

People Empowerment

In a high growth environment

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Road Map



- What is Empowerment?
- Why **People Empowerment** is important to **OP**?
- What are the Challenges we face?
- How we are tackling them?
- How is it working out so far?

Empowerment is key to high morale

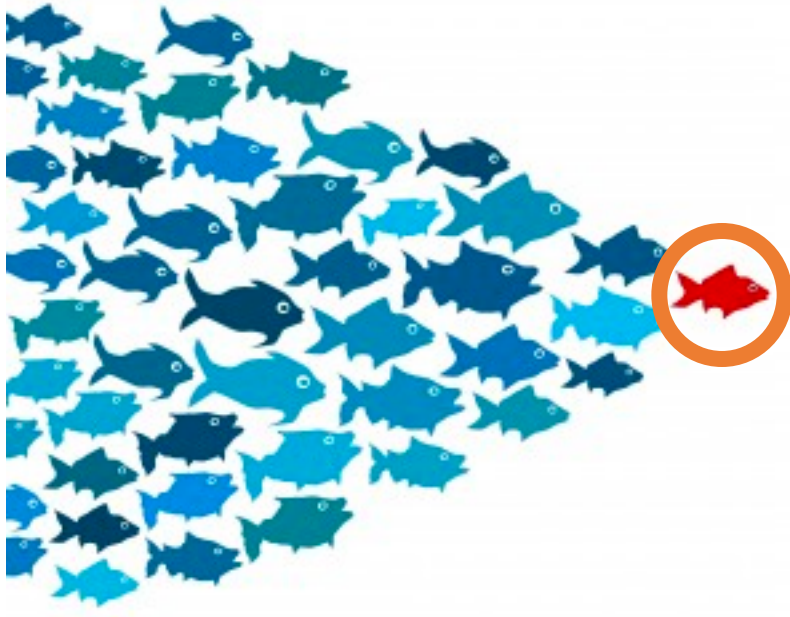


What is Empowerment ?

A close-up of Spider-Man in his red and blue suit, looking down with a serious expression. The background is a blurred cityscape at night with lights from buildings and streets. An orange arrow points from the top right towards the text, and an orange oval highlights the word 'RESPONSIBILITY' in the text.

WITH GREAT POWER COMES GREAT RESPONSIBILITY..

People Empowerment is key for OP



We hire technology leaders with deep industry experience

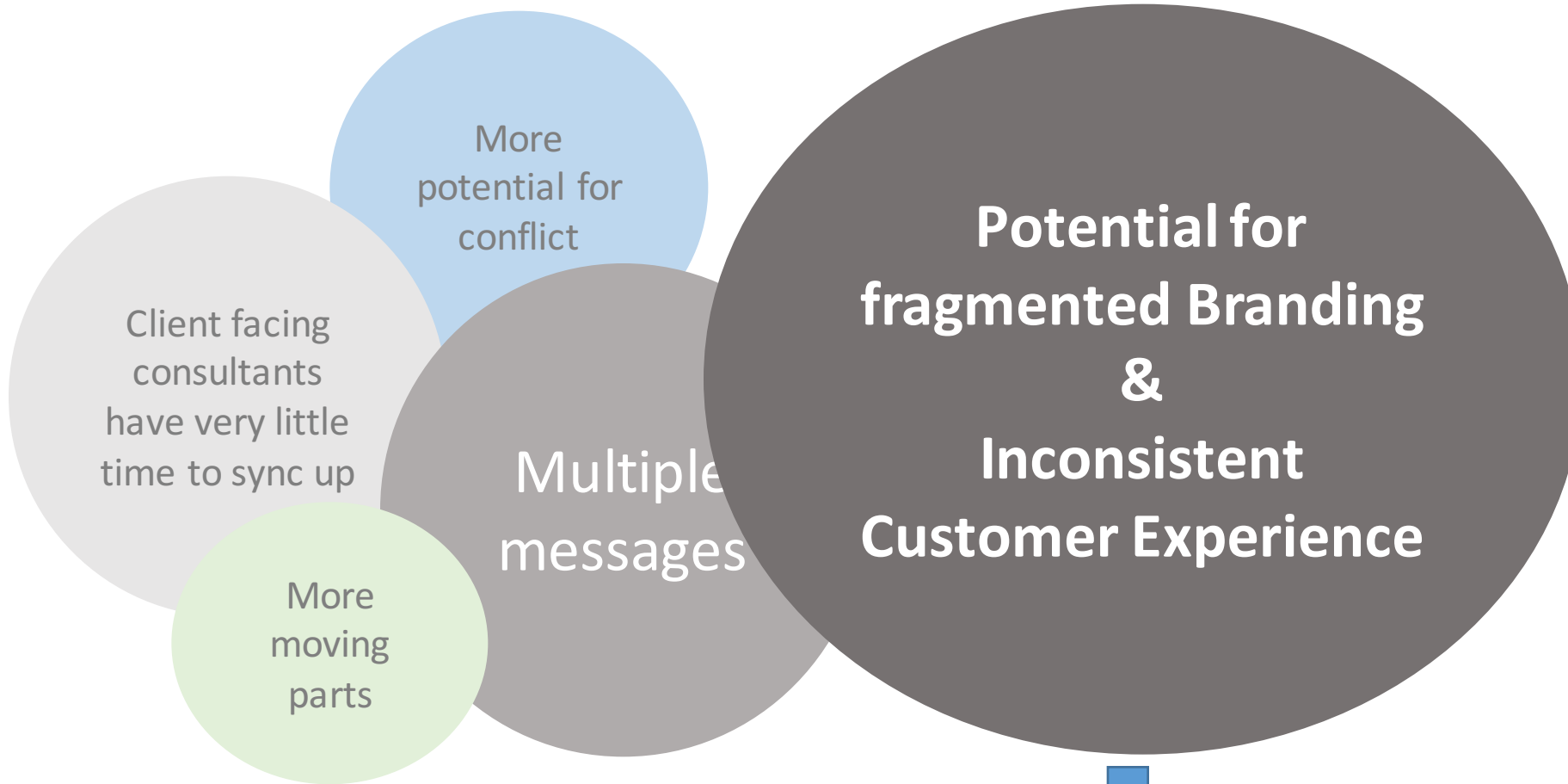
Our employees partner with senior management at top clients on mission critical IT initiatives

