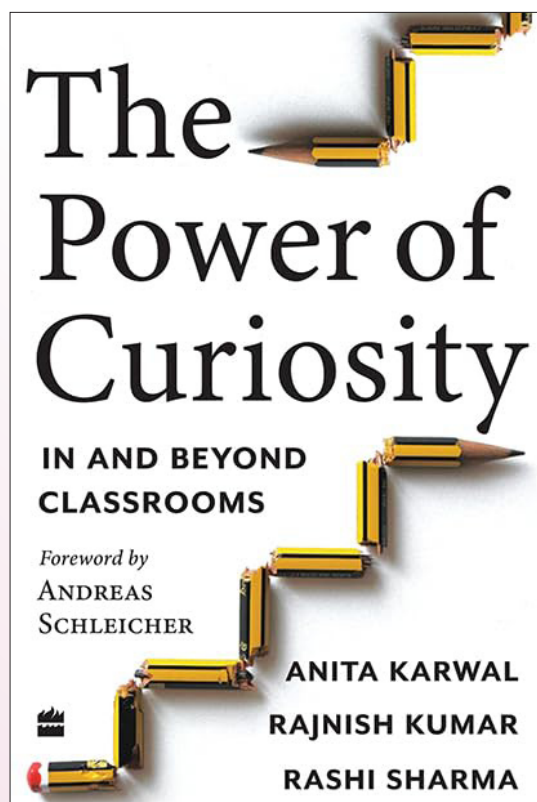
# THE POWER OF CURIOSITY IN AND BEYOND CLASSROOMS

By

Anita Karwal

Rajnish Kumar

Rashi Sharma



This book was first published by HarperCollins Publishers 2023, Gurugram, Haryana- 122002.

Authors- Anita Karwal, an IAS Officer from the Batch of 1988, retired in November 2022

as Secretary Department of School Education, Ministry of Education, Government of India.

Rajnish Kumar worked with the Ministry of Education, Government of India on deputation from Indian Railways. He is a Mechanical Engineer by profession.

Rashi Sharma is an Indian Postal Service Officer and worked in the Department of School Education and Literacy Ministry of Education for almost seven years.

These three had worked very closely on preparing the final draft of the path breaking National Education Policy 2020.

## About the Book

This book is about new and unorthodox ways of learning and the role that curiosity plays in them. Cuebee the protagonist represents the quintessential child, while Frontal, the classroom is the story teller. Cuebee has a great thirst for knowledge surpassing the boundaries of the curriculum.

The conventional approach in school is often to break problems down into bits and pieces and train

students how to solve these bits. But the modern scientists create value by integrating different fields of knowledge, making connections between ideas and connecting the dots where the next innovation will come from. But this is more easily said than done.

Learning is a life long gift and curiosity is a tool for it at any age. This book is not only for children but also for the child within each of us.

## The Story

The classroom thanks the Madam Sarpanch for recommending a school for the village amidst a lot of objections from the male villagers. However their innate nature of obeying the Sarpanch succeeds and a building for the village school is born with eight classrooms.

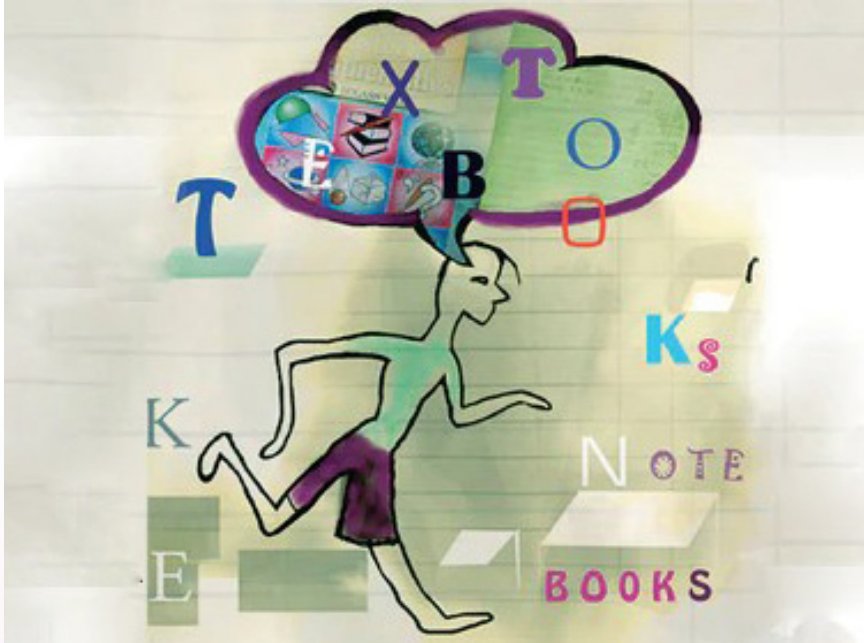
Soon the school gets one Head Master and eight teachers.

