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## Context to the nugget

Mr Bhatt talks about how in every role he has done, he has tried to look for a “plus” which is an additional dimension beyond what is expected in the role. He also talks about the criticality of understanding the role that the service you provide plays in the role of the consumer and ensuring that it gets reflected in every touch point the consumer has with your organization.

## Transcription

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Deepak Jayaraman (DJ): Just a couple of question to wrap up Mr Bhatt one is I think if you have to be immodest about your trajectory and accomplishment? I am curious about principals and attitude which has help them grow and achieve great things? So, if you had to be really, if you had to look at yourselves objectively what about you, you think as enabled you to come this far if you really look at your growth in SBI and your roles in board talk to us about something that is close to your heart which have helped you in this journey?

OP Bhatt (OP.B): So, the what I think I have that is that I have ever had driven to deliver on my role always I have that driver which ever task has been given somehow this is come up again and again this conversation that I have not felt up to the task and I have always look ways image and then usually I have delivered or whatever delivered that is one. The other is this one of the “MANTRAS” that I have used when I was leading State Bank of India that everybody has a role and if you your role fine but what so great about it what is the plus in the role. So, everybody must have role plus. So, you have a role and that plus you decide for yourselves it could be quotient your colleague, it could be getting a PHD. It could be finance 100 cars, you finance 110 cars you decide but there has to be plus in your role and it is that plus that makes you different from others and it is that plus which defines the direction and the quality of your growth because people will have a different plus. Some people may want to do Yoga one hour every morning its fine with me as long as there is plus to it. So, one is this thing around drive and this coming not from the sense of achievement but actually from the sense of duty you know “*MERA KAAM HAI MUJHE KARNNA HAI ISKO*” not that “*MAINE KAR LIYA*” not from that perceptive but you know it’s my job, it’s my duty I mean I have to do that whether its obligation duty whatever it is so that is one very strong drive that I had everywhere. The other is maybe it could, may be this is you know built up over time or because I work in a bank which is service industry. You know many of the things that you do is realer a great pleasure to work in a service industry or in a bank like that. I mean you find that by doing things you are making so many people happy right it may not happen in other manufacturing or you are in a sales job or something like that. So many people become aware of it I can become aware of that or thing like that but your colleague you can make them aware of it so when I was in Guwahati a circle CGM must use to tell to many people that you know when you are a counter clerk as for example he is a teller counter and says somebody has to you to purchase a draft right. He is a draft because

could be school admission hospital whatever it is. At that time, you are the most important person in the whole world for him not even god is important you are important and you are having a cup of tea, you are having cigarette you are chatting what nonsense. But if you want to realize this then suddenly you know your demeanour, your behaviour everything will change for you. Therefore, everything changes for him and it becomes some kind of beneficial circle all around it. So, some of this joy in the job so to say maybe it is because it was the service sector also. When I was in school the motto of my school was in Hindi it was “*UDDHYAMEN HI PARA POOJA*” you know work is worship or service is worship or whatever it is. So, partly it was may be subconsciously instead partly because if I have got may be if I have got in the IAS won't have thought like that. So, some of this thing I would say.

## Reflections from Deepak Jayaraman

DJ: This piece reminds of my experience as a Search Consultant. When I was at EgonZehnder, we would always be told that as a Search Consultant when you call a leader for an opportunity, it might be one of the 20 calls you make during the day. But for that person, getting a call from you could be potentially life changing. I remember one of my colleagues using a metaphor from Masai Maara in Kenya. He would say that for the lioness, thousands of wilder beasts are hardly inseparable and if she misses one, she could get the next one. For the wilder beast, the lioness is the difference between life and death. Each lioness needs to be treated with respect. Just keeping that asymmetry in mind and putting the consumer front and centre of your work is often critical and make all the difference in the way people perceive you, your brand and your organization.

Thank you for listening. For more insights on Transitioning from an Executive to an NED role and for being an Effective Board member, please visit [Playtopotential.com](http://Playtopotential.com) and look for the relevant playlists under the category of Transitions. You might also find segments of conversations with Ravi Venkatesan, Vinita Bali, Vedika Bhandarkar and Rama Bijapurkar thought provoking in this context. This is your host Deepak Jayaraman here. To know more about the Executive Coaching and the Transition Advisory work I do, please visit [www.transitioninsight.com](http://www.transitioninsight.com)

## End of nugget transcription

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### OP Bhatt - Nuggets

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### About Deepak Jayaraman

Deepak seeks to unlock human potential of senior executive’s / leadership teams by working with them as an Executive Coach / Sounding Board / Transition Advisor. You can know more about his work [here](#).

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Podcast Transcript [36.07 OP Bhatt - Attitudes that have driven career](#)

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