

**Indian Society for Training &  
Development - Kolkata Chapter**

Website : [www.istdkolkata.org](http://www.istdkolkata.org)

Issue No. – i-01  
MARCH 2023



MAY TRAINING BE ALWAYS  
UTILIZED FOR KNOWLEDGE  
DISSEMINATION AND  
DEVELOPMENT

# SAMPARK

**ISTD e- Magazine**

**SAMPARK Issue No. : i - 01**  
**March 2023**

## CONTENTS

| SECTION   | PARTICULARS   | PAGE NO |
|-----------|---|---------|
| Section A | <b><u>Message to the Members</u></b>  | 2-5     |
|           | (i) <b>Message from the Chapter Chairperson</b>                                       | 3-4     |
|           | (ii) <b>Message from the Editor in Chief</b>  | 5       |
| Section B | <b><u>Articles contributed by the Members</u></b>                                     | 6-18    |
|           | (i) <b>Moonlighting : A Concern<br/>: Mr. Rajendra Prasad Yadav</b>                   | 7       |
|           | (ii) <b>Chatbots to Chat GPT - The AI intervention<br/>: Dr. Niloy Biswas</b>         | 8-12    |
|           | (iii) <b>Transversal Skills in the 21st Century Workplace<br/>: Ms. Alaknanda Sen</b> | 13-14   |
|           | (iv) <b>Field Visit as a Training Method<br/>: Mr. Tirtha Sankar Roy</b>              | 15-17   |
|           | (v) <b>Roger Federer: A Culture of "Yes" &amp; "And"<br/>: Mr. Asish Das Gupta</b>    | 18      |
| Section C | <b><u>Photo Gallery</u></b>   | 19- 28  |

SECTION - A

(i) MESSAGE FROM THE CHAPTER CHAIRPERSON

(ii) MESSAGE FROM THE EDITOR IN CHIEF

---

प्रशिक्षणमस्तु सदा प्रयुक्तम्  
ज्ञानाय दानाय च वर्धनाय

## MESSAGE FROM THE CHAPTER CHAIRPERSON

“Everything in its own pace happens. The gardener may water with a hundred buckets; fruit arrives only in its season.” – *Kabir*



### Beyond COVID 19 : Relaunch and Reconnect: **SAMPARK**

“I am delighted that once again SAMPARK will emphasize on innovative dimensions of Training and Development for the Industry, academia, Entrepreneurs, Policy Making body and others.”

2021 will be remembered as a time of uncertainty, upheaval and change for us all. In an unprecedented year ISTD Kolkata Chapter had delivered a resilient performance with the extraordinary efforts of all the members who have remained present, committed and passionate about prioritising the learning and development environment updated all the time, regardless of the challenges encountered.

The COVID-19 pandemic has dramatically changed the nature of our social interactions. Protective equipment and distancing measures influence the ability to comprehend others' emotions. The COVID-19 pandemic has deeply disrupted society's priorities and individuals' lifestyles with major implications for sustainable development. Economic shutdown and social isolation reduced society's ecological footprint by lowering transportation and industrial activity while prompting families to engage in non-commercialized modes of leisure and social relations. Yet economic recession has intensified problems of under-consumption and poverty, while social isolation has worsened physical and mental illness.

Throughout ages, we have tried to adapt according to the situation and circumstances. It is rightly said that Homo sapiens is the intelligent of all animals. Yes, we are by far the most intelligent breed, and the main reason is that we know how to overcome with the given situation and hurdles in our path. Though it takes time, for any adaptation but, time teaches everything and as being the most intelligent creature, we surely know how to achieve what is required with our own new methods and techniques. All the way through history, momentous events have also played the significant role in human interaction, even in Training and Development. For many, the toughest leadership test is now looming: how to bring a business back in an environment where economies are still reeling.

Learning and Development went through dramatic changes over the past few years. The most successful companies are those that managed to introduce **innovation, cross-functional collaboration**, and a fluid **learning ecosystem** that allows staff members to work at their own

pace while taking advantage of modern technology and tools (buzzwords being social, gamification, mobile, multi-channel).

When it comes to learning and development, it's important to have an overview of both *expectations* and *requirements* in order to be prepared to face the challenges that a new generation of employees and new market conditions bring in.

With this in mind SAMPARK gives you an insight about the innovations, technology and learning ecosystem that has been the pillar for sustainability in organizations.

A huge thank you to all the persons who contributed writing the wonderful and inspiring articles, without which there wouldn't have been this newsletter issue.

