

## International Tiara Day

Imagine a day when everyone gets to feel like royalty, with sparkles atop their heads. That's what International Tiara Day is all about! Celebrated on May 24th every year, it's a time when people around the world don their tiaras, real or imaginary, to embrace their inner royalty. This day isn't just about the accessory, it's a chance for everyone to shine and feel special. The roots of International Tiara Day are deep, with a history that celebrates self-worth, empowerment, and the joy of feeling like royalty, even if just for a day.



## #CAUTION

### Airplane Turbulence Is Getting Worse, Here's What That Means for You

It's not your imagination that scary turbulence stories are becoming more common



Turbulence is getting worse on airplanes, and this week a severe case of turbulence caused the death of a 73-year-old passenger on a Singapore Airlines flight, traveling from London to Singapore. The man died after the plane encountered 'clear-air turbulence,' which is turbulence that doesn't appear on flight radars. The plane flew into the turbulence without any warning, causing the plane to lose nearly 6,000 feet

### What causes Airplane Turbulence?

What's most important to know is that the only way to reduce the likelihood of experiencing extreme turbulence is to stop and reverse the destruction of our climate. Scientists say that climate change is the cause of the increasingly frequent and severe turbulence that passengers are experiencing. There are multiple causes of turbulence, including atmospheric pressure, jet streams, air around mountains, cold or warm weather fronts or thunderstorms. A common cause for some of these changes include convective weather, which happens when air is heated by the Earth, and then rises. This basically causes the air to move vertically. As the Earth's temperature continues to rise, there will be more convective weather, which, in turn, will cause more turbulence.

### What can you do to prepare for Turbulence?

In the absence of immediate action to prevent the Earth's temperature from rising any further, travelers are going to have to adapt to the (literal) changing environment while airborne. This means following some of the most basic flight safety rules like keep your seatbelt on when indicated, properly store your baggage and



# Why Should Anyone Consult You?

Look for quick wins. Both parties will be happier. Aim to become your client's friend and confidant. If you do this well, you may sometimes gain a friend and lose a client, but those friends will recommend you to their friends, who will become your clients. Some friends don't pay. And you may feel hesitant to ask. Other friends pay and some even pay more than you ask for. I had two cases, when my clients/ friends paid me more than I had billed. When I asked them why they did that, they said, "What you gave us was worth more than what you billed us for and so, I want to pay you what I think it was worth for." In the end, it all balances out and the goodwill you earn is 'beyond' price.



## PART:1



Mirza Yawar Baig  
Naturalist and Wildlife Conservationist

The simplest answer to the question is, "By getting someone to pay you for your advice. And to keep doing that, with the frequency that you need, to keep your body and soul together from the earnings." Easter said

not as immediate or pressing like the man with the broken motorcycle. And he must pay a jolly sight more to fulfill his need. Moreover, measuring benefit is not as easy or clear as in the motorcycle example. Having been in this business now since 1985, I can tell you that it is, perhaps, the most challenging and exciting business that exists, provided you know what to do. So, here are some thoughts about what works and what doesn't.

**Define & Differentiate:** What do you have to offer and how is it unique? Why Differentiate? Differentiation creates brand. Brand inspires loyalty. Loyalty enables influence. The more clearly you can define your product, the better. It is not what you think you do, but what your customer thinks you do, that matters. What you offer must be crystal clear to him, so that when he has a need in your area of expertise, you are his natural choice. Give a lot of thought to what it is that you do and how you describe it to people. Like we say in sales, "Don't talk features. Talk benefits." So also, in consulting, Describe it from the perspective of the customer. For example, if you are a computer hardware expert, imagine that you are on your way to work in the train and your neighbour, in the next seat, asks you what you do. How will you answer him? Most IT Engineers will say, "I am a hardware expert." Makes no sense to anyone who doesn't know anything about IT. Remember that the world of selling is the world of words. Not deception, but palatable truth.

