



Issue 247 - February 2025

LEADING

Through
THE WINDS of

CHANGE



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💡 Read February issue of **INFLUENCER**:
"An Outlook on Leadership & Change"
on the go! ➡

SCAN TO READ



IN THIS ISSUE:



01

LEADING SELF

Mindset Matters

Unlocking the Power of Momentum: How Small Steps Lead to Big Changes

02

LEADING TOGETHER

Dear Coach

Overcoming Fear of Failure and Risk Aversion in My Team

03

LEADING BEYOND

Culture & Responsibility

Building a Culture of Resilience and Accountability During Change

04

WELLNESS CORNER

Staying Well Through Change

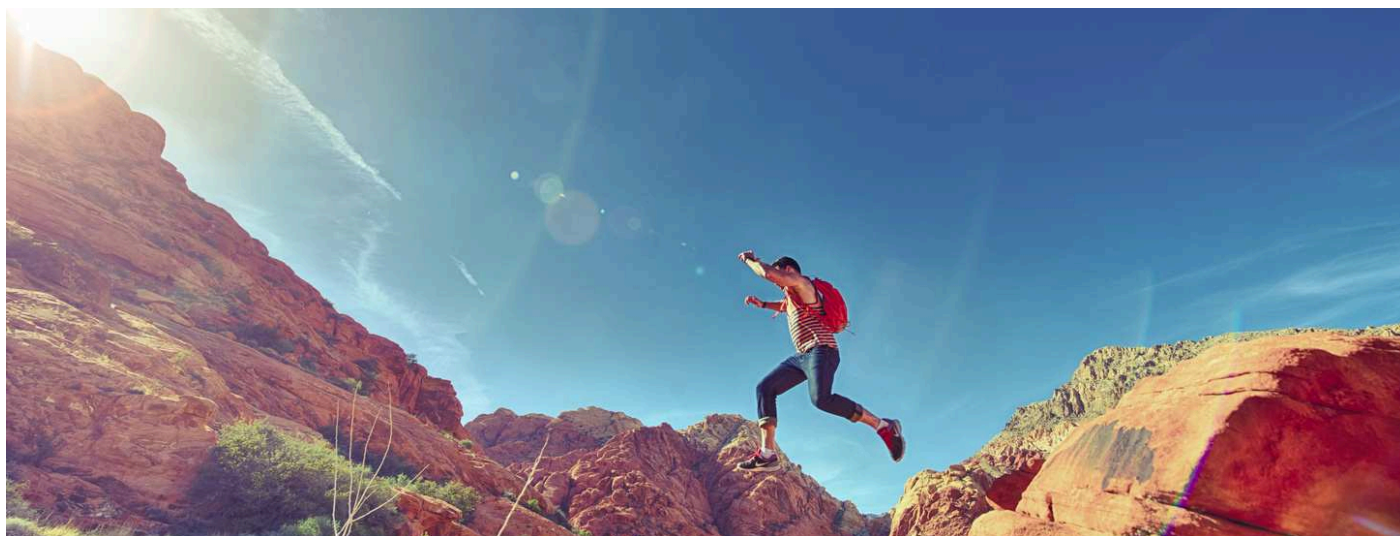
Thriving, Not Just Surviving

05

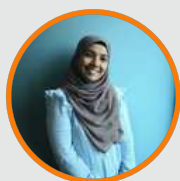
VISIONARY VOICE

Leadership Reflections

Managing Transition from the Old to the New



Unlocking the Power of Momentum: HOW SMALL STEPS LEAD TO BIG CHANGES



Sharmini Karim

Development Manager &
Senior Consultant

It's the new year. You're all enthusiastic as you declare your New Year's resolution: maybe it's hitting the gym, saving money, or learning a new skill. In the first three weeks, you're geared and firing – logging workouts, preparing meals, or practicing diligently.

By week four, life creeps in. The late nights make morning workouts unbearable, or the convenience of buying food after a busy day outweighs meal prep. You promise to "start fresh on Monday," but Monday turns into next month, and the goal fades.



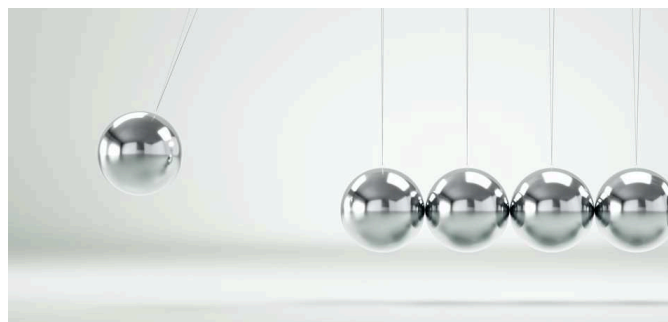
The above scenario is very familiar. We have seen and heard it a zillion times. Do you find yourself stuck in this same situation? You're not alone. Why do we start all pumped up only to abandon our goals as time passes?