20 years roll over. Now a young girl of about six years age by name Cuebee dances into the I class and wins the hearts of one and all, including the new young teacher called Butterfly. After the self introductions of all the students and the teacher, there is a big scare about the flush in the girls' toilet. After lunch, children sit under a tree and hear the story of crow drinking water by throwing pebbles into a pot of water. Butterfly teaches children alphabets, numbers etc by relating funny stories and incidents thereby making children enjoy the classes. She even uses a car which is permanently parked in front of the school by talking about different objects within the car through the help of a student called Tech, as her father is a car mechanic and also through Cuebee's father. She kindles interest of the children in books by taking them to the school library.

The Head Master encourages the enthusiastic teachers like Butterfly, Buddy and Grade II teacher by entertaining their bright ideas with an



# Untold School Stories



open minded and indulgent approach, although the Senior teachers do not very much relish his style of swaying from well established methods of teaching and learning.

Children conduct an interesting experiment as to whether the Earth is round or flat. Next the car standing outside the school is discussed and the Sports teacher describes each part of the car but for the kids, its all like a fairy tale. However they find the classes very informative since real life experiences are key to sustainable learning and better than tons of pages in text books.

The Head Teacher feels that the current teaching methods need modifications to suit the needs of the day. Just as children require books, teachers require resource books which will give a suggested list of experiential learning and activity based interventions for each topic. Each classroom gets a TV. The children prepare a BIODIVERSITY Register for the entire school.

So the modus operandi is to select a topic, let the children give their first impressions about

the topic, then the teacher adds her own perception, then form Activity Groups to complete the components of the activity, integrate them and then make Presentations.

In the course of time, the school gets 4 more classes from 9 to 12 and four new teachers, a new library etc. With the result Cuebee and her friends need not leave the school to go the nearby town and they can complete upto class 12 in the village itself.

## Motto for this Book

The motto is Nurture Curiosity to develop Creativity in children.

Curiosity, Creativity and Innovation are non-negotiable skills that every child in the 21st century needs to possess.

### R. Venugopal

*Mr. Venugopal has served in LIC of India from 1968 to 2006 for 38 years and retired as an Executive Director.*



March copy of IMPACT- Please refer to the article Indian Insurance industry welcomes you by Mr R Venugopal on page 4. In the first para it is mentioned that the FDI limit has been increased to 49 percent from 26 percent in the sector. This statement is wrong. The FDI limit has been increased to 74 percent from 49 percent in the sector. Kindly note this correction. Editor.



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# An overview of Sustainable Development Goals and its implications towards 2030 Agenda

## ABSTRACT

The abilities of the companies across the globe in promoting Sustainable Development Goals- 17 (SDGs 17) through robust partnerships by developing stakeholders to build local capacity, especially of employees in their respective organisations is of paramount importance in the AI Driven future world. The sole objective of this article is to evince interest among stakeholders in enhancing the importance to harness the employee growth trajectory perse. This in turn will facilitate in the enhancement of organisational growth by this very simple but hard experiment on employees in the near future. Capacity building of employees can help close skills and institutional quality gaps. The suggestions or specifications are holistic to any industry for that matter and are implementable in the purview of the author.

Key words : UNGLOBAL Compact, SDGs , Employee Growth , Sustainability, Implications of SDGs

## Introduction :

The growth and development of business cannot be assured unless people and planet are thriving with its assurance that the globe around us is on the path to meet all 17 Sustainable Development

Goals (SDGs) herein after referred to as SDGs. This will be of prime importance for the future AI Driven world.

In order to value add to the plan of action for the immediate future until 2030 Agenda the renewed 5 Ps for SDGs ie planet, prosperity, people, peace, and partnership for Sustainable Development (2030 Agenda), with 17 SDGs and 169 targets gains immediate attention. Here the deliberation is towards drawing implementable and prospective future direction's/ suggestions, appropriately implementable at the same time with SDGs.

The SDGs are deeply interconnected to thrive in a world of poverty, inequality, unrest and environmental inequity. SDGs are also universal, which transcend borders and apply across so well at the workplace, market place and community. The prominent challenge for future employers shall be the balancing act wherein the progress on one goal can have a significant impact on progress in meeting other goals.