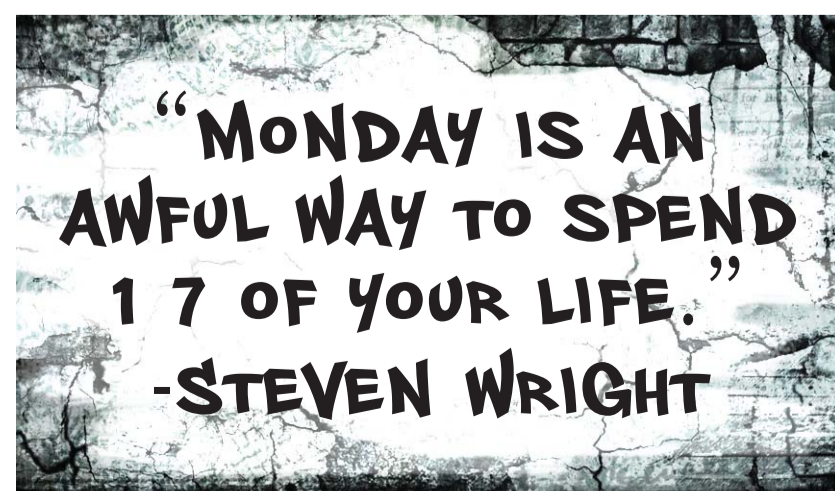
than done, as in almost everything in life. And so, here are some pointers.

Many young and old (post-retirement) friends and acquaintances ask me for pointers to enter the world of *Organizational Consulting & Training*, which I have been in, since 1985 (this is 2024). I thought it would be good to share 'generally' what I have been advising people for several years. I hope it will benefit many more. It is easy if you are a motorcycle mechanic. What you do is clear. The customer has a pressing need. It doesn't cost much to repair his motorcycle. So, he comes.

But with *Organizational Consulting*, you are dealing in concepts, thoughts, emotions, and some techniques, which, to be effective, depend on the sincerity of the learner in applying them as well as his expertise in doing so. That is a very challenging environment. The customer's need is



## THE WALL



## #ORGANISATIONAL CONSULTANT



### Define your Customer

Not everyone is your customer. This is the biggest mistake you can make, trying to be all things to everyone. That way you are seen as a generalist, nothing to nobody. People like to feel that they are dealing with an expert, even if it is for a haircut. That means that you must learn to say a very definite, 'No' to some businesses. I stayed out of recruitment from the beginning (1994), when recruitment was a booming business. That classified me as a confidant of business managers and owners, not as someone who would probably poach on them to grow his business. I never regretted that decision. It is not to say that all placement consultants do this but enough do to spoil the reputation of everyone. Err on the side of caution in accepting assignments. Only the hero who survives lives to tell the tale. In consulting, if the client fails, you carry the can. So, never accept assignments where the outcome is doubtful because you doubt the client's sincerity or learning ability to carry out your recommendations. Remember that



Unpalatable truth is equally truthful but not equally edible. Craft words thoughtfully and take brutal feedback from others about what you crafted. Being married to your words is suicide. The key is not your experience, but how you can use it to help others. Don't leave that to the customer to figure it out. Spell it out for him. Not because he is stupid, but because

the need is yours. Don't tell him what you used to do but how you can help him and how that will benefit him. That will mean knowing his business better than he does himself. Certainly, in terms of an overview from the outside. That is your key differentiator because perspective is a function of distance. Leverage it and show him how it works. Constantly enhance

your expertise. Read, learn, attend courses, document everything you do, get independent assessments of your work, every five years get a 360° Appraisal. Become the known expert, the Go-To guy for what you do. As I said earlier, become the natural choice of anyone who needs what you do. Don't compete. Leverage yourself out of competition.