Last but not least, I would like to thank all the chief officials of Indian Society for Training and Development and the esteemed members for their everlasting support throughout the creation of this edition.

Ipsita Ghatak

Chairperson

ISTD Kolkata Chapter



## MESSAGE FROM THE EDITOR IN CHIEF



**Dear Members, Professional Colleagues and Students,**

**It gives me immense pleasure to present this edition of SAMPARK to you all.**

**Due to the certain unavoidable circumstances during pandemic and immediate post pandemic phase , there is an interim gap between the last issue and the current issue, which our editorial team is ready to streamline henceforth. The new Magazine/Newsletter Sub-Committee members focus on continuous improvement of this important medium of communication of ISTD Kolkata Chapter.**

**We request all our valued members to come forward and volunteer to contribute in activities of ISTD. We further look forward to receive your contribution by way of articles of relevance and advertisements in SAMPARK, the newsletter of ISTD. For this issue in particular, on behalf of our Editorial Team, I would like to extend sincere thanks to all the members, who have taken initiative to contribute for this issue.**

**Hope this issue of SAMPARK will be enjoyed by you. We are open to receive your feedback/suggestion/opinion so that an improved version of SAMPARK may be presented before you.**

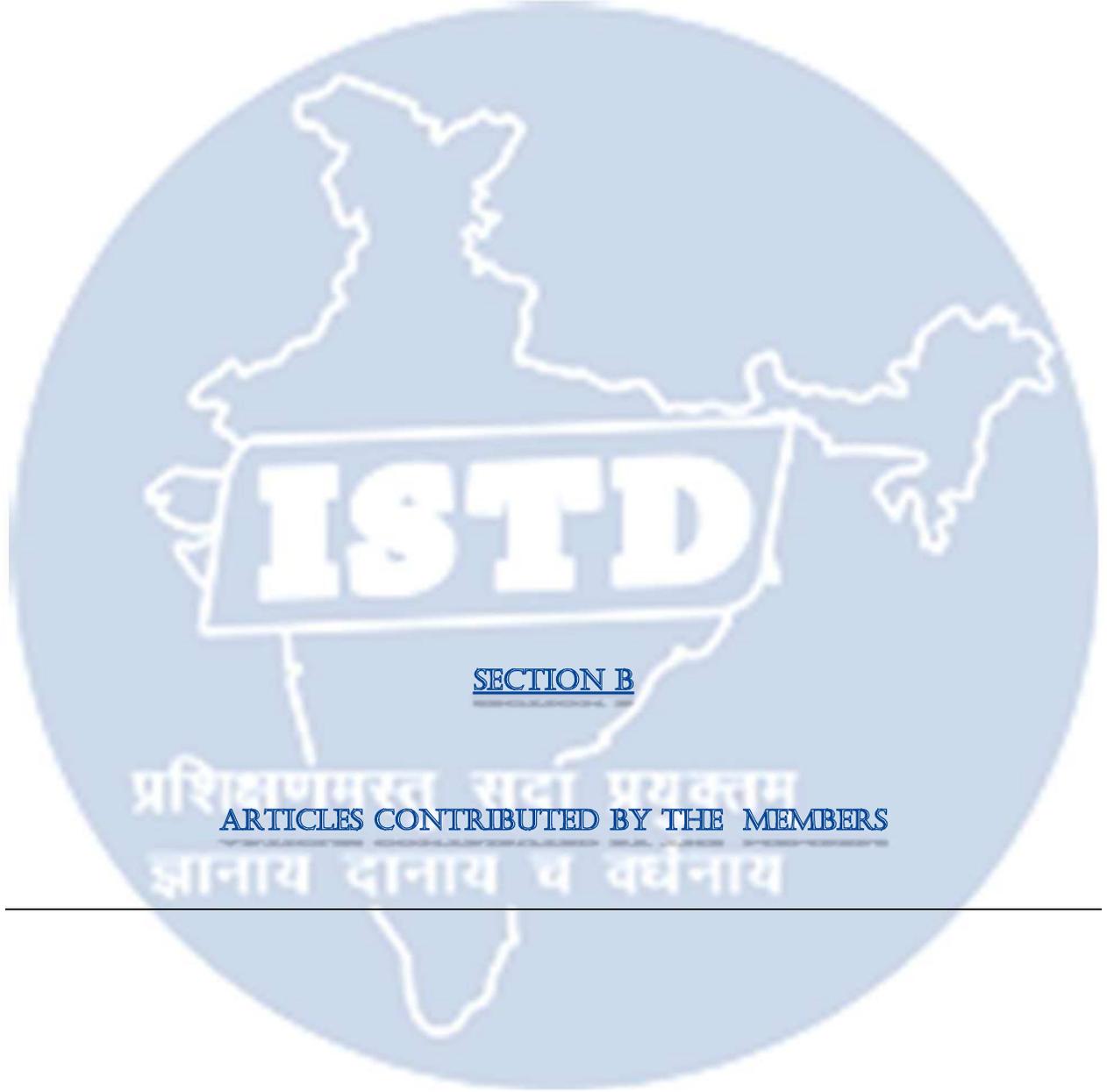
**Wish all of you a Happy Doljatra & Holi.**

