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## Pegasus – Fly, if you can't Run (Compact Case on Leadership Lesson)

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### Introduction:

A cup of tea definitely can teach few lessons of life and also can impact big business decisions. I had experienced many cups with my colleagues and could get many breakthroughs in my business over it. Really, sometimes boardrooms can't do what a cup of tea can.

My own business had given me extremely good insights. Still, apart from my own business I could learn few lifechanging lessons and strategies from some of the neglected small business ventures and individuals. I am grateful to all those people who are around. Every time it is not necessary that big investments and big risks only can create success. I have a routine to have everyday first cup of tea in my second-floor patio and to churn few words from newspaper along with tea sips. There were many small businesses running near to my house which I could everyday observe from my patio. It was the second week where everyone was locked down in their homes because of pandemic situation. I was managing my business calls from home. All shutters were down which I had observed for almost complete week.

One of the day in consecutive week, I could observe one shop which was a salon which was not allowed to unlock was opened. To the surprise, I just held my cup of tea firmly and tried to gawk inside the shop. I could see some internal restructuring was done and employees were loading the shelves with some sellable stuffs. Luckily, the salon owner was known to me as I was his regular customer and had good amiable connect with him. Being business-oriented thought process, I couldn't resist and out of curiosity I called him to get the update what exactly he was planning.

I was already aware that the salon owner had good spacious area for his salon and he had six employees working under him. When I called, with a friendly attire he completely explained what he was planning. I was really overwhelmed with his vision and strategy. It could be said that 'he was locked for some time but he was never down'. Within 2 weeks of time he had made the plans and executed also. He converted the salon into miniature version of super market filled with all essential stuffs which was allowed to sell. Out of six employees four were handling the super market effectively and two employees he transformed for private salon service at home for all nearby areas based on requests. So, he had retained the base business and also captured the need of time to make the most of it. This was not enough, he added he had also taken the dealership for sanitizers and he had hired a sales and marketing executive for same. He could hit the bulls eye in tough pandemic situation where all small vendors were fighting for survival. He had re-structured the business, re-organized employees and expanded the portfolio where there was high demand. I could imagine him as a real Pegasus who could run as well fly to the limits.

Mr. Peter Drucker had rightly mentioned, "The greatest danger in times of turbulence is not the turbulence-it is to act with yesterdays logic." This small salon owner had denied the yesterdays logic for sure even if he might not had read above quote.

Definitely, few key qualities he had portrayed which really any business leader should have.

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### Rational thinking

It is the ability to think unbiased and rationally. It guides in overcoming irrationality. It bridges the gap between subjective experience and objective reality. Analyzing the facts, as they are, requires thorough rational approach.

### Leadership

It's the capacity to transform vision into reality. It's the methodology to execute the plans in consideration with calculated risk.

### Researcher

"Effective leadership is not about making speeches or being liked; leadership is defined by results not attribute." Peter Drucker.  
Great leaders are optimistic but not delusional. This is true especially in times of crisis.

### Revolutionary approach

The person helps others break from their cognitive patterns and paradigms in order to see things in a way they haven't seen before. It retains trust in the team and organization.

### ***Motivation***

The most important and must required for a leader in crisis is to motivate the team and employees as crisis brings the insecurity among employees and workers. Moving the insecurity away and keeping complete team motivated is key challenge for any manager or leader.

Like this salon owner there might be many small business vendors who were thinking that their business and life was on a toss in this pandemic and crisis situation. It is required for them to understand the gravity of situation and work with synergy with the team to provide what time demands. "Indeed the specific job of the manager is to make the strengths of people productive & weaknesses irrelevant."-Peter Drucker

This crisis has detached everyone from each other but, the connect is inevitable. World can't move even with crisis or without crisis with no connect. Connect is must even to come out of the crisis. All businesses are struggling in this pandemic situation but, this crisis has turned like an opportunity for the technology leaders. Most of the population started to work from home wherever choice was available. Technology leaders came like saviors to re-connect the world and helped to move the economy. It had proved that technology could be an alternative for all kind of communications and reach out. Interaction channels like Zoom, Microsoft Teams came up with enhanced and improved features to meet the interface demand of time in crisis. This crisis demanded the mettle from all technology leaders and managers to adapt to the situation and build upon it to prove the leadership. Adaptability for technology, adaptability for decisions, adaptability for vision everything got tested in this crisis scenario. Those leaders and managers who could break the shell and move away from yester year approach survived successfully and even achieved beyond targets. It could be expressed that leaders who worked with critical thinking and rational approach only could fly to the limits of sky.

