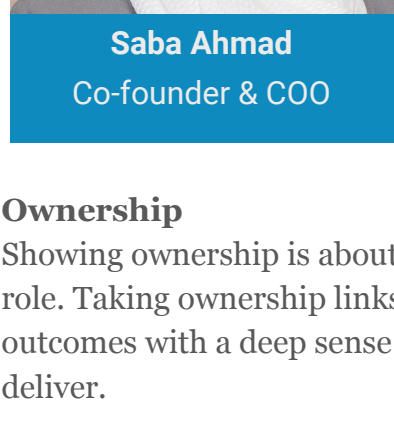




Leaderspeak

Leadership Is Taking Ownership



Saba Ahmad
Co-founder & COO

What is Leadership? And how do we develop it?

Leadership is not about being given fancy titles or cushy roles. Leadership is about taking ownership.

Ownership in turn means being accountable, taking responsibility, being decisive, solving problems, delegating, not playing the blame game and basically, taking charge. Let us examine each of these traits in more detail.

Ownership

Showing ownership is about taking action and it applies to everyone, not just to those in a formal leadership role. Taking ownership links a person's level of commitment & willingness to take initiative and own the outcomes with a deep sense of responsibility. Such people do not wait to be told what to do, but take charge and deliver.

For Example: There is a problem which needs a solution in your organisation. A lot of people talk about it and call it out. But one team member "Sam" does not just see the problem, he does not wait for someone to assign him a task, but rather takes charge and builds a solution to solve the problem. He then brings the solution to the management for review and possible adoption. Sam, in this situation, showed leadership by taking ownership of a situation with a problem solving attitude and decisive action.

Taking ownership also means making sure that we excel at what we do and making sure that the quality of what we are doing is never compromised. To ensure that we are on a path to leadership & success we have to hold ourselves to high standards. Any organisation that encourages such a culture will grow, develop and achieve excellence.

Accountability & Responsibility

The second important quality to focus on for building leadership is developing a culture of personal accountability and taking responsibility, which is extremely important for a service organisation. It means inculcating within oneself the willingness to take responsibility, not only for one's actions, but also for a situation, and not passing the buck.

For Example: A customer 'Jane' is not happy about a solution. She reaches out to one of our team members working on the project. He says "It was the other team member's fault. I can't do anything about that, I had already pointed it out to him/her". Jane then reaches out to the team lead, he handles the situation very differently. The team lead says "I'm sorry to hear you are not happy about the solution. I take complete responsibility. Let me connect with the team and see how we can fix this issue, and report it back to you by tomorrow". Jane immediately feels less frustrated. The first person shirked his responsibilities, but the second made himself personally accountable for fixing the problem. He took ownership of the situation, apologized, promised to find a solution, and report back.

When you develop the habit of being accountable for the outcomes of your situation, you understand & accept the consequences of the actions for the areas in which you assume responsibility. Avoidance of accountability is a bad trait in general, but it can be even more devastating for service organizations.

When mistakes have been made, accepting them and then taking a developmental, problem solving perspective rather than a judgmental one is the key sign of a leader. Mistakes can help team members learn from their experience and improve their organizational performance.

Decisiveness

Another core leadership quality is being decisive. Sometimes, we might not have all the facts but still need to make some difficult choices and take decisive action. In such situations we can not freeze up like a deer caught in the headlights. Neither should we dilly dally. We need to act - to cut our losses and move on. Not taking action at the right moment might result in missed opportunities and even at times lead to losses.

Delegation

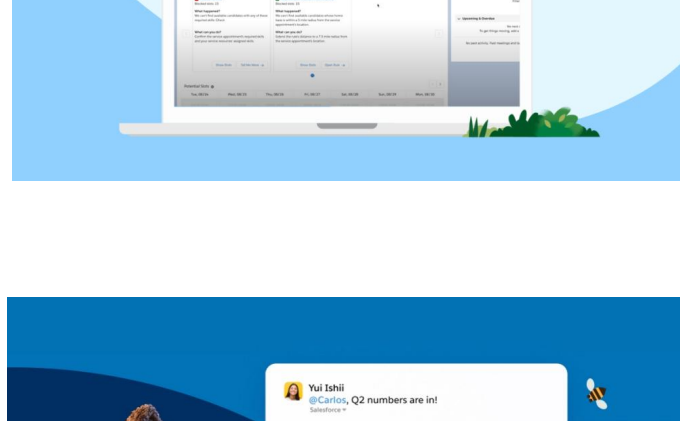
Delegation is another area of focus for developing leadership qualities, those who are leaders do not try to do everything themselves, rather they delegate work to their team. Delegation of tasks, and not responsibility, is crucial. Delegating to the team neither means micromanaging nor shirking responsibility, it means mentoring the team and helping team members develop into leaders themselves.