**With sincere regards,**

**Dr.Niloy Biswas**

**Editor In Chief**

**SAMPARK**



ARTICLES CONTRIBUTED BY THE MEMBERS

## Article -1

### MOONLIGHTING : A CONCERN?

Contributed by Mr. Rajendra Prasad Yadav

Over the last few months, the term “Moonlighting” has been topping the headlines everywhere. The corporate world has seen a growing rift with some supporting their employees for Moonlighting while the majority going against the notion and even resorting to firing employees who have been identified as Moonlighters. But what is right? After founding and heading Genius Consultants Limited for the last 30 years with strength of more than 550 direct employees and 60,000+ associates, here’s what I feel about the same.

In layman’s terms, Moonlighting refers to a second job in addition to the employee’s actual employment outside of their office hours, i.e.ve at night, which they opt for in a secretive or undisclosed way. According to a lot of Moonlighters, they take up Moonlighting as a source of extra income apart from their regular earnings. Some even say that Moonlighting keeps them engaged outside their scheduled working hours. But for most employers, the concept of Moonlighting is unacceptable because of a lot of valid reasons.

Firstly, when any employee works two jobs, their concentration and dedication towards their actual organization is going to get affected. Secondly, the employee might Moonlight for their competitive brand which can lead to internal data theft and information security issues of the organization. Thirdly, the quality of work of the employee might also be affected since he or she will have to invest their productivity towards not one but multiple job source. All of these are detrimental issues for any organization, especially for IT conglomerates like Infosys, TCS, etc. who took harsh steps in the near past by opting for mass layoffs.

In light of the recent Covid times when Work-From-Home and Hybrid Work Models are becoming accepted as the work culture, the issue of Moonlighting is becoming more prominent. In my opinion, companies should opt for clear contracts with their employees with regards to Moonlighting to avoid future issues. The rest lies on the future whether India will accept Moonlighting legally keeping the employee pleas in mind or will reject the concept wholly to safeguard organizations.

---

**Mr. Rajendra Prasad Yadav** is a Life Member of ISTD and Chairman and Managing Director, Genius Consultants Limited.

## Article -2

### CHATBOTS TO CHATGPT : THE AI INTERVENTION

Contributed by Dr. Niloy Biswas

Nowadays, almost everyone conversant with technology are familiar with Chatbots which is a computer program that uses artificial intelligence (AI) and natural language processing (NLP) to understand customer/client questions and automate responses to them, simulating human conversation. Programmed to anticipate human responses, a Chatbot automates communication for an assortment of applications, with an equally vast variety of benefits.

There are two main types of chatbots namely Task-oriented (declarative) chatbots and Data-driven and predictive (conversational) chatbots.

- **Task-oriented (declarative) chatbots** are single-purpose programs that focus on performing one function. Using rules, NLP, and very little ML, they generate automated but conversational responses to user inquiries. Interactions with these chatbots are highly specific and structured and are most applicable to support and service functions—think robust, interactive FAQs. Task-oriented chatbots can handle common questions, such as queries about hours of business or simple transactions that don't involve a variety of variables. Though they do use NLP so end users can experience them in a conversational way, their capabilities are fairly basic. These are currently the most commonly used chatbots.
- **Data-driven and predictive (conversational) chatbots** are often referred to as virtual assistants or digital assistants, and they are much more sophisticated, interactive, and personalized than task-oriented chatbots. These chatbots are contextually aware and leverage natural-language understanding (NLU), NLP, and ML to learn as they go. They apply predictive intelligence and analytics to enable personalization based on user profiles and past user behaviour. Digital assistants can learn a user's preferences over time, provide recommendations, and even anticipate needs. In addition to monitoring data and intent, they can initiate conversations. Apple's Siri and Amazon's Alexa are examples of consumer-oriented, data-driven, predictive chatbots.

