



# **“MIND SHIFT - LASTING CHANGE”**

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From more than five years, I am part of Cargosol family where my prime responsibility is providing customer service. Our management believes in a participatory work culture where our ideas, views, and opinions are heard and if found resourceful it is implemented too. Our Director Sales & Marketing - Mr. Cletus D'souza emphasizes that our clients are happy to partner with us as we align our services with our four vital Company Values - Commitment, Consistent Efficiency, Customer Satisfaction, and Compliance and Business Ethics.

Although my work was functioning smoothly, I suddenly noticed that from several weeks I have been regularly arriving late to office. As such our office timekeeping policy is very employee-friendly but, still I noticed it had started impacting my salary by a few thousand. Since technology helps me in being available for the customer at all times, thought will approach the HR department for a waive off in my late coming's deductions.

All my well thought plan fell apart because I was politely told office rules cannot be individual specific. I still had hope and approached our Company Coach who had a one to one coaching session, which left me self reflecting and introspecting. Our session was concluded with me exploring for strategies to keep up the office time discipline as well as effective customer satisfaction.

Few days passed, where I kept pondering on the questions addressed by our Coach, I had the "Aha Moment". I realized... I need to push my "Self - Discipline" quotient higher so that "Punctuality" becomes "My Habit". This will not only set an example to my juniors, peers, and colleagues but, will also be noted as positive changed behavior and could elevate my possibilities of taking furthermore responsible and challenging leadership roles.

From last few weeks I have been adhering to the office time discipline as well as been able to manage my work in a much more planned and scheduled manner. This "Mind Shift" has led me to believe that we all need to "look within" for a "lasting change" rather than looking outward.

Thanks!!! Cargosol for believing in each one of us and providing the guidance and support through training and coaching programs which gave me the self-revelation of looking within for lasting change.