Empathy & Reflection

Leaders are empathetic towards their colleagues, they are skilled at understanding a situation from another person's perspective and reacting with compassion. They also proactively seek honest feedback about their own performance. Nurturing the ability to be self-aware with continuous objective systematic reflection is a significant factor in building leadership qualities in an individual.

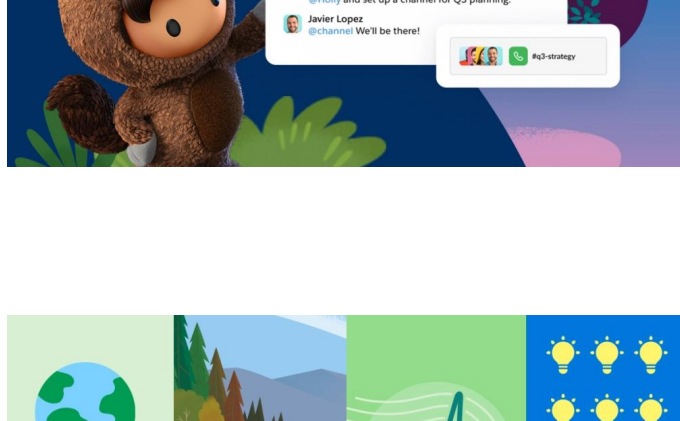
Individuals who emphasize on the quality of their work, develop accountability for the outcomes of their actions, take decisive actions, do not shirk responsibility, delegate work and mentor their colleagues become leaders. They are self aware and encourage a culture of learning in the organization. Organizations abound with quality, accountability, ownership of actions, empathy and teamwork are often better at meeting goals and creating a culture which is high in morale & low in turnover.

Salesforce News Feed



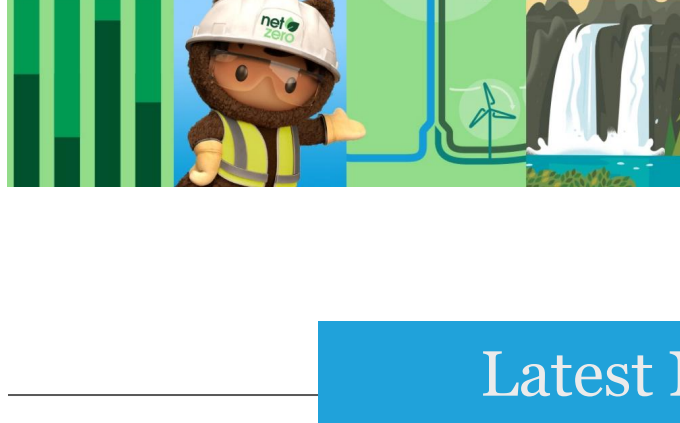
Salesforce unveiled four new capabilities for Field Service to help businesses empower their mobile workforce for the future. These features will enable businesses to scale their field service resources to handle more complex jobs, improve employee experiences and much more.

[Read more](#)



Salesforce announced new capabilities that integrate Slack across Salesforce's products and industry solutions to improve collaboration across organizational boundaries and empower teams to embrace asynchronous working.

[Read more](#)



Salesforce partners with UpLink to launch the Carbon Market Challenge. It's a global competition to find innovative solutions that use carbon markets to help unlock financing & technologies that support conservation, restoration & land management.

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Latest News @ Infoglen

Infoglen's 6th Anniversary

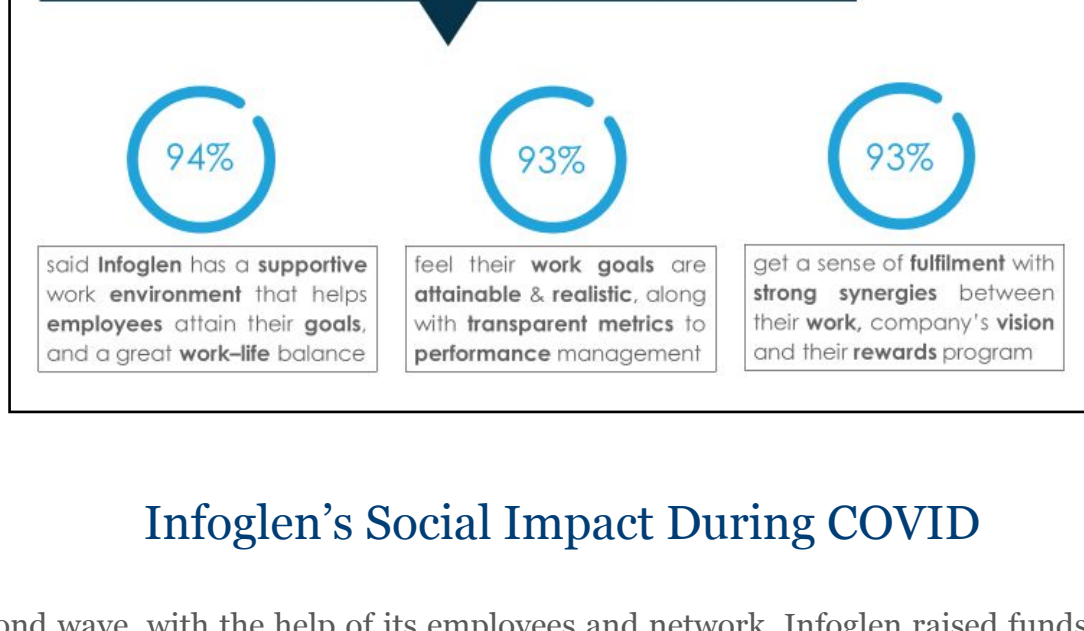
Infoglen celebrated its 6th anniversary on 04 November 2021. Here's a short video put together by the marketing team to celebrate Infoglen's journey over the years:



Women Infogleners Circle November '21

The Women Infogleners (WI) Circle was held on 12 November 2021, to equip women employees with skills to build stronger professional networks. The session highlighted the power of networking for women Infogleners, provided strategies & tips to branch out and seek connection in groups left untapped, and explored ways in which they can add value to their existing networks and ask for support.

Employee Engagement Survey Results



Infoglen's Social Impact During COVID

During the second wave, with the help of its employees and network, Infoglen raised funds to provide medical equipment, supplies and food to hospitals & organizations who dedicatedly served the needy in highly affected small towns of India, where funds and resources were either taking longer to reach or were not available at all. These organizations included Hemkunt Foundation, Sabka Saath Welfare Foundation, Our Little Bit, Swasth, and Khaana Chahiye.

Though the second wave has passed, the world is not free from COVID. Its impact is still felt the worst by the poorest & weakest sections of society. It has also made us realize that there is a huge need for accessible health care services, that the rehabilitation struggles of COVID patients and the families of the those who lost their lives still continues, and that the most powerful weapon we have against COVID is vaccination for all.

Below are some of the organizations that are providing post-COVID care, which we have continued to support:

India

Hemkunt Foundation (Gurgaon) - HF Mobile 100 is a project for operating Mobile Health Vans in rural India and administering free primary healthcare to 7 million Indians every year. It will also be covering patients in need of post-COVID care.



Sabka Saath Welfare Foundation (Lucknow) - The organization is providing support to micro-enterprises and individuals to reestablish themselves economically and socially in a COVID impacted world.



USA

UNICEF USA - The organization is responding to COVID-19 and helping deliver the COVID-19 vaccine in more than 180 countries.



Covenant House - The organization is providing safe shelter to over 1,900 homeless youth and young families per night, and over 1 million meals, all while practicing safety measures such as set-aside beds for isolation, more food, more medicine, and more care.



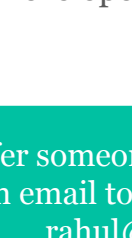
Opportunities @ Infoglen



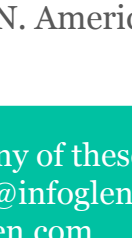
Lead Salesforce Developers



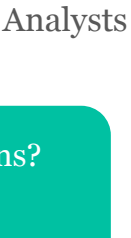
Salesforce Developers



CPQ Developers



CPQ Architects (N. America)



Manual Quality Analysts



Drupal Developers

Want to refer someone for any of these positions?
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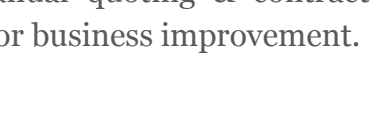
Upcoming Webinars & Events by Salesforce

[Click to know more about the webinars!](#)

S. No.	Topic	Date	Time	Registration Link
1.	Strengthen Customer Relationships with Actionable Insights for Sales & Service	01 Dec	12:30 AM IST	Click here
2.	New Innovations in Financial Services Cloud	09 Dec	10:30 PM IST	Click here
3.	How to Get Started with Salesforce Backup and Restore	10 Dec	12:30 AM IST	Click here

What's Hot @ Infoglen

Valet Living selects Infoglen to automate its business processes



Valet Living, the nationally recognized full-service amenities provider to the multi-family housing industry in the United States, has partnered with Infoglen to enhance its Quote to Cash processes. With its expertise in Salesforce Sales Cloud & Field Service, Infoglen will automate Valet Living's manual quoting & contract provisioning processes, and provide ongoing support in building Salesforce solutions for business improvement.