



Building a Global Workforce Ecosystem

Unlocking the true Potential of Offshore teams

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Disclaimer

The views and opinions expressed on these slides are from my experience managing global teams out of India and talking to various industry peers/mentors and do not necessarily reflect the official policy or position of my organization.

Any content provided herein is for informational purposes only

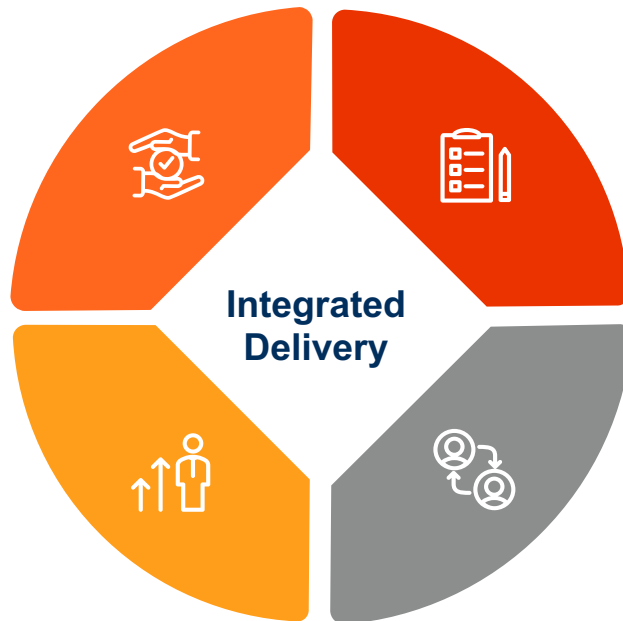
GLOBAL WORKFORCE

Resources

Cost
Talent Pool
Time zone Coverage

Ecosystem

Collaboration
Seamless delivery
High Performance
Leadership



Model

Insourcing
Outsourcing
Global Capability Centre

Mitigate Challenges

Culture
Perceptions
Integration

HISTORY OF INDIA

- One of the Oldest Civilization
- Native Industries
- Culture
- Traditions
- 25% GDP
- 500 years of Invasions
- Language



PYSCH OF INDIANS



Perception of Inferiority



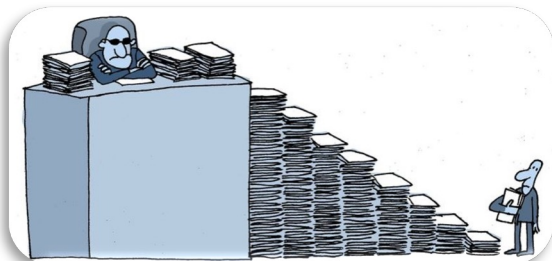
General Mistrust



Complex Socio-Cultural Identity



Language Barrier



Bureaucracy



Seeking Validation



Work Ethics

COMMON CHALLENGES

- Cultural and Communication
- Indirect Communication
 - Reluctance to say 'No'
 - Conscious of speaking up in meetings
 - Avoiding Confrontation
 - Work Life Imbalance
- Too bureaucratic at times
 - Waiting for direction
 - Lack of out-of-box thinking
 - Lack of calculated risks
 - Requirement to grow and seek validation of contributions via regular promotion



INDIA IS CHANGING

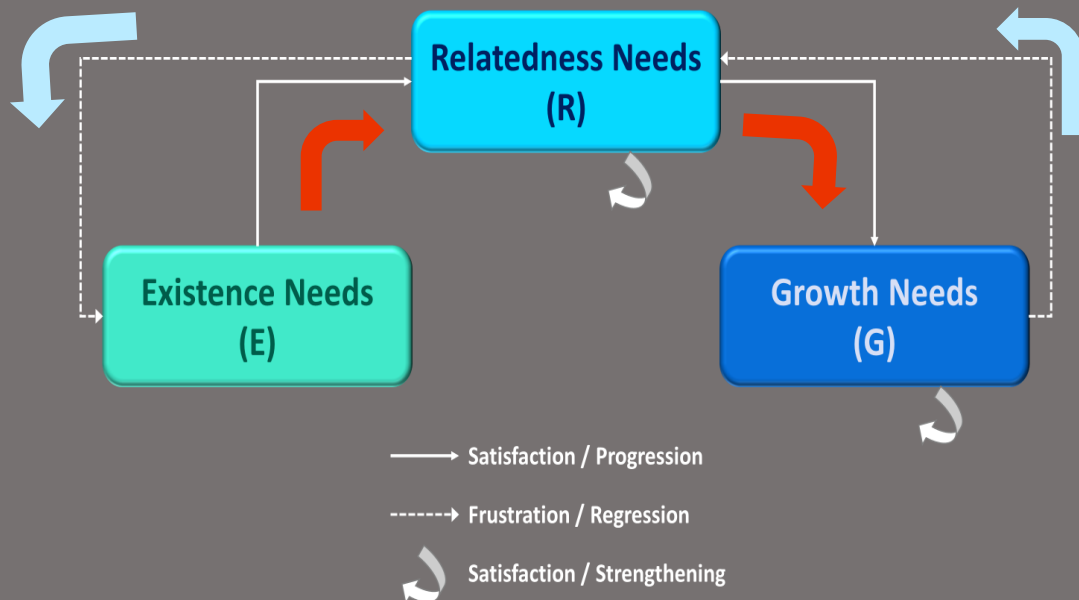
- Digital savvy new generation driving innovation
- Work seamlessly from Remote Locations
- Exposure to more complex and high-end work
- Flourishing of a start-up ecosystem
- 70 % MNC planning to invest in India
- 7 trillion-dollar economy and 4.5 trillion-dollar consumption market
- 1600 Global Capability Centres