#### **Chatbots : Way of work vis-a-vis AI and Data considerations**

Driven by AI, automated rules, natural-language processing (NLP), and machine learning (ML), chatbots process data to deliver responses to requests of all kinds.

Both the benefits and the limitations of chatbots reside within the AI and the data considerations that drive them.

**AI considerations:** AI is very good at automating mundane and repetitive processes. When AI is incorporated into a chatbot for these types of tasks, the chatbot usually functions well. However, if a demand is made on a chatbot that extends beyond its capabilities or makes its task more

complicated, the chatbot might struggle and that has negative consequences for businesses and customers. There are questions and issues that chatbots simply may not be able to answer or resolve—for example, complex service issues that have a large number of variables.

**Data considerations:** All chatbots use data, which is accessed from a variety of sources. As long as the data is high quality and the chatbot is developed correctly, the data will be a chatbot enabler. However, if the data quality is poor, it will limit the chatbot's functionality. And even if the data quality is good, if the chatbot's ML training wasn't modeled properly or is unsupervised, the chatbot can perform poorly.

In other words, a chatbot is only as good as the AI and data build into it.

## **Bots vs. Chatbots**

There are some misconceptions about the term Chatbot. Although the terms Chatbot and Bot are sometimes used interchangeably, Bots and chatbots, should not be confused. a bot is simply an automated program that can be used either for legitimate or malicious purposes. The negative connotation around the word bot is attributable to a history of hackers using automated programs to infiltrate, usurp, and generally cause havoc in the digital ecosystem.

Generally speaking, chatbots do not have a history of being used for hacking purposes. Chatbots are conversational tools that perform routine tasks efficiently. People like them because they help them get through those tasks quickly so they can focus their attention on high-level, strategic, and engaging activities that require human capabilities that cannot be replicated by machines.

## **The value chatbots bring to businesses and customers**

Nowadays, Chatbots are widely used in fields like healthcare, education, business, e-commerce, banking, customer service, fashion designing. The most common uses of a Chatbot in today's technology landscape are for consumers, as productivity tools and in employee learning.

Chatbots boost operational efficiency and bring cost savings to businesses while offering convenience and added services to internal employees and external customers. They allow companies to easily resolve many types of customer queries and issues while reducing the need for human interaction.

With chatbots, a business can scale, personalize, and be proactive all at the same time—which is an important differentiator. For example, when relying solely on human power, a business can serve a limited number of people at one time. To be cost-effective, human-powered businesses are forced to focus on standardized models and are limited in their proactive and personalized outreach capabilities.

Chatbots allow businesses to engage with an unlimited number of customers in a personal way and can be scaled up or down according to demand and business needs. By using chatbots, a business can provide humanlike, personalized, proactive service to millions of people at the same time.

Consumer research is showing that messaging apps are increasingly becoming the preferred method for connecting with businesses for certain types of transactions. Delivered through messaging platforms, chatbots enable a level of service and convenience that in many cases exceeds what humans can provide. For example, banking chatbots save an average of four minutes per inquiry compared to traditional call centers. The same capabilities that help businesses achieve greater efficiency and cost reductions also deliver benefits to customers in the form of an improved customer experience. It's a win/win proposition

### **Future of Chatbot application**

A chatbot's only constraint is a designer's creativity. A single chatbot can have multiple purposes. While most people still associate bots with automated confirmation texts, a much wider set of applications can be seen:

Chatbots and the world of artificial intelligence are still very new and many training professionals may not know where to learn more or how to get started. Most of the major messaging platforms have chatbot software development kits to play with, such as Facebook Messenger and the Microsoft Bot Platform for Skype. Several do-it-yourself platforms exist too, such as Chatfuel and Textit.in.

While still a nascent technology, expect to see more and more chatbots permeate the daily digital life of our learner community. Whether chatbots are used to help employees remember what they learned or to drive better on-the-job performance, it's exciting to see the leveraging of this technology help people work smarter and better.

### **Chat GPT**

Artificial intelligence company Open AI, founded in San Francisco in 2015 by Sam Altman, Elon Musk, Greg Brockman, Ilya Sutskever and Wojciech Zaremba, has published a new chatbot tool, Chat GPT, that is capable of understanding and responding to natural language queries in a variety of ways. There has been a lot of talk about Chat GPT since its launch in November 2022. Some users on Twitter that have evaluated the tool describe it as an alternative to Google as it is capable of providing natural language descriptions, answers and solutions to complex questions including ways to write code, solve layout problems and optimization queries. Chat GPT is defined as a **generative language model**. However in practice it is understood as an artificial intelligence chat that has been trained and designed to hold natural conversations.

