



A virtual program on

Towards an Ethical Work Culture

DMRC

The Program Schedule (3 days)

DAY 1

Session, Facilitator(s) Mr./Dr.	Content flow & Schedule	Time	Objective to achieve
Joining/Registration		09:15am - 10:00am	
Inauguration	Inaugural address by Sh. Sanjay Kothari CVC	10:00am - 10:30am	To build positive energies among the audience
Ice breaking, Mahesh Kapoor	A few relevant stories of 'doing good' and the happy feeling one experiences as an outcome, seeking random introductions along with their experiences of doing good, and their expectations. (30 mins)	10:30am - 11:00am	To make the audiences comfortable and curious
Morning Tea Break		11:00am - 11:10am	
Context Setting 1, Anuj Dayal	Delhi Metro- A unique organization. DMRC story highlighting its Genesis and Evolution, Milestones achieved and Challenges faced. Twists and turns in the history of the organization vis a vis important decisions taken, Vision, Mission & Culture of Delhi Metro, Delhi Metro's core strength- its philosophy & unique Work Culture, Tangible and intangible benefits of such a culture, contribution towards society & environment, Awards & Accolades. (60 Min)	11:10am - 12:10pm	To drive home the impact of pride of belongingness while serving the nation
Context setting 2, Prabhat Kumar	Establishing that ethics at the root level only can help create the positive work culture as described in the previous session. Decoding ethics, demystifying it as 'just doing right as coming from within' and bringing it down within the individual's reach. Implications of being ethical or unethical at work place, offering them the right choice, Benefits of choosing the ethical ways. (60 mins)	12:10pm - 01:10pm	To drive home the value of satisfaction and love from people around vs Greed and isolation in life
Lunch break		01:10pm - 02:00pm	

**It All Begins
with I, Dilip
Patel**

02:00pm

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02:30pm

**To induce desire to
become focused and
productive**

Life Balance Sheet part 1, Dilip Patel	Building a captain for the crowd within to translate into a responsible and productive team within through the part 1 of the structured introspective process called Life Balance Sheet. Decoding happiness (60 mins)	02:30pm - 03:30pm	To draw the audience towards the benefits of gratitude and happiness
Evening Tea Break		03:30pm - 04:00pm	
Inner Governance, Amit Mukherjee and Ajay Patel	Tapping the inner resources of the Truth, Wisdom and Joy through very practical tools like Time Triangle, Freedom Jar, PHUL, Quiet Time, Inner Voice and CCD etc to build inner leadership to do the right, with sharing personal experiences (75 mins)	04:00pm - 05:15pm	To provide the inner tools to build stronger ethical attitudes and behaviors

DAY 2

Session, Facilitator(s) Mr./Dr.	Content flow & Schedule	Time	Objective to achieve
Joining		09:15am - 09:30am	
Management Strategies, Mangu Singh	Management strategies of Delhi Metro, What makes Delhi Metro a unique and different organization- illustration by means of story telling and case studies. Redefining ethics in construction. Insights into its Project Management including planning & execution. Delhi Metro as a trend setter in project management. Creating and sustaining interest, involvement and cooperation of various stakeholders. Delegation of power and speed of decisions. Examples and Case Studies. (60 min)	09:30am - 10:30am	To offer certain doable prescriptions from the practices of DMRC
Morning Tea Break		10:30am - 11:00am	
Ethical Dilemmas and Strategies to overcome, Mukund Kaushal	Illustrate real stories of dilemmas of 360 degrees nature and how did you handle them which highlight the ethical conduct of the doer. Provide the consequences of either side and offer certain do's and don'ts to protect self and yet remain ethical with manageable consequential temporary discomforts, if any. (60 mins)	11:00am - 12:00noon	To prescribe the necessary attitudinal shifts to be a winner against ethical dilemmas.
Customer Focus, A.K.Garg	Bring out very strongly that 'Customer is King', and that the customer need not be 'Right Every Time', so, we have to educate the customer without losing him/her. Delhi Metro's initiatives towards customer adoption, customer focus and employee orientation towards customer service. Provide stories on understanding the customer, internal or external, and then provide services for the 'customer delight'. (60 min)	12:00noon- 01:00pm	To inspire the audience for relooking at their customers and improve their services.
Lunch break		01:00pm - 02:00pm	
Inclusive Leadership, Prem Maini	Dramatic results can only be achieved by carrying every one with you. The personal discretionary energy then gets released by every employee and suddenly the impossible starts looking very much doable. This session will effectively illustrate the same, and then provide tips to adopt (60 mins)	02:00pm - 03:00pm	To introduce the audience with their discretionary energies, and inspire them to use it at their work situations

Preventive Vigilance, Ghansham Bansal	Normally vigilance staff is feared by the employees. This session would allay those fears and establish the role of vigilance as preventive people and not punitive alone. DMRC facilitators will illustrate this in detail with examples and propose the benefits. (60 mins)	03:00pm - 04:00pm	To change the image of vigilance from fault finders to fault preventers
Evening Tea Break		04:00pm - 04:30pm	
Happiness Decoded, Dilip Patel	Threading together all the sessions of the day, here the experiential good feeling to which we call happiness will be discussed and genuine happiness will be understood. (45 mins)	04:30pm - 05:15pm	To impress upon the audience the differences between pleasure and joy

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Session, Facilitator(s) Mr./Dr.	Content flow & Schedule	Time	Objective to achieve
Joining		09:15am - 09:30am	
Life Balance Sheet Part 2, Dilip Patel	Rectification/correction of one's situations born out of regrets and angers in life. The structured LBS process of introspective process helps the audience to look at their own shortcomings critically, and resolve to rectify. (60 mins)	09:30am - 10:30am	To encourage the audience to make corrections in their attitudes and behaviors hence forth
Morning Tea Break		10:30am - 11:00am	
Relationships, Amit Mukherjee	Taking the LBS process forward, this session will bring out the needs to mend as well as build healthy and enabling relationships with people who matter in private and public lives. The process of mending relationships will be illustrated (75 mins)	11:00am - 12:15pm	To encourage the audience to use the powerful tool of forgiveness

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DAY 3

People are Different, not Difficult, K N Malathi	Using a simple, but very powerful psychological tool called Social Styles, the facilitator here helps the audience to know the individuals their own behavioral styles in terms of their task and people orientation matrix, and provides ways and means to manage with people we label as 'difficult' ones in our personal as well as work lives. (60 mins)	12:15pm - 01:15pm	To change the mindset of the audiences that people really are nor difficult, they just are different, and one can manage them well
Lunch break		01:15pm - 02:15pm	
India I Care, Dilip Patel and Malathi/Ajay Patel	A dramatized version of showing very common situations where we are unmindful of our own wrong deeds. The session also builds some national pride, and we all can be the contributors to nation building by changing our own behaviors. (45 mins)	02:15pm - 03:00pm	To awaken the pride of belongingness
Nexus of Good, Community of Ethics, Anil Swarup	A sort of valedictory session, which will highlight the power of doing good, and spreading the stories of goodness to build a virtual community of ethics. (60 mins)	03:00pm - 04:00pm	To encourage all to actively become part of the Nexus of Good and Community of Ethics
Evening Tea Break		04:00pm - 04:15pm	
Commitments and Feedback, Dilip Patel and Prem Maini	Help the audience to decide on what they would like to leave behind (some of their traits and habits), and what should they take away from the program. Also provide their feedback to improve further the program (60 mins)	04:15pm - 05:15pm	To send them back as more empowered executives to apply their learning to move towards more ethical work culture in their organizations