MANAGING AN INTEGRATING GLOBAL WORKFORCE

THE **EXISTENCE**, **RELATEDNESS** AND **GROWTH** (ERG THEORY)

Alderfer's ERG Theory



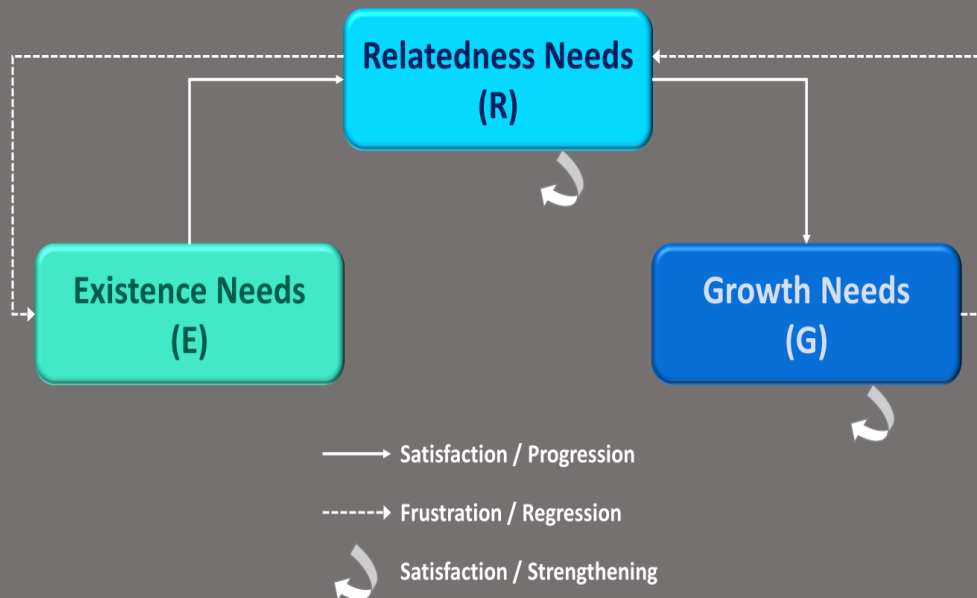
MANAGING AN INTEGRATING GLOBAL WORKFORCE

THE **EXISTENCE**, **RELATEDNESS** AND **GROWTH** (ERG THEORY)

Existence

- Salary and Benefits
- Job Security
- Trust and Support

Alderfer's ERG Theory



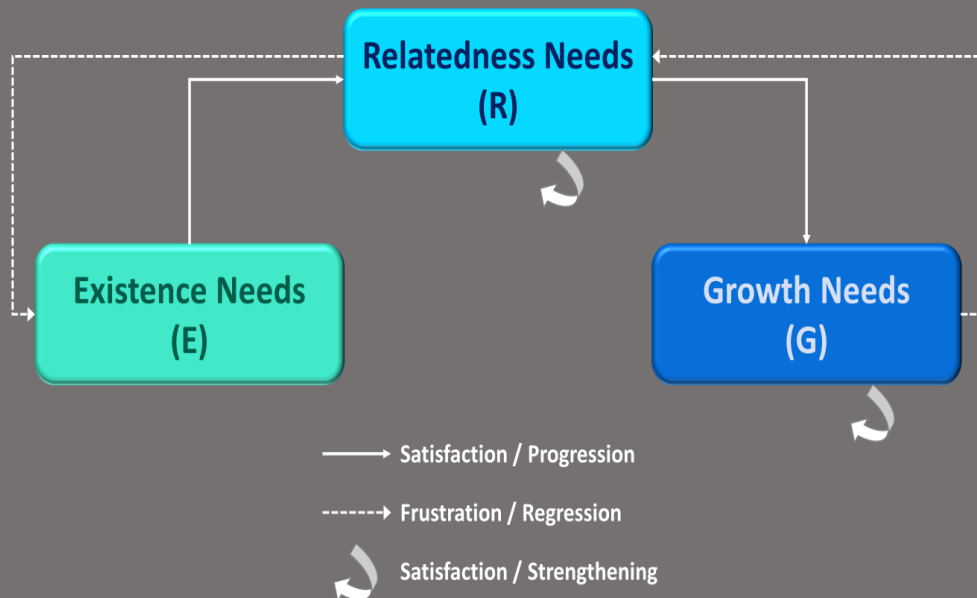
MANAGING AN INTEGRATING GLOBAL WORKFORCE