Chat GPT is a revolutionary technology and is trained to understand what a user means when asking a question. It can give quality responses and might change how humans interact with computers and retrieve information. Chat GPT is a robust tool for chatbots and other conversational AI applications. It can adapt to varied contexts and provides accurate and relevant information to be used in different situations. However, it is also essential to keep in mind its limitations and to use it accurately to fetch the best results.

### **Advantages of ChatGPT**

ChatGPT is an AI model trained on a large fraction of text from the internet. It uses a deep learning technique called Transformer, which allows it to generate natural language text similar to human writing. ChatGPT can help translate language, answer questions, summarize text, write creatively and more.

### **Benefits of ChatGPT in businesses**

ChatGPT has the potential to add value to business operations and functioning by way of the following:

1. Improved productivity
2. Marketing and lead generation
3. Improved customer service
4. Helping the web developers
5. Supporting Content Marketing
6. ChatGPT is a game-changer in the world of business. The revolutionary technology can improve nearly all aspects of business, including streamlining customer service, lead generation, and even generating marketing content.
7. Additionally, due to its ability to adapt and learn from its interactions, ChatGPT in businesses is a valuable asset for any organization looking to enhance user experience, boost productivity, and ultimately stay competitive – all the while without breaking the bank with overwhelming overhead costs.

### **Google vs. ChatGPT**

Google works by crawling billions of web pages, indexing that content and then ranking it in order of the most relevant answers. It then spits out a list of links to click through. ChatGPT offers something more tantalizing for harried internet users: a single answer based on its own search and synthesis of that information. ChatGPT has been trained on millions of websites to glean not only the skill of holding a humanlike conversation, but information itself, so long as it was published on the internet before late 2021.

### **Google's answer to ChatGPT**

Sundar Pichai, Google's CEO, wrote in a blog post that Bard is already available to “trusted testers” and designed to put the “breadth of the world's knowledge” behind a conversational interface.

He has further stated that It is a really exciting time to be working on these technologies as Google translates deep research and breakthroughs into products that truly help people as a part of their journey with large language models which they started with next-generation language and conversation capabilities powered by Language Model for Dialogue Applications (or LaMDA for short).

Bard seeks to combine the breadth of the world's knowledge with the power, intelligence and creativity of Google's large language models. It draws on information from the web to provide fresh, high-quality responses. Bard can be an outlet for creativity, and a launch pad for curiosity, helping one to get explained anything and everything.

## **Conclusion:**

Tech Republic recently reported that Microsoft has broadened its partnership with OpenAI with an investment believed to be worth around \$10 billion. This partnership will make Microsoft the exclusive cloud provider for Open AI research and computing needs.

However, Google is about to shake up this dominance with this latest outing. A couple of days ago, it showed its intentions in the AI market by announcing a partnership with artificial intelligence startup Anthropic, which is testing its generative AI chatbot that will rival ChatGPT. The deal, reportedly worth about \$400 million, will give Google a significant stake in Anthropic, as the AI startup will rely on Google Cloud's GPU and TPU clusters to train, scale and deploy its AI systems.

With these heavy investments in AI chatbot technologies, we are about to witness a significant shake-up and competition in the AI industry.

## **Reference:**

<https://www.cnbc.com>  
<https://www.firstpost.com>  
<https://openai.com>  
<https://www.forbes.com>  
<https://www.digitaltrends.com>  
<https://www.techrepublic.com>

---

**Dr. Niloy Biswas** is a Doctorate in Management Studies and is a Life Member of ISTD. Presently he is AVP & Head (HR & Admin) in EMC Limited, a power sector turnkey solution providing major and Visiting Faculty in Army Institute in Management , JIS University, Goenka College of Commerce & Business Administration etc. besides his Corporate assignment. Formerly, he was Reader & Director – Department of Management Studies, North Bengal University and Programme Officer –NSS, Government of India.

### Article -3

## TRANSVERSAL SKILLS IN THE 21ST CENTURY WORKPLACE

Contributed by Ms. Alaknanda Sen

Technical skills are constantly evolving with advancing technology and are industry specific but transversal skills have a universal appeal and transcends professions. Transversal skills are competencies which are gaining currency in order to navigate the 21<sup>st</sup> century workplace.