Proactively, business cannot be in insolation and so it has a vital interest in ensuring the 2030 Agenda and ensure it is aptly delivered, hence the justification for emphasising this view point, in the overview which follows as below. The resuscitation



Source : <https://blueprint.unglobalcompact.org>

Figure 1 showing the Seventeen Sustainable Development Goals

of new thoughts and views are also essential to the existing framework of SDGs.

**Overview:**

Ambition, Collaboration, Accountability, Consistency and Intentionality can be applied to a business’ strategy for attaining an employee growth trajectory business model. However, in the future of AI driven business jobs this may not be prominently evident and feasible for attainment .

The schema of SDGs 17 are given above in Figure 1 (both for novice readers and reiteration of the same for existing enthusiasts / experts) who delve in the domain of SDGs.

To reinforce conceptual clarity the authors’ interpretation are listed in a table as suggestive value proposition(s), Refer to Table 1 below.

**Conclusion :**

The expressions of the author are indicative and suggestive in nature as this may have to undergo various stages / levels of deliberations prior to the conclusive nod by policy planners, strategists and decision makers. The expressed thoughts may have to undergo review and re-review over a period of time. All in all this article gives immense scope to researchers who are anxiously undertaking their vision and attainment of their research objectives, particularly in the domain of SDGs in a proactive manner.

Table 1 showing the authors' suggestive value propositions of SDGs

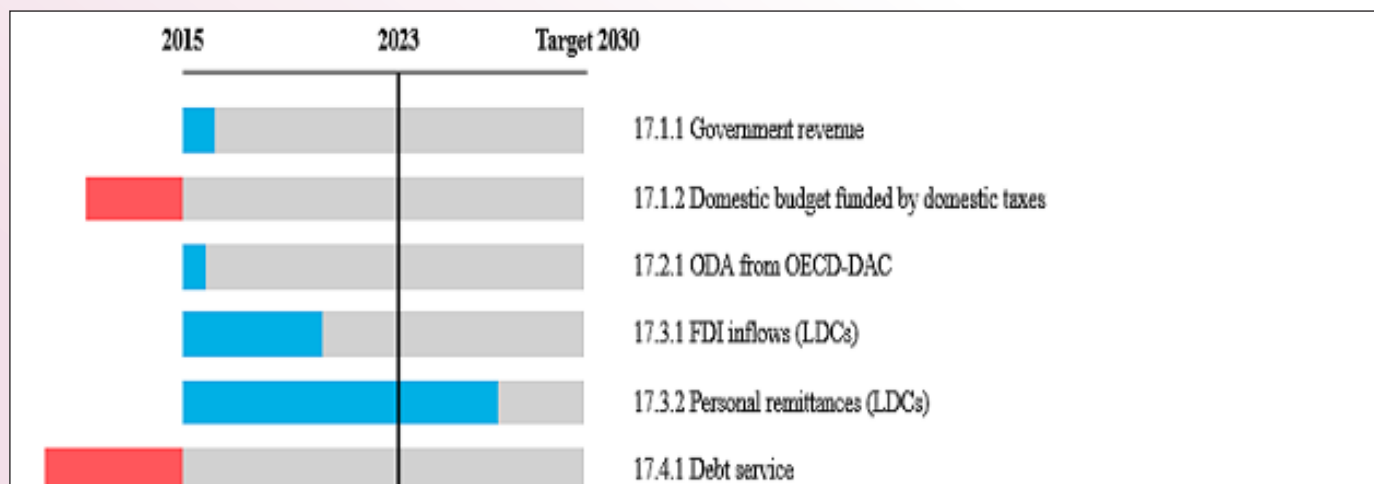
SD Goal Number	Title	# Targets	# Indicators	5Ps* classification	Author's Suggestive Value Proposition(s) %
1	No poverty	7	13	People	INTENTISIFICATION OF FOOD FOR ALL BY TASK FORCES
2	Zero hunger	8	13	People	ESTABLISHMENT & IMPLEMENTATION OF CORE MONITORING COMMITTEES FOR SDG 1 ABOVE
3	Good health and well-being	13	28	People	DEVELOP A ROBUST GLOBAL HEALTH CARE MANAGEMENT SYSTEM (GHCMS) ON OPEN SOURCE MODE
4	Quality education	10	12	People	RTE (RIGHT TO EDUCATION) TO BE STRENGTHENED, SO AS TO REACH EACH GLOBAL CITIZEN
5	Gender equality	9	14	People	INCLUDE TRANSGENDERS IN ALL SECTORS, TO ACHIEVE THE PRINCIPLES OF EQUANIMITY AND EQUITY
6	Clean water and sanitation	8	11	People, planet	EFFECTIVE UTILISATION OF ATMOSPHERE, USING AIR TO GENERATE WATER IS PROPOSED FOR THE GLOBE