The crisis condition paved way for some of the businesses which were linked with essential elements of life. Plethora of micro level opportunities were created in the situation for this domain. Business leaders from small scale to large scale, everyone got impacted because of crisis but leaders who believed in alternative thinking, accepting no limits, and driving positive change created their way in this storm and dreadfully marched to the destination of success and survival.

### ***Alternative thinking***

When the businesses which were not considered essential were locked down. Some of the leaders explored the opportunities out of their domain and tried to walk with the time and focused on converting the available assets into saleable assets. Leaders also tried to transform the current liabilities into saleable assets. Alternative thinking can also be considered as multidimensional thinking i.e., to understand the pros and cons for any attribute from all the perspectives and paradigms.

### ***Accepting no limits***

Hurdles can always come to stop the winning chariot of any business, but if you drop your weapons and accept defeat then no-one else can take you out of the labyrinth of barriers. In Mahabharata warrior Abhimanyu was lacking the methodology to survive and penetrate out of the Chakravayuh or Labyrinth defense system of opponents. Still, he was far away from the fear of failure and he decided to penetrate the Chakravayuh to fight against the opponents where eventually he sacrificed his life in the winning battle. Changing the approach to face the challenges and making the way in storms by piercing through it makes you a real leader. So, looking beyond the storm for flora of success and growth is extremely crucial for any business leader.

### ***Driving Positive change***

Everything can go against business flow and it can bring down the morale of all employees in the business organization. Often businesses go through the time of crisis and challenges. Leader should always keep the team and organization motivated towards goals. If leader is not able to induce the positivity in team, then definitely the graph of growth of that organization will always be declining.

There were enormous number of examples that history had witnessed regarding the calamities and disasters faced by human race. Whether it may be Earthquakes, Tsunamis, Heat waves, Cyclones, Floods and Pandemics or Chernobyl nuclear disasters, Hiroshima-Nagasaki nuclear attacks every time human race stood firmly against each challenge and survived successfully. Every crisis has given lot of lessons to each individuals. Experiences learnt from all those calamities are like the capital investments what we had done for today to fight with this crisis.

It is extremely important to understand what impact we want to carry to future from this pandemic situation or crisis. Though its true that all three available generations at everyone's home got impacted due to this crisis, but what matters is what we want to takeaway into future. All three generation's takeaways will be definitely different because of their exposure to the heat of crisis. One generation can carry fear, one can carry courage and other can carry innocence and smile.

Fear, courage, innocence and smile everything is necessary to build upon future after the crisis. Young generation will experience heavy shoulders because of additional responsibilities. This crisis scenario is going to impact and change the complete ecosystem. Several new normal's will be created for practical world. It will be pillars for all sustaining and newly establishing business organizations.

Next generation will also carry ignorance which they will learn over the due course after pandemic. This ignorance is also required by leaders to win few battles in and after crisis situation. Just to compare, in Mahabharata warrior Yudhishtira mentioned to Dronacharya that Ashwathama died but he is not aware whether it was elephant or a human. Dronacharya listens only first two words that his son Ashwathama died and drops all his weapons and collapses in the battle field. He becomes easy target and gets beheaded. Yudhishtira never lied but he ignored the truth. So, ignorance can also be a silent tool for leadership to take their business ahead of competition.

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All business leaders need to think on multimodule concepts where even if few segments got hit due to any external impact business can still survive based on other segments. So, if the business leader is able to run in the competition he should be ready to fly.

Sowing seeds is never enough. If we want to enjoy fruits then the plant or tree need to be protected from all detrimental seasons and required to be nurtured incessantly. Else, sometimes few unintended seasons can destroy the tree and then we will have neither seeds nor trees.