According to a report published by UNESCO, “Transversal skills are those typically considered as not specifically related to a particular job, task, academic discipline or area of knowledge but as skills that can be used in a wide variety of situations and work settings.”

Source: UNESCO 2016, Asia-Pacific

Transferable skills are essential to a fresher entering the job market and equally relevant for a senior executive at the helm of a company. With a volatile economy and uncertain jobs, transversal skills are the skills which help employees adapt to the changes and shift from one vertical to the other. Post pandemic, the world has opened up to gig economy and WFH culture. In the absence of critical thinking and flexibility, we would not have been able to embrace the new order so organically. While technical skills allow us to work comfortably with Python or Java Script but transferable skills ensure that the work is done with excellent coordination with team members.

Transversal skills have been classified into six domains. They are -

1. Critical and innovative thinking
2. Interpersonal skills
3. Intrapersonal skills
4. Global citizenship
5. Media and information literacy
6. Others (could include problem solving, communication, teamwork and leadership)

Hence it is important that we identify our existing competencies, understand the lacunae and chisel our skills further. There is always an ongoing comparison between transversal skills and hard skills (technical skills). Equipped only with technical skills an individual will fail to survive the harsh climate of the corporate world. It is the transversal skills that make a good leader, a competent team member and a good negotiator.

In a 2018 report by McKinsey & Company, it found that the need for transferable skills will increase drastically in the next ten years. To rake in more business opportunities and productivity for a company, one needs innovative business models. In the coming decade, Artificial Intelligence is going to take over the routine and manual tasks. Unless we are agile and flexible it will be an uphill task for us to align our skills to the requirement of the industry.

In the new eco system it is important to be a global citizen. Being part of an inclusive, peaceful, tolerant society, respecting diversity and creating a sustainable world are the building blocks of transversal skills. With globalisation, we can no longer afford to work in the comfort of our own culture and familiar surroundings. We have to master the socio-cultural tools for interacting with others. Transversal competencies related to the capacity individuals have to communicate, take initiative, work in a team or solve problems are among the requirements that the new organization of work demands (Bañeres and Conesa 2017).

In order to thrive in the workplace, we need to refine our transversal skills. These are skills which will always be in fashion and is the cornerstone of maintaining a healthy work life balance. A leader requires great communication skills to boost the morale, productivity and enhance the work culture. Similarly decoding a problem, critical thinking, team building skills are tools we need to sustain in the 21<sup>st</sup> century workplace. Media and information literacy is another crucial transversal skill. As responsible members of society, we need to critically judge, reflect and use the humongous information we have at our finger tips.

Though the routine tasks in medicine to agriculture will be taken up by AI, but the cognitive skills and higher order thinking which are typically human traits can only be performed by skilled manpower. In conclusion, in this dynamic rapidly changing world, retraining of transversal skills and technical skills is imperative to avoid a mass unemployment and an economic disaster. The observation of UNESCO is correct when it posits that “Transversal skills are increasingly in high demand for learners to successfully adapt to changes and to lead meaningful and productive lives.” (2016)

---

**Ms. Alaknanda Sen** is a Life Member of ISTD and is a trainer on

## Article -4

### FIELD VISIT AS A TRAINING METHOD

Contributed by Mr. Tirtha Sankar Roy

#### Introduction

Field visit is one of the most used training methods for participants at all levels. This is useful especially in showing a phenomenon, combining knowledge and skill in a real life situation. There are many processes that can neither be explained effectively through lecture nor can be imparted as a skill in a classroom setting.

There are many advantages and disadvantages of a field visit. They are

| Advantages   | Disadvantages   |
|--|---|
| <ul style="list-style-type: none"><li>• It gives the participants a 'breather' from classroom situation</li><li>• It takes them to the actual scene of action</li><li>• Provides space for learner-centered approach (group discussion and group exercises)</li><li>• Provide lot of scope for discussion and verification</li><li>• Easy paced.</li><li>• Opportunity to work in the actual scenario</li><li>• Links theory to practical</li><li>• Helps in team building</li></ul> | <ul style="list-style-type: none"><li>• Very costly (transport, field arrangements)</li><li>• Time consuming (at least 4-6 hours actual work needed)</li><li>• Situations back home may not permit replication</li><li>• Physical conditions may cause inconvenience (rain, heat, health of participants)</li></ul> |

While choosing field visit as a training method certain precautions need to be taken to ensure that they become effective and fit into the overall objectives of a course.