7	Affordable and clean energy	5	6	Prosperity, planet	SETTING UP SPECIAL WORKING GROUPS IN THE ENFORCEMENT OF SOLAR ENERGY GENERATION AND PRODUCTION TO MEET THE GLOBAL ENERGY REQUIREMENTS
8	Decent work and economic growth	12	16	Prosperity, people	FAMILY-OWNED BUSINESS MODEL IN ENTREPRENEURSHIP BE GIVEN A SPECIALISED GLOBAL IMPETUS
9	Industry, innovation and infrastructure	8	12	Prosperity	PATENT CREATION AND CONSUMPTION AND CONVENTIONS BE INCENTIVISED ACROSS THE GLOBE
10	Reducing inequalities	10	14	Prosperity, people	LEGALLY VALID GLOBAL AND REGIONAL BASED EQUALITY ENFORCEMENT PANELS TO BE ESTABLISHED
11	Sustainable cities and communities	10	15	Prosperity	INFRA DEVELOPMENT GROUPS FOR COMMUNITY ENGAGEMENT AT EVERY EDUCATIONAL INSTITUTIONS AT ALL LEVELS OF LEARNING
12	Responsible consumption and production	11	13	Planet	UNIVERSAL GREEN PRACTICES IN ALL THE DOMAINS OF MANAGEMENT FUNCTIONS TO BE IMPLEMENTED

13	Climate action	5	8	Planet	WATER/ ENERGY BASED INNOVATIONS TO BE GIVEN SPECIAL ENCOURAGEMENT & INCENTIVES IN A GLOBAL PERSPECTIVE
14	Life below water	10	10	Planet	CONTINUOUS OCEAN CLEAN UP & CONSERVATION EFFORTS
15	Life on land	12	14	Planet	FORMULATION OF UNIFORM GLOBAL PARAMETERS (UGPs)
16	Peace, justice, and strong institutions	12	14	Peace	REVISITING NEW GLOBAL PARADIGMS OF IMPLEMENTABLE ETHICAL PRINCIPLES AND PRACTICES
17	Partnerships for the goals	16	24	Partnership	EXPLORING AND SETTING UP OF WORKING GROUPS TO IDENTIFY NEWER PRACTICES, FROM SCHOOL TO UNIVERSITY LEVEL BENEFICIARIES

Source <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9684807/table/Tab1/?report=objectonly>

