



**Swami – The Ultimate Doer**

*I moved to New Zealand from South Africa in 1996 and joined a multinational bank. One day I was asked to entertain the Australian Managing Director (MD) who was visiting NZ. I drove him around in my little car the whole day visiting branches. As I was dropping him back at the airport he said, "I want you to think about being involved in this little project I'm running in Australia. It's called "Restoring Customer Faith"." Hanging from my rear view mirror was a gold chain with Swami's picture on it. It had been dancing around the whole day we'd been driving around together and the MD had not asked about it.*



*The MD then called me a few weeks later and told me more about the project. I asked him where he got the name from. He said, "Oh in India in a place you may have heard of. It's one of those small villages west of Bangalore, about four hours drive by taxi. I was sitting in a canteen*

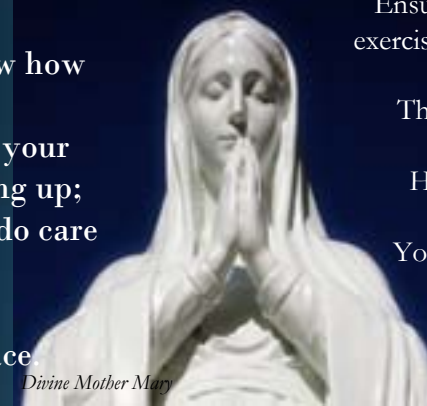
*having something to eat and some Aussies asked me to join them. When I told them I was a banker they said you shouldn't be sitting here in the Asbram, you should be getting back to Australia and seeing what you can do about restoring the faith of your customers".*

*So the multi-million dollar project endorsed by this multinational bank to transform their retail banking operations was born in Puttaparthi, in a canteen. So that's how I came to be living in Australia having a leadership position bestowed upon me. Did I do it? In hindsight I didn't do anything. Swami arranged everything. And it all began with me looking after a big guy in a little car.*

**"Ask yourself, what qualifies me to lead others and why should others be led by me?"**

**A good leader knows his people better than their mothers do, and cares even more - How ?**

- show people that you genuinely want to know how they are;
- active listening (with your whole self) and following up;
- show that you really do care and show that you are approachable; and
- break that 'put-on' face



Divine Mother Mary

**"Greed does not co-exist with dharmic leadership..."**

**"90% of task of Leadership is dealing with people..."**

Like an iceberg, what you see on the person. When you look at people Have awareness that in dealing may lie below the waterline. the team not pulling temptation to jump to



surface is only a small part of the there is a lot that lies underneath. with people most of their problem So when you see someone in their weight, resist the conclusions as to why this is so.

**Universal Inner Structure of Initiative** to be a self-starter.

**Knowledge of Self & Job** – mastery of both.

**Will Power** to resist - doing the right thing is easy -

**Good Leaders.**

**Courage** to decide.

**Ability to Deal with People.**

it's knowing what the right thing is that's difficult.

**Be Courageous**

You can never have faith and fear simultaneously. Because when you have faith, there is no fear: When you have fear, you can be very sure that there is no faith.