The issue isn't willpower—it's inertia. The law of inertia states that objects at rest stay at rest, objects in motion stay in motion. Applying this to human behavior, imagine trying to push a boulder, it is heavy and difficult to move. Yet, if we push hard enough to get it to roll, it will keep rolling, because the momentum is there. Just like building a new habit, starting can always be daunting, however, continuing it keeps the momentum.

Now what about life demands? you might ask. Life demands like work, family care, time constraints can be seen as frictions, these are challenges that often drag us away from staying on track.

Small steps reduce resistance, making it easier to maintain motion without burnout. The same in motivation, small achievements boost our confidence, inspiring us to continue building on.

How do we handle that? This is where we can draw inspiration from a Japanese concept – Kaizen. Kaizen means continuous improvement through small, incremental changes.





Here are some strategies for you to build that momentum and keep going:

01

Start ridiculously small

Instead of aiming a large block of time for exercising, start small with 2 minutes squat after shower.

02

Anchor new habits to existing routine

Tie your new habits to an activity you currently do every day, like read while you are commuting on the train/bus to work.

03

Celebrate every win, no matter how small

Every little achievement deserves a recognition. Be grateful that you got it done.

04

Adjust your environment

Make your environment conducive to support the new habit. If eating clean is the habit you want to develop, make sure that you don't store any food that is less healthy at home.

05

Focus on progress instead of perfection

Always aim for "better" – "I can do better tomorrow", instead of perfection. Celebrate you moving forward. Focusing on progress helps reduce discouragement and sustain momentum.



So remember, whenever you find yourself stuck, go back to the small actions, because those small actions can reignite your momentum and get you back on track.

”

Success is the sum of small efforts, repeated day in, day out

– Robert Collier –





Dear
Coach



"I am leading a small team of 6 people. But no matter how hard I engage them to speak up during our meetings or encourage them to be more proactive, they just don't and remain silent. They are all very experienced in their roles, but they always stick to their usual routines and tasks and work in silos. What should I do?"

Team silence often stems from a preference for stability and a reluctance to take risks. Empowering team members and fostering a safe environment where they feel valued and confident to share ideas can break this pattern. Here are strategies to build a proactive and engaged team:

1

**SHAPE AN OPEN TEAM CULTURE**

Encourage communication and trust. When team members feel they are being heard, they are more likely to share ideas. Managers need to demonstrate transparency and support nurture collaboration.

2

CREATE A PSYCHOLOGICALLY SAFE ENVIRONMENT

Frame failure as a learning opportunity. After setbacks, hold debriefs to discuss lessons and improvements, avoiding blame.

CULTIVATE A GROWTH MINDSET

Managers should lead by example, sharing their own experiences or inviting external experts to coach team members, reinforcing the mindset that sees failure as an opportunity for improvement and innovation.

4



By addressing fear and risk aversion, you can inspire your team to embrace challenges, enhance adaptability, and achieve long-term success.

3

**SET MANAGEABLE CHALLENGES**

Assign tasks that are slightly beyond the comfort zone, such as asking a member who is good at routine data analysis to present results in a new way or to a completely new audience, thereby gradually building confidence.

CELEBRATE SUCCESSES & LEARN FROM FAILURES

Recognize achievements to boost morale. During setbacks, emphasize lessons learned to foster a "fail fast, learn fast" attitude.

5

**Jojo Wang**

Director of Audit, Compliance & Continuous Improvement





Building a Culture of **RESILIENCE & ACCOUNTABILITY** During Change

The success of an organization depends on how it thrives through shifts & transitions by adopting the principles of resilience and accountability. As teams adapt to new strategies, structures, or technologies, it is crucial for leaders to cultivate a team culture of trust, ownership, and alignment.



Fostering Psychological Safety and Trust

Times of change bring uncertainties like anxiety and resistance. Creating a psychologically safe culture where employees are encouraged to voice their opinions, ask questions, and take risks without fear of negative consequences, is crucial to the change-innovation process.

Simple yet effective strategies to promote trust include

- ✓ regular check-ins,
- ✓ transparent communication about change initiatives,
- ✓ fostering an environment where feedback is welcome.

When employees trust their leaders and peers, they are more willing & confident to embrace the unknown and contribute to the organization's transformation.



Building Accountability Without Blame

Change often involves missteps and learning curves, but how organizations handle setbacks defines their long-term success

- ✓ Building a culture of accountability without blame is about encouraging ownership and responsibility for outcomes, while also recognizing that mistakes are a part of the growth process. One practical approach is to implement a "blame-free" framework where the focus is on finding solutions, not assigning fault.
- ✓ Cultivating a collective leadership mindset will empower employees to take ownership of their roles. Leaders should involve their teams in the change decisions and actions, set clear expectations of the organization's broader perspective, and provide authentic support to teams as they navigate the change process.



Aligning Ethical Practices & Long-Term Sustainability Goals

As organizations undergo change, aligning their values with ethical practices and long-term sustainability goals ensures that progress is not just about immediate results, but about creating a foundation for lasting success. To achieve an outcome of long-term sustainability, the new processes need to be scalable and adaptable to future economic scenarios.

