



The HOLTEC Way...

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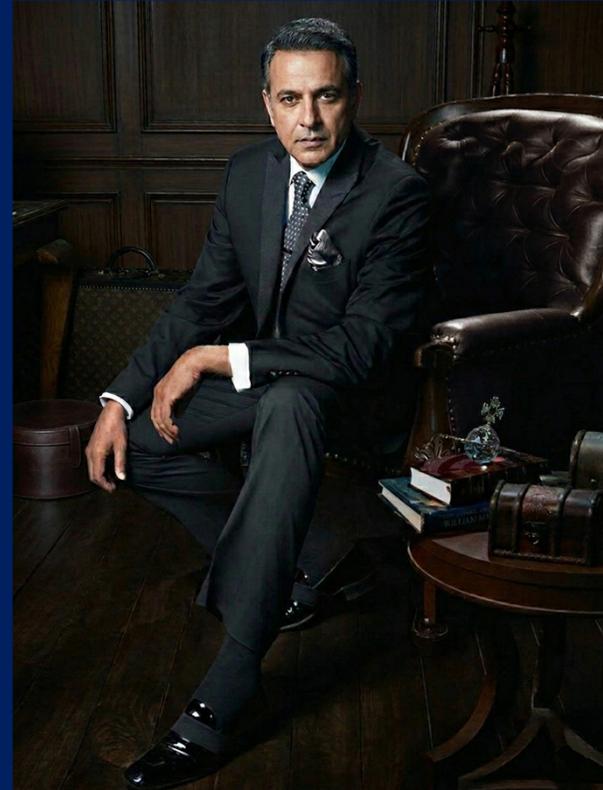
Which of These Two Individuals Would You Admire?



A



B

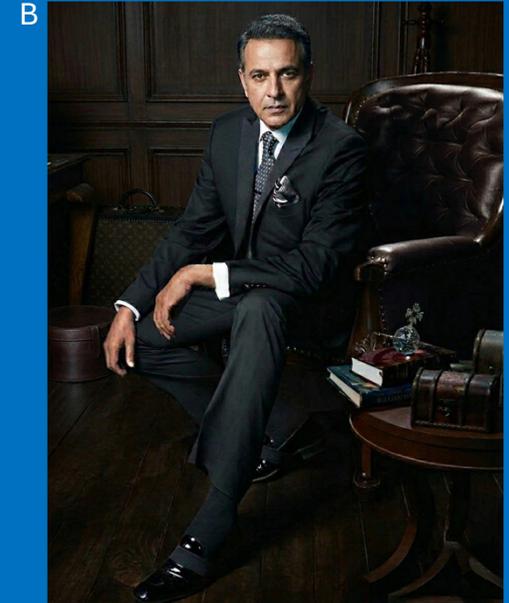




Are These Some of the Attributes Which We See & Admire in Person B?



- Responsible?
- Having high standards?
- Proactive (and not lazy)?
- Someone who projects Clarity & Confidence?
- Someone who can have an understanding of others?
- Someone who could help or enable others?



We have spent considerable effort in identifying attributes/habits which are common to people who function effectively in teams & organizations, and also contribute significantly beyond the work sphere.



Habit #1. Accountable towards my responsibilities. Expect others to be Accountable as well.



- I have to feel responsible for what is on my plate
- I have to feel ownership of it
- Only if I do the above, can I expect others to do the same
- If the above were done, we would have a system where...
 - Everyone is accountable for what they do
 - We expect others to be accountable as well
 - For example, we wouldn't see broken roads. The concerned officials would feel accountable for the condition of the road & take necessary action, and we would also expect them to be accountable for the same.
- Mutual accountability is the foundation of robust systems the world over

“Every soul will bear its own burden. No soul will bear the burden of another.” – Quran (35:18)



Habit #2. Continually Improving, Innovating & Raising Standards



- If I improve something by a tiny 1% a month, by how much would it have improved in ...
 - 1 year? 13% (not 12%, because of compounding)
 - 5 years? 82%; i.e. nearly double
 - 10 years? 230%; i.e. more than three times
 - 78 years (India since independence)? More than 11,000 times!
- Small regular/continual improvements don't just add up, but build on previous improvements and compound out to gigantic total improvements over time. Along the way, some major innovations also happen that allow very rapid growth to take place. This constant focus on improvement, innovation and raising the standard of excellence is how, say, China has grown.