THE **EXISTENCE**, **RELATEDNESS** AND **GROWTH** (ERG THEORY)

Relatedness

- Enhanced engagements and strong relationship
- Continuous Learning and team development
- Rewards and Recognition

Alderfer's ERG Theory



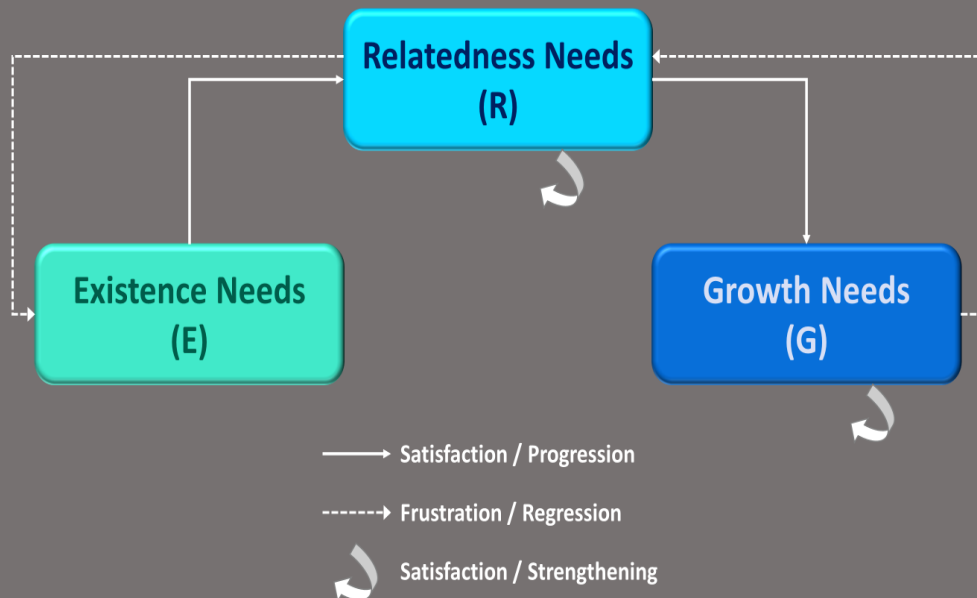
MANAGING AN INTEGRATING GLOBAL WORKFORCE

THE **EXISTENCE**, **RELATEDNESS** AND **GROWTH** (ERG THEORY)

Growth

- Interesting and Challenging work
- Growth mindset & autonomy in decision making
- Clear Leadership Vision and Direction

Alderfer's ERG Theory



Potential Strategies to Unlock the true potential



E R G

Potential Strategies to Unlock the true potential-Existence

1. Overcoming Language and Time
Zone barriers
2. Break the Perception vs Reality
Bias
3. Consistent Company Work Culture
and Benefits

E

Existence

Potential Strategies to Unlock the true potential- Relatedness

1. Engage Wholistically
2. Invest in Learning and Development/
Knowledge Sharing and
Collaboration
3. Participate in Decision Making

