Managing at Workplace-Empowering Excellence

Asst. Prof. Swati Pawar
Asst. Prof. Minakshi Lohani

Managing at Workplace-Empowering Excellence

Editors

Asst. Prof. Swati Pawar

BMS and BAMMC Coordinator, Tilak Education Society's,
J.K College of Science and Commerce College,
Ghansoli, Navi Mumbai.

Asst. Prof. Minakshi Lohani

B.com (A & F) Coordinator, Tilak Education Society's,
J.K College of Science and Commerce College,
Ghansoli, Navi Mumbai.

Kripa-Drishti Publications, Pune.

Book Title: **Managing at Workplace-Empowering Excellence**

Edited By: **Asst. Prof. Swati Pawar,**
Asst. Prof. Minakshi Lohani

Price: ₹500

ISBN: **978-81-978152-5-6**

Published: **Oct 2024**

Publisher:

Kripa-Drishti Publications
A/ 503, Poorva Height, SNO 148/1A/1/1A,
Sus Road, Pashan- 411021, Pune, Maharashtra, India.
Mob: +91-8007068686
Email: editor@kdpublications.in
Web: https://www.kdpublications.in

© **Copyright Asst. Prof. Swati Pawar, Asst. Prof. Minakshi Lohani**
All Rights Reserved. No part of this publication can be stored in any retrieval system or reproduced in any form or by any means without the prior written permission of the publisher. Any person who does any unauthorized act in relation to this publication may be liable to criminal prosecution and civil claims for damages. [The responsibility for the facts stated, conclusions reached, etc., is entirely that of the author. The publisher is not responsible for them, whatsoever.]

PREFACE

In this book **Managing at Workplace-Empowering Excellence** various chapters are displayed about the Organisations face ongoing challenges in their pursuit of excellence due to the rapidly evolving business environment. The market is constantly changing, there is intense competition, and it is crucial to not just survive but also thrive. Achieving excellence is a continuous process that requires a combination of strategic vision, capable leadership, and empowered and driven teams.

Employee empowerment can mean letting employees make decisions in their areas of expertise It also refers to workers who define their own objectives, choose their own schedules and methods of operation, and come up with solutions on their own. Allowing workers to have some autonomy at work is not the only aspect of empowering excellence. All too frequently, organisational hierarchies unintentionally undermine senior leaders' attempts to give their staff more authority. Consequently, the assurance of empowerment appears hollow and turns into a joke rather than a reality.

You don't go to work every day as a leader with the intention of producing mediocre work. Still, your behaviour or attention might be unintentionally lowering expectations. Unfortunately, a lot of executives fall victim to this trap.

Every executive and company owner desires quick fixes in order to boost output and bring about long-term transformation. Unfortunately, a lot of corporate cultures, leadership styles, and training and development initiatives only result in temporary improvements that vanish as teams revert to their previous routines.

Your corporate culture holds the key to transforming your organisation from the status quo to an expectation and achievement of excellence. Establishing a corporate culture of excellence leads to the development of organisational capacity and a framework that engages, empowers, and concentrates workers.

You cease squandering copious amounts of time and resources fostering an antiquated culture that emphasises problem-solving. Rather, you give your teams the mindset and tools they need to concentrate on achieving the intended outcomes.

CONTENT

1. Managing Stress at Workplace - *Dr. Sharon Jude Samuel* **1**

1.1 Introduction: 2
1.2 Understanding Workplace Stress: 3
1.3 Organizational Factors Contributing to Stress: 3
1.4 Stress Management Strategies: 5
1.5 The Role of Leadership in Stress Management: 5
1.6 Measuring and Evaluating Stress Management Initiatives: 6
1.7 Conclusion: 7
1.8 References: 8