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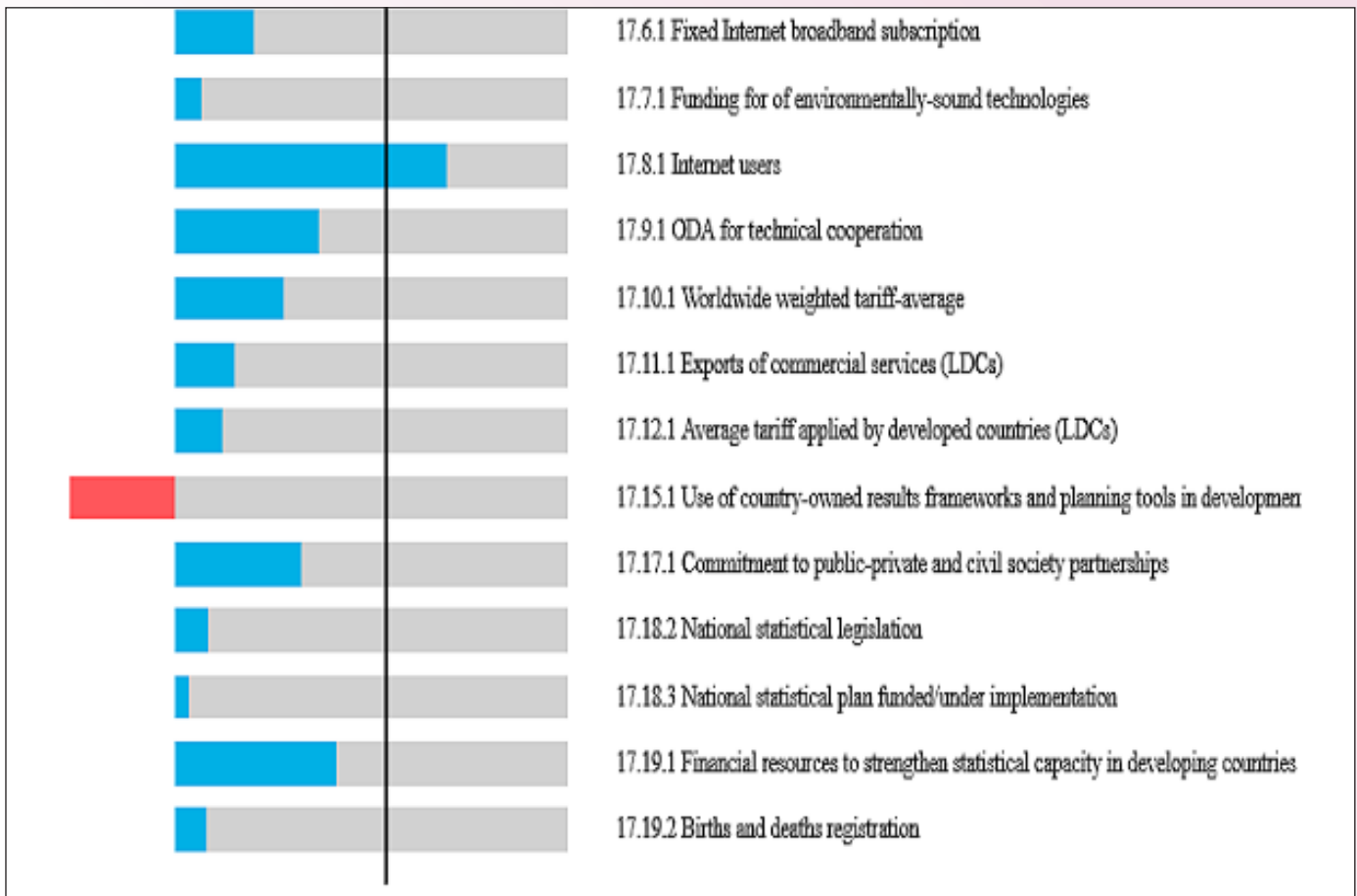


Figure 2 Showing the Progress on Goal 17 indicators towards the 2030 targets

Source: ESCAP (2024).

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### DR S Krishna kumar

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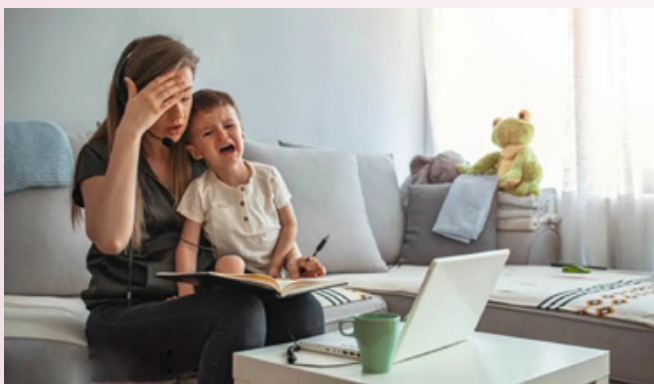


# A Personal Anecdote on Problems and Solutions for Working Parents @ Home

Home sweet home; go east, go west, home is the best. Yes, home is where each one of us experiences psychological comfort, social security and emotional attachment. All these factors put us in a stable mental state that helps us to deal with every unstable situation of life. Unlike animals, we human beings need the utmost postnatal care before getting exposed to our social surroundings. This is where the role of a family or the quality moments spent with each other inside the home plays a crucial role in shaping the future of the newborns. From time to time the shape and size of family has changed but not the role of it. It still plays its multiple roles from the cradle to the grave. It gives us the wings to fly high while retaining its roots intact to us for one day we will come back to rest in this beautiful nest. Traditionally fathers used to work outside to earn livelihoods and mothers used to work inside taking care of the family converting the house into home. But with time, more and

more women workforces are encouraged in each and every field of work and they have proved their prowess both inside the house as well as outside the house. In this process, somewhere the homes are affected both positively as well as negatively. But, as is said: “necessity is the mother of invention”, many modern solutions too have emerged to tackle such challenges. There are several academic write-ups available on these challenges and their solutions. However every family is unique and despite such generalised theoretical analysis by researchers I feel every family evolves with a tailor-made solution for itself. I am sharing my experiences.