This can be implemented with transparent communication around the decision-making process, highlighting the why of this change, and ensuring alignment with the organization's core values. Leaders need to stay ethical in their treatment of employees, transparent with their teams about the change trajectory, and what this means for the organization's broader goals. Prioritizing ethical practices and an on-going review process also contributes to building customer trust in the organization.

Building a resilient and accountable culture during times of change requires consistent leadership, trust-building, and a focus on long-term sustainability. It is a gradual process that demands intentionality and effort and is critical for ensuring that the changes made today lay the groundwork for future success.



Keertana Srinivasan

Regional Manager

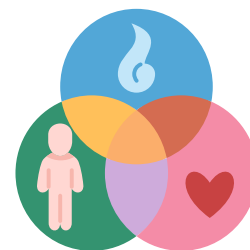




STAYING WELL

THROUGH CHANGE

THRIVING, NOT JUST SURVIVING



→ Change brings opportunities, but it can also challenge our emotional and mental well-being. Leaders must stay strong and guide teams through uncertainty. Here are key strategies to thrive:

1 Manage Stress and Build Resilience

➡ **How to do it:** Start your day with 5–10 minutes of mindfulness exercises to enhance focus.

➡ **What to do:** Reframe challenges and highlight the potential benefits. For instance, if a new system disrupts workflows, focus on the benefits, like improved long-term efficiency or enhanced collaboration.



Team Tip: Schedule weekly “stress check-ins” to share concerns and brainstorm solutions. This builds collective resilience.

2 Maintain Work-Life Balance

➡ **How to do it:** Set boundaries by creating a personal “off switch.”

➡ **What to do:** Use the “three Ds” method: **Do** urgent tasks now; **Delegate** tasks that others can handle; **Defer** low-priority items. For example, defer reports due later to focus on pressing matters.



Team Tip: Lead by example. Share your own efforts to balance work and personal life. Encourage your team to do the same.

3 Prioritize Self-Care and Foster Team Wellness

➡ **How to do it:** Schedule self-care activities to clear your mind.

➡ **What to do:** Take micro-breaks throughout the day. For example, stretch or hydrate hourly to refresh focus.



Team Tip: Introduce wellness initiatives like virtual yoga or “no-meeting” afternoons.

4 Create a Supportive Culture

➡ **How to do it:** Listen actively to your team’s concerns without judgment. Empathy strengthens trust.

➡ **What to do:** Celebrate small wins and acknowledge efforts to maintain morale.



Team Tip: Offer flexibility where possible—adjust deadlines or allow hybrid schedules to reduce pressure.



Radhika Dahiya
Associate Consultant

Thriving through change requires leading with empathy and purpose. While change is challenging, the right wellness strategies can transform it into a steppingstone for growth and success.





Managing transition



Dr. Eric Kung

Chairman & Principal Consultant

From THE OLD to

>>>>>> THE NEW <<<<<<

In leading organizational changes, business leaders will face the dilemmas of “destroying and remaking” themselves in their corporate identity and business strategy. Many business management models such as the organization development cycle, product development cycle, and the Boston Consulting Group (BCG) Grid, are used for analyzing organizations and products with reference to those cycles and developing appropriate market strategies in different stages. The old and the new are always overlapping.



We may call that “transition” or “renewal” or “transformation”. The old has made the company successful in the past and thus the existing corporate identity is very much attached to the old corporate image and business model. However, the environment is constantly changing, and the company has developed new products to adapt to those changes in the environment or their internal “repositioning” in the market.

If we look at the automobile industry, we may notice the rapid changes in the past 15 years from gasoline engines to EVs, and now to hydrogen engines. Many companies like Toyota and BMW have announced that they will not go into the EV market because it has been dominated by the Chinese EV companies, which have literally dumped their over-produced cheap EVs in Europe and North America killing the EV markets for the old-time automobile companies e.g. Nissan, Honda, Ford, and GM. Every company in whatever industry will face this question about replacing the old with the new.

For Human Dynamic we had been successful in **Work Life Coaching** markets, and we decided that we wanted to exit from CHEAP (the low-end employee assistance program market) which had become a “red ocean” with high competition and cut-throat price wars. We repositioned ourselves as the regional leading provider of **“Integrated Solution for Leadership and Change”**. Yet, we have gone through the “growing pain” or painful transition when our major revenue from the old was dropping and the revenue from the new was not increasing fast enough. There is always a temptation to go back to the old and to give up the new because transition or transformation is never easy.

Each company must ask themselves about their identity and business strategy. The future customers will decide on the future business and thus the future identity of the company. It is similar, though not the same, to our human growth process. While we may love to stay in our childhood or teenage years or university years, we have grown up and our life stages have changed. Life will go on and business will move on whether we want to change or not. It is a dynamic process, not a static position.



To keep balance, like riding on a bicycle you must keep moving and adapting. “To be or not to be, that is the question.”