2. Managing Ethics at Workplace - *Dr. K. D. Nisha* **9**

2.1 What Is Workplace Ethics? 10
    2.1.1 Why Are Ethics Important in The Workplace? 10
2.2 The Role of Leadership in Promoting Ethics: 11
2.3 Establishing an Ethical Framework: 13
2.4 Developing Ethical Policies and Procedures: 14
2.5 Training and Awareness Programs: 15
2.6 Implementing Ethical Decision-Making Processes: 15
2.7 Monitoring and Enforcing Ethical Standards: 16
2.8 Common Ethical Challenges in The Workplace: 17
2.9 Summary of Key Points on Workplace Ethics: 17
2.10 Conclusion: 19
2.11 References: 19

3. Managing Diversity, Equity and Inclusion at the Workplace - *Dr. Deepika Jindoliya* **21**

3.1 Introduction: 21
3.2 Defining Diversity, Equity and Inclusion: 23
3.3 The Importance of Diversity, Equity and Inclusion in the Workplace: 24
    3.3.1 Advantages of Incorporating Diversity, Equity and Inclusion in The Workplace: 25
    3.3.2 Real-Life Case Example: Sodexo's Commitment to Diversity: 26
3.4 Key Challenges in Managing Diversity: 26
    3.4.1 Unconscious Bias: 26
    3.4.2 Resistance to Change: 27
    3.4.3 Cultural Differences and Miscommunication: 27
    3.4.4 Measuring Impact and Progress: 27
    3.4.5 Tokenism and Symbolism: 28

3.5 Strategies for Managing Diversity and Equity:.....28
3.5.1 Develop a Comprehensive Diversity and Equity Policy:.....29
3.5.2 Invest in Bias Awareness and Training Programs:.....29
3.5.3 Implement Mentorship and Sponsorship Programs:.....29
3.5.4 Foster Inclusive Leadership:.....29
3.5.5 Ensure Pay Equity:.....30
3.5.6 Encourage Employee Resource Groups (ERGs):.....30
3.5.7 Leverage Data and Analytics to Track Progress:.....30
3.5.8 Comprehensive Diversity Policies:.....31
3.5.9 Diversity Training and Education:.....31
3.5.10 Mentoring and Sponsorship Programs:.....31
3.5.11 Inclusive Recruitment and Hiring Practices:.....31
3.6 Legal and Ethical Considerations:.....32
3.7 Conclusion:.....32
3.8 References:.....33

4. Managing Power Abuse at Workplace - *Swati Pawar* **.....35**

4.1 Meaning of Power Abuse:.....36
4.1.1 Forms / Types of Power of Abuse:.....37
4.2 Reasons for Power of Abuse:.....37
4.3 Managing Power of Abuse at Workplace:.....39
4.3.1 Preventing and Addressing Power Harassment:.....40
4.4 Victims of abuse of power can take several steps:.....43
4.5 Imposing Accountability: Abuse of Power Is Not Tolerable:.....43
4.6 References:.....45

5. Managing Fatigue at Workplace - *Dr. Sandipa Chatterjee* **.....46**

5.1 Introduction to Workplace Fatigue:.....46
5.1.1 What Are the Different Types of Fatigue?.....47
5.2 Sources of Workplace Fatigue:.....48
5.3 Identifying Fatigue at Workplace:.....50
5.3.1 Subjective Self- Assessment Tools:.....50
5.3.2 Contemporary Gadgets:.....51
5.3.3 Performance-Based Tests:.....51
5.3.4 Tools for Risk Management Related to Fatigue:.....51
5.4 Measures to Prevent Fatigue at Workplace:.....52
5.5 Need for Training and Education:.....52
5.6 Policies and Procedures:.....54
5.7 Organizations Undertaking Fatigue Management:.....55
5.8 Conclusion:.....57
5.9 References:.....57

6. Managing Inclusion at Workplace- A Path Towards Progress - *Minakshi D. Lohani* **..... 61**

6.1 Introduction: 62
6.1.1 What is Inclusion? 62
6.1.2 What Is Inclusion at The Workplace? 62
6.2 Objectives of The Study: 63
6.3 Importance of The Study: 63
6.4 Limitation of The Study: 63
6.5 Research Methodology: 63
6.6 Review of Literature: 64
6.7 Benefits of Inclusion at Workplace: 65
6.8 Hidden Gems to Implement Inclusion: 66
6.9 Conclusion: 67
6.10 Scope for Further Research: 67
6.11 References: 68