R

Relatedness

Potential Strategies to Unlock the true potential- Growth

1. Job/Role Rotation
2. Challenging/Interesting Work
3. Drive a culture of Co-opetition

G

Growth

EVOLUTION OF LEADERSHIP

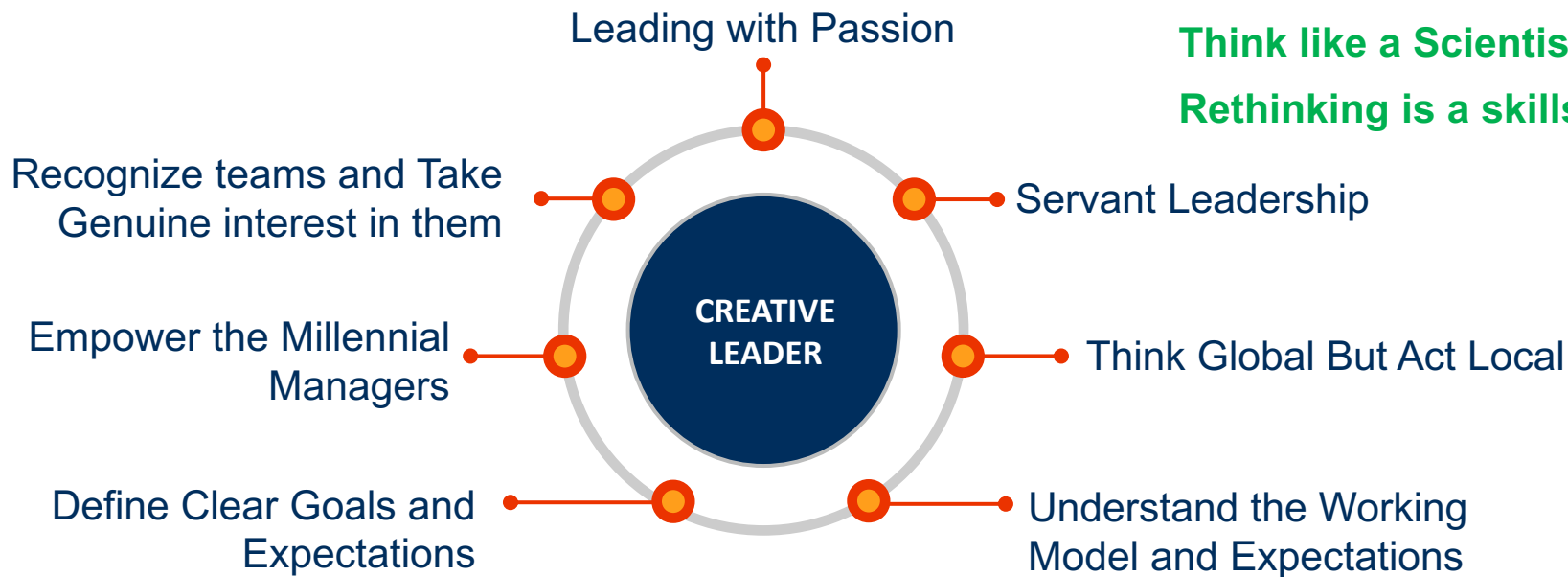
Cognitive Laziness

That will never work

That's not how we do it

Think like a Scientist

Rethinking is a skillset



KEY TAKEAWAYS

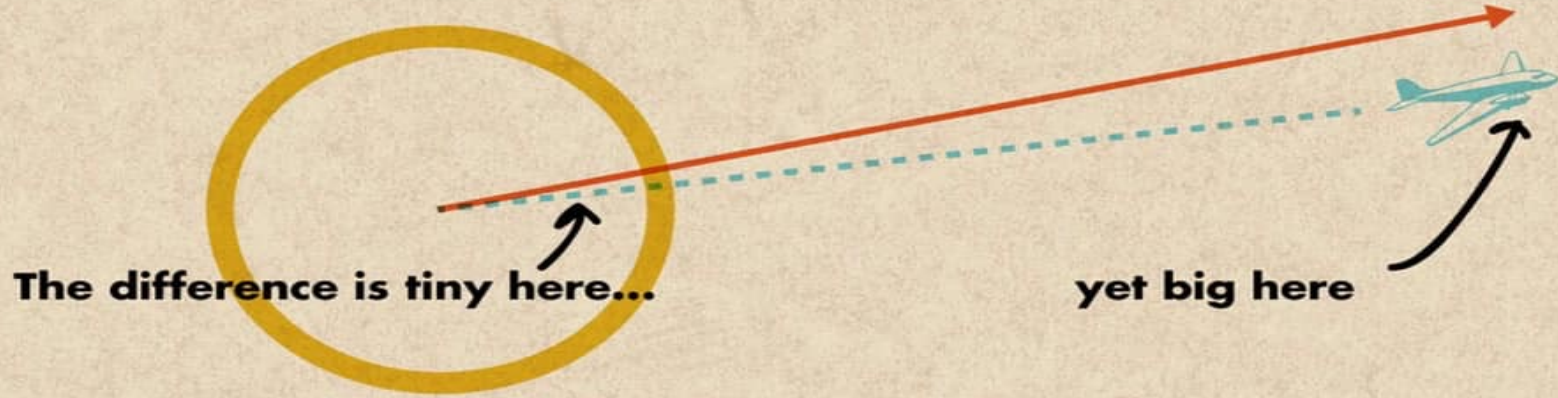
- Strategic and holistic approach
 - Aligning your strategies and vision with a structured model (Like ERG)
 - Leadership Evolution
- Embrace and value diversity
- Cultural integration
- **Get the Right Leader** 😊

He who works with his hands
is a **LABOURER**

He who works with his hands
and his head is a
CRAFTSMAN

He who works with his hands,
his head and his heart is an
ARTIST

THE POWER OF A **ONE DEGREE** SHIFT



For any further queries please feel free to reach out to me via LinkedIn or email me at Bhavesh.patkar@syneoshealth.com



Thank You