Strategies of infosys technologies ltd

Strategic management

Strategic management defines the art of planning the business to the positive level. It is the duty of the company's leader to make an effective strategic plan. Strategic management focuses on building a solid underlying structure to the business

Strategic management relies on three important factors:

1. Business's objectives?

2. Ways to achieve those objectives?

3. Resources required to achieve those business objectives

Strategic management helps in allocating right amount of resources to the different parts of business so that those resources will help achieve the strategic goals. The workers should be provided with necessary training, all information, data and work process are tested. This would help the organisation lead in a successful path, organisation needs are met, the work are aligned together enabling companies to move up in facing to new changes and competition

Leadership

Peter Drucker: " The only definition of a leader is someone who has followers." " To gain followers requires influence but doesn't exclude the lack of integrity in achieving this. Indeed, it can be argued that several of the world's greatest leaders have lacked integrity and have adopted values that would not be shared by many people today. "

John C Maxwell : " leadership is influence – nothing more, nothing less." " This moves beyond the position defining the leader, to looking at the ability of the leader to influence others – both those who would consider themselves followers, and those outside that circle."

Leader is one who leads the others, either in right way or the wrong way, that all depends on the leader. Leadership qualities are inbuilt which should be developed, good leadership is easier to practice in an organization. Good leadership requires deep human qualities. In today's world good leaders are made and they act as enabling force in developing people and organization. Leadership qualities help in achieving people's needs and organisational needs. Effective leadership requires good attitudes and behaviours which relate to humanity. Leadership involves decision making and actions, leaders are one important person because they have unique responsibility towards people and organisation. They should acquire skills and knowledge to perform organisational activities. They should be strong by emotion and behaviour characters this would help in understanding and resolving employee issues

The strategic management and leadership are deeply aligned with each others, if both are taken in right path it would lead to organisation success. Today in this competitive world the number 1 companies of all sectors is because of the effective leadership and strategic management. Both these are like eyes of an organisation one cannot survive without the other. For example the world's richest man Carlos slim is one good example for leadership and good strategic management; he has 90% of the telecom sector in Mexico. He is the leader and he planned in such a way that the

organization has grown from a initial stage, step by step it attained gradual growth and now it is well known in the world, there are so many organisation which were very popular and now they do not have an existence; do you think why it happened to those organisation, it is because it could be a change in the leader or could be a poor strategic management. There are occasions where bankrupt organisations rise up in the market this also happens because of the leader and strategic management.

1. 2 & 1. 3

The role of leadership in management is largely determined by the

Organizational culture of the company. It said that managers belief, values

and assumptions are critical importance to the overall style of leadership

that they adopt. There are different leadership style that can be identified

Within each of the following management techniques.

Autocratic

The word Autocratic itself defines self oriented, the leader him self is the decision maker, he dominates his team members, he always uses force to achieve objectives, this type of leadership approach will result to resistance from team members, the team members will find it hard to cooperate with the leader because the leader will have a continual pressure on his team members to get the output. This type of approach is carried by many leaders I the organisation, as far as people has done a research on leadership style and it was said this leadership style is not a good way to get things done, even though it is practices in many places it yields a good result.

Lassie faire

This leadership style has little or no control on his ream members, it reflects that the leader is no way bothered about the result or the team members, the team member have to perform their roles and duties, they need to tackle upon the difficult situation without the leader, the team members will perform to an extent because they do have little motivation and direction. This kind of leadership style is effective when people are subject matter expertise, highly motivated and skilled people. The leaders will not set any goal for them, they need to create their own and work towards achieving it.

Democratic

The word democracy defines for the people, by the people and of the people, many countries in the world follow democratic type of rule, similarly organisational

Leaders follow democratic leadership style, here leaders make decision by consulting his team members because each one think differently from different perspective, here the leader has possibilities where in he could pick the best choice or upgrade his ideas based on the feedback given by his team members but still he gains control over the team. The team members will decide how the task be completed who will be the right person, here there are possibilities of identifying the strength of each and every

Individual, here participation will be one main aspect, team bonding, group work, group discussion and equal delegation of work is possible, team can perform well in this case. Although every thing happens in team the responsibility of the result or output will affect the team leader. Motivation and direction will be an important factor of this leadership style. Today most

of the corporate, software and BPO industries in the world follow this kind of leadership style and I believe this as the most successful leadership style.