## Define your Fee

I have a basic rule. Stand in front of the mirror and say the number aloud. If you feel comfortable with it, it is the right amount. Do some hard-nosed analysis about your finances and see what you need, not want but need. Then, base your fee on that. Develop a mindset of contentment, so that when that figure is reached, you have no stress. Then, whatever else comes thereafter is icing on the cake. Remember that once you quote a figure to a client, that is, what he will pay you as long as you live. He will take an increment every six months but will mean like a cow in labour, if you ask for a raise once in six years. So, be careful what you quote. "We are going to give you a lot of business, so, give us a discount,"

is the oldest, most threadbare line that exists. Even more than, "What are you doing tonight?" So, don't fall for it. Giving a discount to someone, who will give you a lot of business, means that you are tying yourself down to a low productivity client in favour of others, who would have been more productive. Quote fairly and confidently. Value perception is in the mind of the listener but before that, it is in your own heart. If you are confident of your product or service, then, be sure that people will come to you, again and again. I have not made a cold call since 1995. It is as simple as that. Give your best and then, some more. You will never regret it. What you will regret and pay for is if you take shortcuts. That is very stupid.



## Deliver Premium and Demand Premium

"By me because I am cheap" is not a polite answer. Remember, no matter what you charge, there will always be someone in the market who will pay that to you, once. It is repeat business that is your board that plans. So, ensure that your customer is so tremendously satisfied that he will not only call you again, but you become his natural choice. The repeat customer is the only one who can solve his problem. Not because he has experienced you once. Make sure that his experience with you is so superior that everything else pales in comparison. He, then, becomes your ambassador and there's no better or more effective ambassador than a customer, who has experienced you and is delighted.

Selling cheap has several problems. You position yourself as a low-quality provider (default implication of cheap). The client will never agree to a fee raise later. So, you lock yourself into a low remunerative bind and you can almost never pitch for high-end work. Nobody will consult the trainer of security guards when the Board wants advice. So, positioning is critical. I have found that positioning, in terms of quality, is best. If you deliver top quality, you get a very good name and people don't care what you charge. Those, who still count pennies, are not your clients. Smile and leave them. The fact is that if you are not confident about your product or service, then, don't expect the client to feel confident about you. Some

consultants, out of a misplaced sense of politeness, say things like, "I am always learning. We will learn together." Think about what you would say if the pilot of the plane, you were about to board, said that to you? Would you board that plane? Likewise in consulting. Yes, we should be open to learning all the time. Yes, we learn together. But if you tell the client that, the client is looking for someone who knows how to solve his problem. Not someone who is threatening to treat him and his organization as an experiment for his own learning. The fact is that you, Mr/s Consultant, will walk away, no matter what the result may be. But the client will have to live with what you leave behind.

There is no need to say, "I am the greatest, biggest expert you ever set eyes upon, and I guarantee you a solution." That doesn't sell either. Just do your best to deliver quality. Don't bite off more than you can chew. There is a difference between ambition and fantasy. Constantly update your knowledge and experience. Admit a mistake, if you make it and show how you learned from it. Don't make excuses or try to shift the blame to someone else. Honesty always pays. Honesty is critical to building credibility, which is the lifeblood of consulting. Without credibility, you are nothing and will never succeed. "Quality is remembered long after the price is forgotten." (Gucci's slogan)

To be continued...  
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By Rick Kirkman & Jerry Scott

## ZITS



By Jerry Scott & Jim Borgman

## ##SCULPTURE EXHIBITION

# CONTEMPORARY SCULPTURE MEETS HISTORIC ARCHITECTURE

The *Sculpture Park* at the Madhavendra Palace in Nahargarh Fort seamlessly blends history and contemporary art, showcasing the works of Indian and international artists. This unique exhibition, running until December 1st, enriches the visitor experience by creating a dynamic dialogue between the palace's elaborate 19th-century architecture and cutting-edge sculptures.



