

It is said that when the going gets tough, the tough get going. Most average performers can perform under normal circumstances. It is the challenging situations that separate the legends from the mediocre. Let's begin the New Year 2020, with some "Krystal" clear resolutions. Irrespective of the stimuli, our responses can always be calibrated.

Here's a story... There was once an old man who worked in the barn and lost his favorite watch in the hay stack. Exhausted by work, he didn't have the energy to search for it in the barn



At that time, he heard some children playing around and he offered them ice-creams, if they could find his watch. On hearing the word Ice-cream, the children went in the barn in a frenzy, tossing every bit of hay they could lay their hands on in search of the watch. Soon they got tired and came out sweating, albeit without the watch. It was now a tiny little boy went to the farmer and requested one more opportunity with the condition that he would go alone. The farmer hesitated at first but seeing the confidence in the kid, he decided to give him that opportunity. Considering the safety of the child, the farmer said, "Son, I will give you only 3 minutes for it." The boy readily agreed.

As the boy walked quietly, the farmer and the other kids too were viewing him eagerly. As he went in the barn, and was almost hidden by the hay, the first minute ticked by without any noticeable event. The second minute too ticked by and the farmer was getting a shade anxious. With about 15 seconds to go, the farmer decided it was time he get the kid out. As he neared the barn, the kid came out and to the farmer's astonishment, the kid came out waving the watch in his hand. The farmer was dumbfounded and asked the kid how did he manage the feat and what exactly he did. The kid replied, "Uncle, I did nothing. Initially I could hear all of you and as I closed my eyes, the voices faded away and then I could hear only the "Tick-Tock" of the watch. I went in the direction of the sound and picked up the watch."



It is during times of emergency that one needs a cool head on the shoulders to overcome the challenging situation. Panic only aggravates the situation. Professionally Trained Emergency Response Teams (ERT) are trained to be cool and think on their feet. The KAS team is trained to handle such emergencies.

If this newsletter has struck a chord, do write to us. Brickbats and bouquets to murali.shanker@krystalallied.com

Team KAS takes this opportunity to wish and your family the very best in 2020.