Transactional

The leader sets some standards for every individual, the follower or the individual is rated based on the performance standard. This is basically set in every organisation for every department. This leadership style is useful to analyse the performance review and rate the employees

Transformational

This leadership style creates a change in every individual, it has the ability to inspire and motivate employees to achieve new heights, this style depends only on the leader. This leadership is successful when the leaders decision is right.

Charismatic

This leadership style creates a positive approach in an environment, the leader is been inspired by the team member, here the leader is considered friendly, easy approachable, the team members will have a great opinion on the leader, the team members would walk with the team leader's opinion. This type of leaders are the most successful in the organisation. They bring change to environment in the organisation and people in the organisation

Visionary

This leadership style focuses on the future, it is a kind of prediction, and they work on attaining the organisational objectives. They put focus on where they are and what they want to be. They work to attain the future goals.

Background of the company

" Infosys Technologies Ltd. was started in 1981 by 7 people with USD 250. Today, we are a global leader in the next generation of IT and consulting with revenues of US$ 5. 7 billion. Infosys defines, designs and delivers technology-enabled business solutions that help Global 2000 companies. Infosys also provides a complete range of services by leveraging our domain and business expertise and strategic alliances leading technology providers."

" Infosys pioneered the global delivery model (GDM), which emerged as a disruptive force in the industry leading to the rise of offshore outsourcing. The GDM is based on the principle of taking work to the location where the best talent is available, where it makes the best economic sense, with the least amount of acceptable risk. Infosys has a global footprint with 65 offices and 59 development centers in India, China, Australia, the Czech Republic, Poland, the UK, Canada and Japan. Infosys and its subsidiaries have 127, 779 employees as on December 31, 2010. Infosys takes pride in building strategic long-term client relationships. Over 97% of revenues come from existing customers (FY 10). "

" This organisation Infosys has different leadership style. They do follow autocratic, democratic, lassie faire, transactional, transformational and visionary leadership styles."

Autocratic:

There are certain departments in Infosys where in they follow autocratic style. This depends on how the process is to be done. They get instructions from their clients to work on a project, the leader delegates the work to their

team members. The team members works on the project and completes it as per the instruction from their leader.

Democratic:

The IT sector of Infosys has several project, they work on the home page and navigating page of some web pages like Google, twitter etc. here the leader asks for the suggestion from the team members, upon debate and discussion and acceptance from team members and team leader, the project continues.

Lassie faire:

The team leaders give their deal line to their subordinates to work on the project. If suppose the deadline is a month they do not care for the first 20 days, the 21st day they have a check on the team member, then he cares on the work and at the final stage the work will be completed.

Transformational:

The team leader delegates work to every individual, a team member may be specialist in programmer, but he delegate the work to other person in the tea and delegate the coding work to the specialist in the programmer, there are possibilities where the team member will learn all sectors of their project, in other part he may get vexed because he is been allotted with some work which he is not related to.

Charismatic:

We could see several managers in our concern, they have a good understanding about their team members. The leaders know who their members are and what could they do. In similar way the team members understands their leader because the leader would have approached them in

a friendly manner apart from leader, the leader inspires them in every aspect so the team member would do anything for them in terms of work. This method of leadership is carried out in every organisation. Even though every employee has dissatisfaction in their job they do it ether they have to do it or for the sake to save their leader from problems.

2. 1 & 2. 2

The role of leadership in management is largely determined by the organizational culture of the company. It said that managers belief, values and assumptions are critical importance to the overall style of leadership that they adopt. There are different leadership style that can be identified within each of the following management techniques.

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CONTINGENCY THEORY

Every leader has different working style and he is contingent to situational factors, capabilities and behaviour of their team members. This theory provides perspective and management based on the priority, it started with the dependency, depending on the people needs and requirement this concept came into existence, this would give a brief of which material is required and which is not required by the people. So the organisation with the contingency theory can work on the requirement.