Streedhan or the gift in both cash and kind given by a family to the daughter during marriage used to be a source of financial security for the girl when she was starting a new journey of her life. Every transition is a challenging period and a complete shift of the psychological comfort, social security and emotional attachment that a girl enjoys inside her family, puts her in a very big transition. The streedhan is a source of security till she gets attached to the new family and starts experiencing the same kind of comfort once she had to leave behind in her family. Now a days, when most of us are qualified and well educated, our jobs give us a much bigger financial security and exposure to different levels of professional endeavours and personal achievements leading to the attainment of those broader aims of





life like brahmacharya, grihastha, vanaprastha and moksha.

In Fact many of us after earning enough are looking for inner peace and many modern monks have evolved, spreading the seeds of spiritualism for such seekers. But for me, the learning phase has stretched a little too much covering three decades and hopefully my earning phase starts soon when I am looking for engaging myself after a decade of dedicated service to my child. Most mothers particularly overqualified homemakers who are preferring to quit jobs to spend quality time with the children are feeling like getting back to their offices once the children are a little grown up. And the waves of inclusiveness has embraced many such moms back into their professional bastions. For many young mothers, the family support and the maternity leave and other solutions like the availability of quality creche and playschool facilities have helped to continue with their jobs without compromising on the needs of their little ones. While for some others, new opportunities particularly on the online platform has opened up several windows like teaching yoga lessons, taking



online tuitions for academics and nonacademic extracurricular activities. The online platform has engaged many mothers nurturing their skills online while nurturing their little ones offline. Financial independence has helped many mothers contribute towards family support both financially and socially. At a personal level, it helps the individual to develop self confidence, attain small small wishes of life, practice time management, coordinate group activities, carry out risk management effectively, become prudent in every sphere of life. The working parents find time to carry out household works

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together spending quality time with each other reducing various stereotypes and bridging the gaps of gender equality. Quality time spent together has helped parents to attain healthy conjugal relationships that helps to give quality time to the children as well as other elderly members of the family. However, practical attainment of this kind of an euphoric state of work and family life balance is very tedious though not impossible.

In our country, many categories of working parents can be observed. In the lower middle class families particularly in the cities, many women take up the task of domestic aid to help the upper middle class women who engage themselves in various white collar jobs and services. Whereas in the rural areas, many women work independently in their own fields and farms and with the help of government aids and initiatives, many self help groups have evolved converting rural skills into productive workforces. The Anganwadi Kendras have played an important role in fulfilling the nutritional and the early childhood education requirements of rural children while engaging several rural women in those centres making them financially independent. Financial independence has played a major role in the personal as well as social well-being of both rural and urban women. And a happy

and healthy woman keeps her family and children in particular more happier and healthier.

The affluent section of parents have several advantages in terms of availing and fulfilling various higher order needs of life and support systems for the children during their growing stages. However, at times children of such families have witnessed the lack of warmth of family bonding that children in middle class families enjoy. On the other hand in many middle class families the financial constraints have resulted in long-lasting bitterness between parents and children. In the lower middle class families, the school dropouts and the subsequent search for work has resulted in a more financially independent children lacking better education. In the middle class families, the need for higher education for better standard of living has given rise to the major section of highly qualified working parents. And while both working parents have made it feasible for earning a higher standard of living for their children, the necessity of early childhood care for such children has been a concern till they are grown enough to carry out their tasks independently in the absence of their working parents. Support of grandparents has been more beneficial than the support systems of creche and playschool. But in the absence of such

**FAMILY VALUES**

**In this Home**

- We laugh together & have fun
- We make honest mistakes & learn from them
- We forgive each other
- We put family first
- We love unconditionally



family support systems, the professional caretakers have evolved over the years engaging several urban women in those services.

Modern gadgets like CCTV cameras and their compatibility with personal gadgets have played an important role for the working parents to ensure safety and security and quality engagement of their little ones by the visiting caretakers. Both working parents and the subsequent financial security, has enabled the families to go out on regular family outings leading to bloom in the tourism industry rejuvenating the parents from their hectic work schedules and bringing the children closer to their friends and families. Highly qualified working parents find it a little difficult to manage time to teach their own children but the financial security helps them to engage their children in various hobbies and life skill activities and subsequently many such academies have grown over the years nurturing the young brains and bodies both mentally and physically. Many a times, the major role of grandparents is to take the children to such post school academies. While the rural children learn swimming in the ponds and rivers free of cost, the urban children learn it in the modern swimming pools at a higher cost. Many times I feel, after spending thousands on the urban amenities, we feel like going back to the rural serenities like farmhouse, organic food and a sedentary lifestyle to escape from the hustle bustle of the hectic urban life. People have made their journeys from the rural areas to the urban agglomerations in search of

better education, better jobs, better incomes, better houses, better spouses and better families, at times to realise that the ultimate happiness lies in the place of origin somewhere in the virgin forests and not in the concrete jungles of the cities.