7. Managing Gen Z at Workplace - *Ms. Shilpa Poojary* **..... 69**

7.1 Digital Natives: 70
7.2 Communication and Feedback: 71
7.3 Career Growth and Development: 72
7.4 Technology Adoption: 72
7.5 Belongingness and Inclusion: 73
7.6 Purpose and Corporate Social Responsibility: 74
7.7 Conclusion: 74
7.8 References: 75

8. Managing Ageism at Workplace - *Mrs. Harshada Sachin Salunkhe* **..... 76**

8.1 Introduction: 76
8.1.1 Ageism: 76
8.1.2 Ageism at Workplace: 77
8.2 Objectives: 77
8.3 Importance of the Study: 78
8.4 Limitations of the Study: 78
8.5 Research Methodology: 78
8.6 Discussion: 78
8.7 Conclusion: 87
8.8 References: 87

9. Talent Management and Succession Planning in Human Resource Management - *Ayan Majumdar, Nandini Kundu Mukherjee, Sucheta Ghosh* **..... 88**

9.1 Introduction: 89
9.2 Process: 89
9.2.1 Planning of the Workforce: 90

9.2.2 Talent Spotting:.....90
9.2.3 Development of Talent:.....91
9.2.4 Maintaining Talent:.....91
9.2.5 Planning for Succession: 92
9.2.6 Assessment and Analytics for Talent:.....92
9.2.7 Management of Exit:.....93
9.2.8 Review of Talent Management Strategies: 93
9.3 Advantages of Talent Management Process:.....93
9.3.1 Improved Employee Retention and Engagement: 93
9.3.2 Enhanced Organizational Performance:.....94
9.3.3 Competitive Advantage:.....94
9.3.4 Cost-Effective:.....94
9.3.5 Improved Decision-Making:.....95
9.3.6 Enhanced Employee Experience: 95
9.4 Role of HR in Talent Management and Succession Planning: 95
9.4.1 Talent Management: 96
9.4.2 Succession Planning:.....96
9.4.3 Key benefits of HR's role in talent management and succession planning include: 97
9.5 References:.....97

10. Managing Employee Retention at Workplace - *Dr. G. Raja Reddy*.....**99**

10.1 Introduction:.....99
10.1.1 Employee Retention:.....101
10.1.2 Erc's Retention Model:.....101
10.1.3 Benefits of Employee Retention:.....102
10.1.4 Employee Retention, Satisfaction and Turnover Model: 105
10.2 Review of Literature:.....105
10.3 Objectives: 107
10.4 Research Methodology:.....107
10.5 Result and Discussion:.....108
10.6 Conclusion: 110
10.7 References:.....111

ABOUT THE EDITORS

Asst. Prof. Swati Pawar

I am Asst. Prof. Swati Pawar; I'm NET & SET Qualified. I have 8 years of teaching experience to Undergraduate students of Media, Commerce & Management. I am currently working as a BMS and BAMMC Coordinator at Tilak Education Society's, J.K College of Science and Commerce College, Ghansoli, Navi Mumbai. I have published Research papers and Book chapters.

Asst. Prof. Minakshi Lohani

I am Asst. Prof. Minakshi Lohani. I have 9 years teaching experience to Undergraduate students of Commerce & Management. Currently working as B.com (A & F) Coordinator in Tilak Education Society's, J.K College of Science and Commerce College, Ghansoli, Navi Mumbai. I have co-authored 8 books, published Research papers, and Book chapters. Also I have received a Copyright from GOI.

KRIPA DRISHTI PUBLICATIONS

Price: ₹ 500

Kripa-Drishti Publications
A-503 Poorva Heights, Pashan-Sus Road, Near Sai Chowk,
Pune – 411021, Maharashtra, India.
Mob: +91 8007068686
Email: editor@kdpublications.in
Web: https://www.kdpublications.in

ISBN: 978-81-978152-5-6

9 788197 815256