Expectations are high, resources are limited

Time to action is critical

Building a culture of People Empowerment is, therefore not a 'nice to have'. **It forms the core of our service offering.**

Our challenges with empowerment

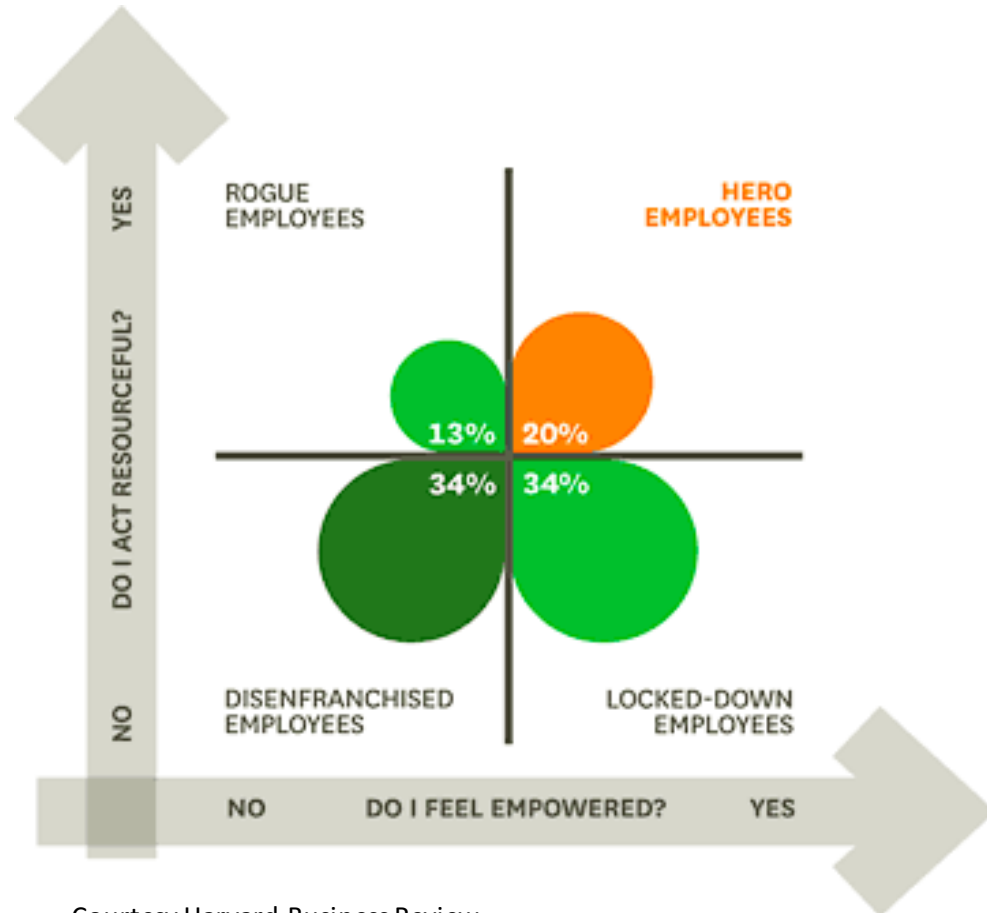


Potential Risks

Diluted Stakeholder Value

Low morale

We need structure to empower our team



Courtesy Harvard Business Review

A structured approach to innovation, client engagement, and knowledge sharing could really empower the team to do more with their time and accomplish greater things!

What are some of the others doing?



By allowing its engineers to spend 20% of their work week on projects that interest them, Google is able to tap into the many talents of its employees.



Allow employees to fulfil their higher purpose. As a company Zappos wants to Deliver Happiness.



The Minnesota Mining and Manufacturing Company. (3M) promotes empowerment by spending lavishly on research and development, encouraging technical employees to spend 15 percent of their work time on research projects of their choice and promoting a culture of cooperation that transcends department boundaries.