Personally, my journey has thrown up several challenges in terms of my career and despite being so career driven from the school days, the social challenges have stopped me from engaging myself in a regular job. Despite ample financial securities, the need for regular care for my child has stopped me from engaging myself professionally by putting the kid in the creche. Those days were, quite difficult when I had to confine myself to the four Walls of the house and I have experienced severe depression and that has affected the quality of my personal as well as social life. And I feel for most qualified homemakers, confinement to the houses on the absence of suitable support systems to continue professionally, has resulted in depression deteriorating the quality of life for themselves as well as their families for whom they quit their jobs. On the other hand, on several occasions, both working parents avail better amenities for their children and for themselves though in some cases the gap between the children and parents get enlarged in due course of time. But, in many families where the mothers are working, the children learn to be more tolerant and adjusting by observing their contributions both inside and outside the house.

Personally, while time confined me within the four Walls for a decade and the irony of my life is that I met my life partner in Delhi while I was away





The family is the corner stone of our society. More than any other force it shapes the attitude, the hopes, the ambitions, and the values of the child. And when the family collapses it is the children that are usually damaged. When it happens on a massive scale the community itself is crippled.

— Lyndon B. Johnson —

from the four walls of my parents home preparing for civil services, at the end of almost two decades, I have experienced some of the deeper feelings of life by being a mother, by keeping my passions alive despite no support systems for we both belonging to two different types of families of two different states. From 2004 to 2024, the career curve has seen the deepest plunge but has pushed me to the highest peak of several rarest experiences of life. My streedhan from my father was a box of scriptures and they have been my source of strength and security for fourteen years and only now I feel those scriptures have opened up my ways to a much bigger life experience after I have spent one decade spending quality time with my child. Every knowledge remains incomplete until it's made applicable. Or every skill or knowledge that is acquired as a form of Saraswati, gives us the feeling of Laxmi when we apply those skills and knowledge in real life and make an earning out of it. And the challenges we overcome to acquire and apply those knowledge, gives us the experience of Narayan or the driving force behind every phenomenon.

My takeaway from my experiences, better education is for a better family life and despite bitter experiences, life is much better when we show faith in the family values. I am entering into the world

of working parents home after having finished the homeworks of laying the foundation of my child's social life and I feel happy when I introduce myself as a homemaker but my child finishes narrating me as a writer and an artist. Our parents made us better educated to enjoy a better life and our better life should not take away that right from our children. So, working parents, do work for your family as well as with your family and yes despite time constraints try to earn those quality moments of family bondings which are the ultimate treasures we can save for our children and for ourselves.

Work is worship, Duty is God. Happy Mother's day and Happy May day.

#### Ms. Chinmayee

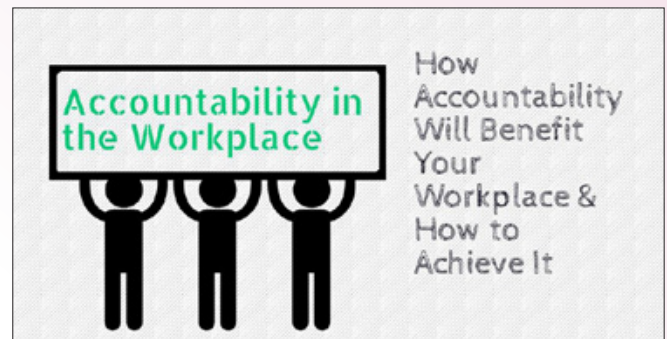
*Am a full-time homemaker and a self-taught passionate artist and an amateur writer looking forward to take my passions to a professional level. I have written certain situational stanzas in English and an amateur autobiography of my life experiences from 1999 to 2021 in Odia titled Baishhi Pahache meaning on the 22 nd step.*



# Why is accountability important in the workplace?

Workplace accountability involves holding each person accountable for their actions. It leads to higher commitment and morale among workers, which boosts productivity. It empowers workers to see how intended and actual outcomes differ and take bold steps to bridge the gaps. Accountability also encourages workers to use creativity and troubleshoot shortcomings.

However, it's not something that should only apply to some people. Taking responsibility for actions is expected to cut across all departments and hierarchies. It's something that is measured both at the individual, team and organization level.



In this article, we answer all your questions about accountability at work:

- What does it involve? And how can you measure it?
- Why is accountability so important in the workplace?
- How can you promote workplace accountability?