- Relevance of field visit (can it be done by other means) to the course
- Location of the place (should not take 30-45 minutes of travel) otherwise, participants are subject to fatigue.
- Should be of practical value to the participants/related to their work place/job/role.
- Size of the group should be up to a maximum of 20-25. Otherwise, scope for each member to learn is less. Even the group should be divided into 'teams' of 4-5 for effective involvement.
- Should have enough number of facilitators.
- Identify/shortlist locations (at least 2) which are eligible for 'field visits'.

- Contact the concerned and do a 'Reconnaissance' to inform them what you want your participants to be told and also be convinced of the competency of the concerned and the "nature" of the example being shown.
- **Organizing a field visit**
  - briefing participants (where, why, what is to be learnt)
  - logistics(transport, food, water and other items)
  - maintaining time (break activities and allot time)
  - expected behavior of participants during the field visit
  - materials to be carried (charts, pens, or other material)
  - who all to meet
  - involve participants as group leaders
- Overall tasks to members in each group
  - Observing
  - Facilitating
  - Documenting
  - Time keeping

### **Objective**

At the end of the field visit, the trainees would be able to:-

- Describe processes involved in a certain activity
- Demonstrate skills required for carrying out an activity
- Compare practicability of the event to their work place.

### **Performance Assessment**

Field visit could yield two types of performance assessment.

- (a) While on the field visit; and
- (b) Reflection on the field visit (later in the class room).

In most cases, the field visit ends in the 'field', with a 'group assessment' of what the group has learnt. But a more rigorous assessment is planned by giving exercises to the teams to prepare and present the next day. These group presentations are organized as a 'plenary' so that other teams comment on issues and seek clarification.

This method is very useful where the need is for transferring a technical knowledge coupled with technical processes involved to carry out them.

Field visit also gives a much-needed ‘breather’ to the participants to go out and see the ‘Action’.

### **Checklist for Field Visit**

- Whether the course content provides for ‘events’ requiring field visit.
- Timing of field visit (beginning, middle or at the end? Middle of a course is best).
- Shortlist possible places
- Select the ‘place’ of visit
- Talk to all concerned. Brief them their roles.
- Logistics
- Timing
- Objective
- Performance Assessment
- Extending learning – Group discussions
- Summarise
- Feedback
  - Whether the field visit was appropriate?
  - Did it achieve the objective?

---

**Mr. Tirtha Sankar Roy** is a Research Scholar NIT Patna, Certified Master Trainer MEPSC, Certified Master Trainer NIRD&PR, Empanelled Trainer ICMARD.  
7 years experience in Training and Capacity Building in various Govt. and Non Govt. sectors  
Life Member ISTD

## Article -5

### ROGER FEDERER: A CULTURE OF "YES" & "AND"

Contributed by Mr. Asish Das Gupta

The declaration of the retirement of Roger Federer opened barrages of eulogies in admiration of the Zen of tennis. Quite rightfully so. What a journey it has been! Will, he or will he not be missed? This is more of an oxymoron, provoking dual answers. It is for the readers to decide while pondering through their mental kaleidoscopes.

With his permanent departure from the professional tennis circuit, we will never watch Roger playing professionally and he would be missed. There is another perspective that cannot be ignored. Roger has been an apostle of impeccable behavior on the court, treating umpires with regard, and ball-boys with humility, even displaying his humble demeanor after every victory. What surpasses even this, is his genuine respect and camaraderie for his competitors including his arch-rivals, both on and off the court. This makes him a legend transcending the boundaries of tennis and making Roger a torchbearer of humility, humanity, and inclusiveness. The iconic Roger was by no means a *prima donna*.

In any performance, records will be made and broken, titles will be won and lost, humongous booties will be earned or missed, and crowns will be worn or snatched away. Roger's behavior is a paradigm shift from the archetypal "winning is everything" approach. He signifies a performance culture that symbolically represents the words "Yes" & "And".

Looking back at his illustrious journey, we can see how Roger lived this culture every moment by subtly pointing out that the competitor is not the enemy. The enemy is within us as we remain in the status quo of our depression owing to defeats or of the jubilations of our past victories and not moving on.

Roger's career is a case study on how to win by winning over self by becoming a better version of yesterday, and not envision the competitor as the enemy. This harnesses respect for people who compete with us and even immeasurably bolsters our self-esteem.

On a final note, aligned with the "Yes" & "And" performance culture, may I iterate, - "YES, in every game we play we need to be better than our competitor AND this will only happen if we perform better than yesterday. The competitor is never our enemy.