Tusharika Singh  
Freelancer writer and city blogger

Nestled in Nahargarh Fort, the Madhavendra Palace is a stunning relic of history built by Maharaja Sawai Madho Singh II in the 19th century. This double-storey palace, with its ten apartments, one for the Maharaja and nine for his concubines, offers a fascinating glimpse into the history of the royals. The Maharaja's own apartment was linked to the others by a secret corridor known as 'Raja Ka Galyara.' Richly adorned with intricate arish work and vibrant fresco paintings, the palace is an exquisite blend of Indo-Western architecture. Adding to its allure, the palace provides sweeping views from its rooftop. A visit to the palace becomes even more enchanting as it currently also has the 4th edition of *The Sculpture Park*, curated by Peter Nagy, ongoing. This contemporary art exhibition, running until December 1st, transforms the 19th-century palace within the 17th-century fort into a captivating gallery of three-dimensional art.



French artist, Martha-Maria Le Bars, with her work at the Madhavendra Palace.

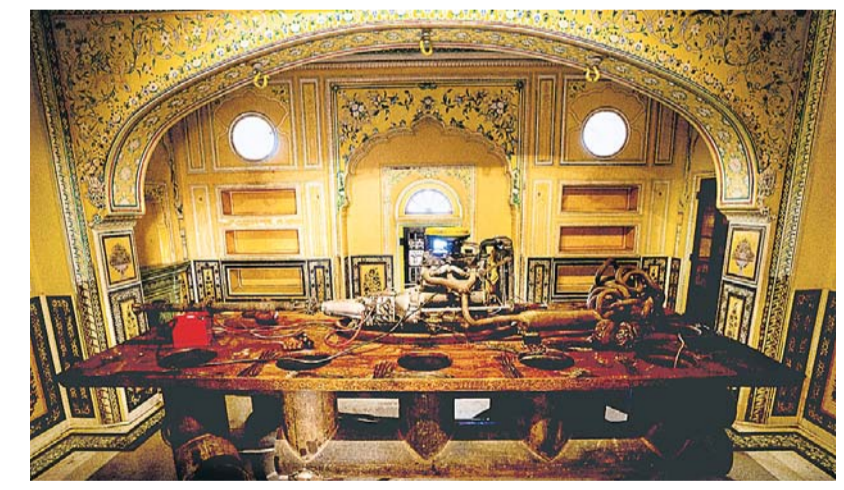


Suhasini Kejrwal's sculpture entitled 'Monument at the Madhavendra Palace.'

adorned with a substantial stone sphere, sourced from local Indian vendors that evoke planets and distant worlds. Positioned in front of or behind the frames, they occasionally mirror each other, symmetrically or cast reflections within the mirrored panels. The interplay between transparency and reflection creates a spatial confusion that is hard to unravel. At first glance, it seems impossible to decipher how a chair can be visible, yet its reflection is not. As the viewer moves around the sculpture, one phenomenon might be explained, yet new ones emerge. The individual elements disrupt the view and open up spaces that create renewed confinement by bronze chairs, each

### Interplay of transparency & reflection

As one enters the courtyard of the palace, the centerpiece of this year's exhibition is an awe-inspiring installation by artist Alicja Kwade. Entitled 'Superposition,' Kwade's installation is comprised of interlocking steel frames that unravel similarly to a folding screen. Within this arrangement, some frames stand bare, while four are equipped with double-sided mirrors. The installation is complemented by bronze chairs, each



Riyas Komu's work, entitled 'Cult of the Dead and Memory Loss,' is fused together from a variety of materials like wood, metal, plastic, rubber, burlap sacks, and a car engine.

The participating Indian artists include Sudipta Das, Nandan Ghiya, Bhuvanesh Gowda, Murari Jha, Megha Joshi, Vineet Kacker, Suhasini Kejrwal, and Riyas Komu. Their works are joined by those of international artists like Avanti Bawa from USA, Alicja Kwade from Germany, and Martha-Maria Le Bars from France.

In Jaipur, all the artworks were initially open to the public. However, due to damage, reflecting poorly on the civic sense and aesthetic sensibility of the people, they are now kept behind doors and are viewed through glass panes. For interested groups, special viewings can be organized on request.

## BABY BLUES

