



the YOGIC edge

Satwant Singh Khalsa, VP – Client Relationships, US, was recently in India and Manila to host client visits. In the middle of his hectic schedule, he took time off to teach interested employees the magic of Kundalini Yoga. The Source caught up with Satwant who is well-known for his composure, helpfulness, graceful determination and achievements.

You are never seen without a smile and always appear calm and composed. Secret?

I have a disciplined daily practice of yoga and meditation which helps me stay very balanced and positive. I also know that crises come and go and can usually be resolved if you just stay focused on finding the solutions.

About your much talked about Kundalini yoga sessions in Manila and India?

I have been practicing and teaching Kundalini Yoga for over 35 years. Kundalini yoga classes are a dynamic blend of postures, pranayam (breathing exercises), mantra, music and meditation and will help you increase your flexibility, learn the art of relaxation, and relieve tension and stress. Balancing body and mind enables you to experience the clarity and beauty of your soul.

I know that our employees find it difficult dealing with the job stress and pressures of modern life. These practices can be a great help in that area. Since I was coming to Bangalore and Manila I thought it would be a good opportunity to give something back to our employees that work so hard. A Kundalini Yoga club has since been started in Bangalore and interested employees can contact Manoj Nama or Vivek Sethi for information.

Your transformation from typical American university student to Satwant Singh Khalsa?

When I was attending university, I began studying Kundalini Yoga. I soon moved into an Ashram in Buffalo, NY and began studying under the great Indian master of Kundalini Yoga, Yogi Bhajan aka Siri Singh Sahib Bhai Sahib Harbhajan Singh Khalsa Yogiji. In addition to being a yoga master, he was the leader of the Sikhs in the Western Hemisphere. I was attracted to the teachings of the founder of the Sikh religion, Guru Nanak, who taught that there was no difference between people of different faiths and that We are All One.

Please describe what you do at Firstsource for our readers.

I joined Firstsource in 2003 through its acquisition of FirstRing. Today I am Vice President of Client Relationships. My team handles relationship management for four key clients of Firstsource. Our primary responsibility is to ensure the relationships with our clients remains healthy and continue to grow. We work closely with different teams to facilitate this and operate as client advocates ensuring that our clients voice is heard and understood within Firstsource.

Unique strengths of Firstsource as perceived by clients?

Flexibility, ability to understand their business extremely well and add value, ownership, senior management involvement, focus and domain expertise.

What is it about working at Firstsource that you enjoy the most?

I think the variety of experiences has been the most enjoyable aspect. I have been able to travel to new geographies and develop relationships all over the globe, both with our clients and my colleagues within Firstsource. I think the phrase, theres never a dull moment is probably appropriate.

Your team management principle?

I believe very much in teamwork and that my team members, Vivek Sethi and Manoj Nama and I have important responsibilities to each other. They are required to perform at the highest level they are capable of and it is my responsibility to mentor them along to the best of my ability.

How do you overcome a bad day?

I know that tomorrow will be different.

How do you look at successes?

A total team effort. Our business is too large and too complex for it to be any one persons effort. It requires a full effort from presales to implementation to BAU operations and client relationship management to achieve what I would consider a success.

Your advice to our employees.

Each person has a unique potential to excel. Each one of you should spend some time understanding that about yourself. Reach for that potential and you will be triumphant.