We decided to build something reusable



Stage 1:

Focus on team strengths.

Get employees to work on areas that excite them most.

Create a **Knowledge Asset** that can serve as a

Structured Empowerment Enabler.



Processes

Tool-Kits

Frameworks

Decision
Trees

Business
cases

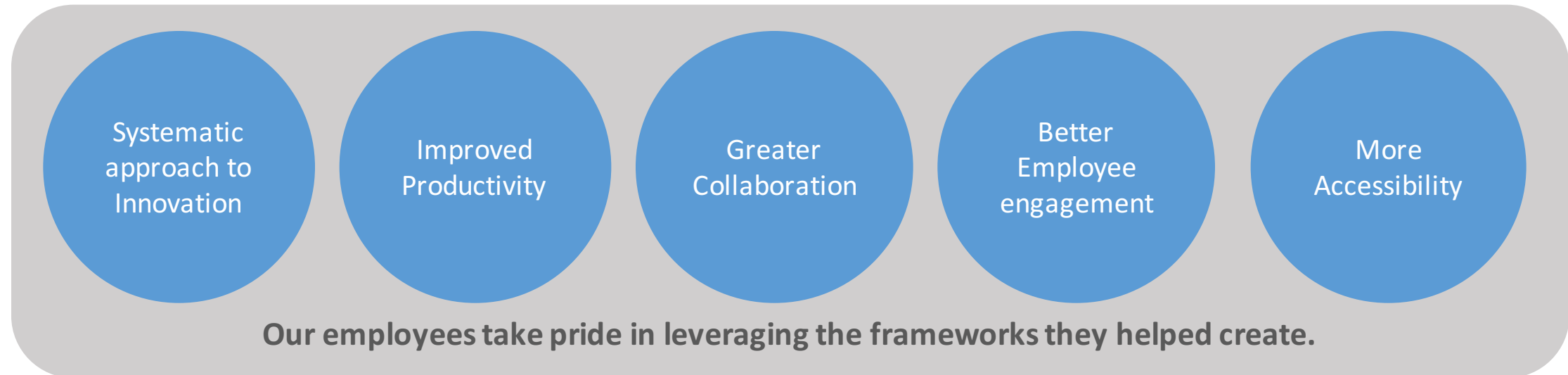
Stage 1 - OP Employee Authored Knowledge Base (Built in Continuous Improvement)

Structure means predictable outcomes



Stage 2:

Leverage the asset as a Customer-Centric Empowerment enabler.



Increased Stakeholder Value

Higher employee morale

This exercise helps fortify our culture



Open communication



Innovation



And brings us together as a team



We started new partnerships & channels as a direct result



How's it working out so far?



We passed a few milestones ...

2014
Ranked
#640



2015
Ranked
#368



Over **1200%** growth registered in the past 3 years

... but we are only just getting started.



THANK YOU

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