“The man who moves a mountain begins by carrying away small stones.” – Confucius (Ancient Chinese Philosopher)



Habit #3. Proactive



- Who wins the Rabbit & Tortoise race?
 - A fast Rabbit who thinks that it will be an easy race, doesn't plan ahead, thinking that he can quickly react to any situation that develops, and upon encountering an obstacle flounders?
 - Or, a much slower Tortoise who is proactive, thinks about the race route beforehand, plans to avoid known obstacles and has a plan in place for something untoward that may happen?
- One can choose to be one of the following:
 - Inactive - No matter what happens, I don't do anything
 - Reactive - When the situation demands, I react, sometimes with delay
 - Responsive - The moment the situation demands, I respond, with no delay
 - Proactive - I anticipate & take action before a situation develops

“There is nothing in the three worlds that I need to accomplish, yet I engage in action.”
– Bhagavad Gita 3.22

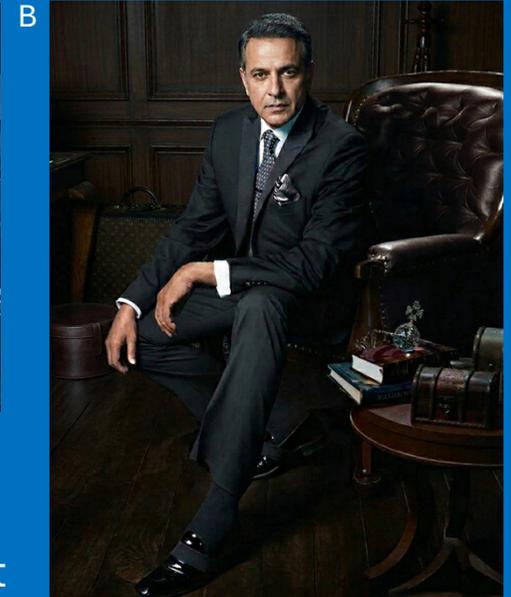


Habit #4. A Clear Thinker & Communicator



- Let's go back to the two pictures...

- What happens when we have to deal with a sloppy, confused person (say, person A)? Is it not irritating? What happens when someone is not clear in their instructions? Do more errors happen? Does time get wasted?



- We should strive to think clearly first, then communicate our thoughts as crisply as possible. Stay to the point, confirm that the other person has understood. If we receive an instruction, we must communicate whether we have understood. Don't leave room for confusion.
- We should be aware of how others perceive us. We should demonstrate professionalism; e.g. clarity, confidence & mutual regard in our interactions.

“All that we are is the result of what we have thought: it is founded on our thoughts, it is made up of our thoughts.” – The Buddha (Dhammapada 1:1)



Habit #5. Empathetic towards others



- Empathy: The ability to understand the feelings of another person
- Human Beings are not machines. They do need clarity about tasks, crispness of communication, etc, but they also need to be understood and treated with kindness as needed. Otherwise, they do not function well and can feel hurt, distant, & even resentful.
- To work in any kind of a team, group, family, etc, one needs an appropriate amount of understanding of the other person(s); i.e. one needs empathy.

“The highest religion is to rise to universal brotherhood; aye to consider all creatures your equals.”
– Guru Nanak



Habit #6. Enabling my Team and my Organization to Develop & Grow



- One doesn't just work for oneself
- Enabling others to grow is rewarding as well
- Enabling others to grow, allows us to delegate some responsibilities, which permits us to focus on newer challenges.
- Enabling others is a key way to help any organization that one is a part of, to grow, as opposed to an organization where it's everyone for themselves. Such an organization has unhappy staff and does not grow.

“Iron sharpens iron, so one person sharpens another.” – Bible (Proverbs 27:17)



Impact of These Habits



- Would it not be wonderful if, at Holtec, we all had a common understanding around these habits and continually improved ourselves in all of these areas...
 - How much more would each of us gain as individuals and professionals from further improvements in our work culture?
 - How much more efficient, effective and well-regarded would Holtec be?
 - How much better could we serve our customers?
 - How much positive impact could we have in anything that we are involved in beyond Holtec?
- Imagine if the whole country was like this!

Putting all these Habits Together Leads Us to...The Holtec Way...



I Believe in The HOLTEC Way.
I am...

- **Accountable** towards my responsibilities. Expect **others to be Accountable** as well.
- Continually **Improving, Innovating & Raising Standards**
- **Proactive**
- A **Clear Thinker & Communicator** with **Awareness** of how I am Perceived by others
- **Empathetic** towards others
- **Enabling** my Team and my Organization to Develop & Grow



I, therefore, **Create the Maximum Positive Impact** for...

- **Myself**
- **My Team**
- **My Company**
- **Our Customers**
- **Any Organization** that I am linked with





Let us **Believe in The Holtec Way, Implement it for Ourselves,** and let **Better Things Unfold** for All of Us.

