

Building a Culture of Trust

At MPS, the most fulfilling part of building an organization has been shaping its unique cultural fabric. It's perhaps the most invisible aspect of the organization and one that's difficult to measure or explain. But it is felt everyday in the way we go about things, the way we handle parents and children, the way we collaborate with each other and the way we treat each other.

The culture of an organization is what its people truly care for. I am making an attempt today to share what we care for at MPS.

We are continuously working hard to nurture a culture where:

- people speak nothing but the whole truth.
- there are no incentives for faking niceness.
- being nice and kind to each other is a way of life.
- people feel responsible for not being available for their team members even if it's for a few minutes.



- people aren't afraid to dissent and express their honest point of view.
- there is freedom from fear of being judged.
- people can share openly about what they like and don't like about their work.
- modern ideas like gender diversity and inclusion are practised with remarkable ease.
- each one of us puts the interest of the other before self.
- serving our parents with compassion comes naturally to us.
- we always prioritize health of our team members and their families over work.
- the personal safety, financial security and peace of mind of our team members is prioritized over utilization rates .
- we don't evaluate people by the number of hours they work but the impact they create with their work.
- we like to constantly push beyond our true weight/limits, often succeed at it and surprise our own selves with what we can do.





- we are proud to live and realize our mission of creating positive impact for our communities, environment, Mother Earth and our nation by influencing our stake holders to think about the bigger picture, and act responsibly.
- each one of us silently knows that we are up to something important all the time though not necessarily big always.
- values are prioritized over skills.
- we are willing to compromise external growth for internal growth.

I know there are a lot of things to say and maybe a few more. But if you understand the value of culture for your organization and are struggling to define or implement it, don't be anxious. It's a common challenge across organizations irrespective of size. Help is available, you only need to seek.

GOOD DAY!

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