Task 3

3. 1 & 3. 2

Globalisation:

Effective management and leadership are two most important factors of an organisation, many organisation fail because of the poor leadership, in this global world two third of employers admit that they have poor leadership development. Today in this global market, a leader with good leadership qualities are welcomed every part of the world, there are some disadvantages because they do not have their own customer base, the customers are worldwide and they have to serve every customer's, same

way competition plays a major part on the opportunity, relocation of employees also happens because of globalisation, it is the business knowledge, awareness, understanding cultural difference, commitment towards job, personal and professional integrity which makes an individual a good leader. The management recruits or looks for those kind of person in leadership role

Ethics and corporation:

Leader is also a human like others, the reason being he has developed certain qualities; people rate the behaviours such as performance management and personal management. More over the leader should treat his followers fair with ethics; he has to enhance employee management more than performance management.

Treatment of all employees fair and equal, easy approachable, keeps on his commitment, no favourites, supports employees and appreciates when does a good job, supports personal development of employees, ongoing feedback in business. These are the key aspects where in the manager or a leader should possess.

Corporate social responsibility

Organisational operations are of two types inner circle and outer circle, inner circle is the process that happens within the people and the process i. e the quality of the management, the other one deals with the outer world, in what ways the society and the outer stakeholders look at the organisation, mostly people look at the outer part how has the company done in terms of product and services, how it is been familiar within people based on environment and

workforce, its financial analysis and focus on the future. When the organisation grew the people in the organisation should grew with good change in the economic and environment changes to the society, many organisation in this country follow CSR to advertise themselves to the market and would like to get interest in people and stakeholders

Merger and acquisition

Merger is merging one organisation with the other and acquisition in acquiring or controlling another organisation, this happens to enlarge its business in the global market, quality staffs with good knowledge about the market, when one business is underperforming so to lift up merger or acquisition takes place, to increase the customer base, to make production and provide service, to be one among the competitive organisations of the world. Apart from this there are even certain disadvantages that could take place because of merger and acquisition, things go wrong when nothing happens as expected.

3. 3

We are not now as we were 20 years ago, day by day everything changes but we could not realise it now, when we look after years we could see everything has changed, similarly our planet is changing with change in country's economy, standards, and way of living. Even the organisational structure changes with change in leaders, the leaders should be distinct with their attitudes, they are the one who are going to deceide on the future, their decision affects them as well as their followers, so he should be good in knowledge, personal and professional skills, he shouls be trained in all aspects of the organisation, deision making and problem solving. These

attitudes will create a change in the working environment and that would lead the organisation to a successful path.

4. 1 & 4. 2

Leaders are the one who leads others, they know more than the followers because they are going to lead them, in order to lead them the leader should be well trained in all aspects, the organisation should provide training through professionals, course that would be useful in implementing it in organisation, seminars and workshop, which can provide some experience for the leaders.

Formal learning:

Formal learning is usual training that is provided to the leaders in educating them about the specifications, formal training differs as per the persons.

Self help

Self help is improving from one point to other without the help of others, here we need to understand who we are and what needs to be done in improving ourselves.

Development activities

Training, courses, job rotation, executive coaching, monitoring, reading article etc are some of the development activities that takes place in every

Organisation, the leader should be trained on one or more aspects, if he undergoes such development activities he would attain certain leadership skills, that could be executed in his professional career, he could understand

the followers attitude and mentality and help them when required, if possible he could train them with these qualities and make them a future leader.

My leader at Infosys was amazing, he understands his team members and cope up with them during hard situations, he undergoes training that are allocated to him by the organisation and training that are done by leading professionals in the market, he wasted to educate him self in all aspects, reading books, browsing through web and listening to speech made by top man in every organisations, he allocates himself in every job shifts giving equal importance to every individual in team and monitoring them. These methods shape in every individual with required development in leadership skills.

sdjbsj

1. 1 link

http://www. teal. org. uk/leadership/definition. htm

1. 3

http://www. infosys. com/about/what-we-do/pages/index. aspx