**Section C**

**Photo Gallery**

## Evening Lecture session on POSH AWARENESS

Venue: ISTD Office Date: 30.07.2022

### Speakers:

#### 1. Ms. Mrigasikha Mitra Banerjee



#### 2. Dr. Ruma Basu Gomes



**Evening Lecture session on "Future Technology-Looking at the Horizon"**

**Venue: ISTD Office Date: 09.07.2022**

**Speaker: Dr. Arnab Chattopadhyay**



**Evening Lecture Session on "How to make your Presentation Skill more effective"**

**Venue: ISTD Office Date: 11.06.2022**

**Speaker: Mr. Anindya Acharya**



## Annual General Meeting of ISTD Kolkata Chapter

Venue: ISTD Office Date: 18.06.2022



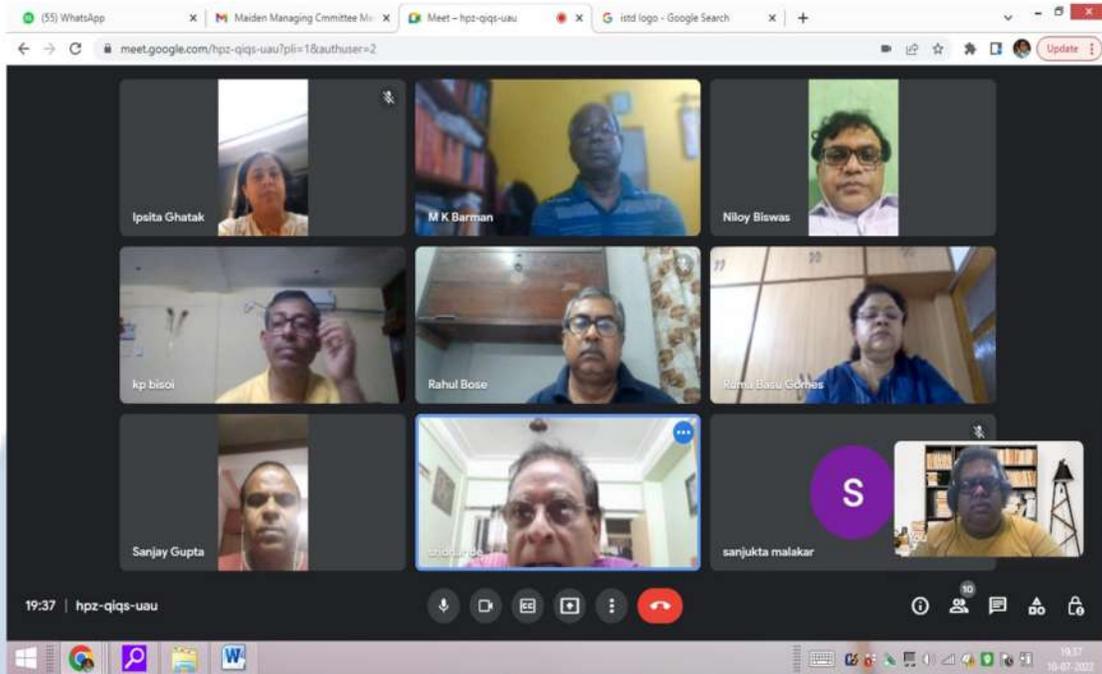
## Corporate Training in WBPDCL

Topic: Conflict Management

Venue: WBPDCL Office, Date: 20.06.2022



## Managing Committee Meeting Online in July 2022



## Kolkata Chapter was adjudged the Best Chapter for 2019- 2020



## Kolkata Chapter receiving the Best Chapter Award in New Delhi



## IFTDO Conference in New Delhi

National President of ISTD addressing the house



**Training Programme at Balmer Lawrie on Enterprise Design Thinking by  
Mr. Rahul Bose**



**Cultural Meet at ISTD Kolkata Chapter Office**



## Evening Lecture Programme by Dr.Sujit Roy at ISTD Kolkata Chapter



Glimpses of one day Seminar (21.01.2023) on “Human Resource Management : Challenges & Issues “ jointly organized by Department of Business Administration , Narula Institute of Technology ,Kolkata and ISTD, Kolkata Chapter





# NANMAASTE



## **ISTD KOLKATA CHAPTER**

**Room No.205, 2nd Floor, Southend Conclave, 1582,  
Rajdanga Main Road, P.O. Kasba, Kolkata - 700107**

**E mail : [istdkolkata@gmail.com](mailto:istdkolkata@gmail.com)**