## The meaning of workplace accountability

Workplace accountability is multifaceted and is measured against several phases. At its simplest, it means an employee accepting their mistakes. Once workers accept their mistakes, they must stand up and resolve to solve them. Mistakes could be in terms of failure to perform their duties diligently. It can be measured by deliberately failing to take action to prevent something from happening.

It can also be measured in terms of failure to update skills when a worker knows they should. Every employee must understand why accountability is important in the workplace. They must set goals





that drive them to be accountable. When they realize their mistakes, workers need to set timelines for correcting them. They must be proactive and focused on bettering their actions so that the same mistakes do not happen in the future.

### 4 reasons why accountability matters in the workplace

True character in work is a prerequisite for accountability. To maintain consistency and long-term viability, it requires making sure a business cultivates positive interactions with both clients and personnel. This means that knowing how to act and behave appropriately is essential. Here are 4 reasons why accountability is important in the workplace.

#### Boosts employee motivation

Worker motivation can come from within individuals or their colleagues and leaders. The individual needs to harness the power within them to build morale and feel motivated. Being accountable is a significant root for finding morale and motivation.

When employees understand their actions are helping drive the company in the right direction, they feel proud of themselves. When they feel their colleagues and leaders value their efforts, they feel they have a role to work harder. They own the tasks ahead of them and treat the project as their own.

#### Promotes trust as a culture

Employees who don't trust themselves, colleagues, or leaders cannot deliver productive work. Trust doesn't happen in a single day but takes time to

build. It grows more when employees support each other to be accountable.

Trust in the workplace is founded on open communication and mutual understanding. It creates an environment where workers feel safe. They gain respect with each other and value one another's opinions and duties. These are catalysts of trust. It helps employees understand why accountability and its value are important in the workplace.

#### Improves communication and productivity

Accountable workers do not wait to be supervised to work and deliver. They plan their time well and ensure every duty is completed on time. They understand their actions can affect the company positively or negatively. Due to this, they take it upon themselves to work harder. Furthermore, accountable employees know when to communicate and how to do it. They share information through the right channels and on time.

#### Embraces mistakes to find solutions

An employee cannot find solutions unless they accept their mistakes first. If there are gaps in their service delivery, they must acknowledge that first. What follows next is taking action to find solutions. They not only solve them but also put mitigations in place to ensure the mistake never happens again. For example, an accountable employee will always take care of the workspace cybersecurity and remove potential threats from the work device to ensure corporate digital safety and avoid data breaches.

#### Tips for promoting workplace accountability

Accountability promotion should be the responsibility of everyone in a company. All employees need to know why accountability is important in the workplace and work towards

# RESPONSIBILITY VS ACCOUNTABILITY

## RESPONSIBILITY

Having an obligation to complete a task or oversee the output of others that you are directly in charge of.

## ACCOUNTABILITY

Is the acceptance, good or bad, of your personal actions that contributed to attaining or failing to meet an intended goal.

promoting it. Several steps can help employees achieve this.

- **Make expectations clear:** Opaque expectations leave employees stranded, unaware of what to do. Employers need to give clear guidelines on what they expect from their work teams.
- **Document roles and responsibilities** to make sure everyone knows who does what and who's accountable to whom. You can use it to create a dynamic organizational chart, bring transparency to your organization's roles and processes, track OKRs (objective and key results), and even organize your team's projects!
- **Set an example:** It is confusing when leaders in the workplace say one thing, but they do the opposite. The best leader is the one who leads by example.
- **Offer feedback:** Let the employees know their performance in terms of accountability. Let them know which areas they are getting it right and which they are not.
- **Have a follow-up strategy:** Employees need to know someone is watching over them. Employers should not provoke their teams when doing this. It should be done with care and firmness, too. There needs to be a way

to hold workers who fall below the standards accountable.

- **Offer rewards:** Workers might not always be perfect, but they are expected to show efforts for improvement. After an improvement, it is important to reward.
- **Be compliant:** Part of accountability actions is for the company to ensure compliance, ideally with a compliance dashboard. It helps to enhance transparency within the organization and identify potential risks that can help employees make informed decisions and, as a result, stay accountable.

## To conclude

Workplace accountability is multifaceted and involves both the worker and employer. There needs to be a set of rules that exist to help everyone in the organization do the right thing. Organizations with accountable workers stay productive and help employees stay motivated. However, they need to identify the right tools that can help improve accountability at work.

*Source Courtesy: <https://www.holaspirit.com/>*

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