

Key Behaviours of Sparkline



I am a Sparkliner

I do things right the first time, every time

- I am Agile, Flexible and Keen to Serve
- I have highest standard of Ethics, **Integrity and Commitment**
- I am Approachable and Communicate Proactively
- I understand my Customers needs & priorities and make them my own
- I keep in pace with Technology and Add Value in everything I do
- I always strive to be better at what I do everyday
- I comply with all the laid down processes

I am a Sparkliner

Friendly Proactive Expert

1. Quick to adapt and Change

- Continuous improvement
- Good learner
- Agile
- Flexible
- Change manager



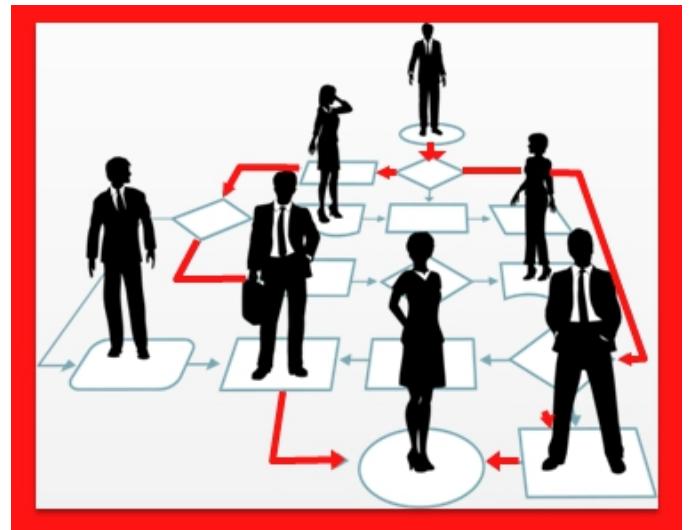
Definition: Continuous improvement involves making small, consistent improvements that over time, can produce massive changes in your business. Agility is an ability to move quickly and easily & the ability to think and understand quickly.

Flexibility is the ability to be easily modified & willingness to change or compromise.

A change manager is the one who plays a key role in ensuring that the change initiatives meet objectives on time and within budget by increasing employee involvement. This person will focus on the people side of change, including changes to business processes, systems and technology, job roles and organization structures.

2. Process driven

- Ethical,
- Consistent
- Compliant

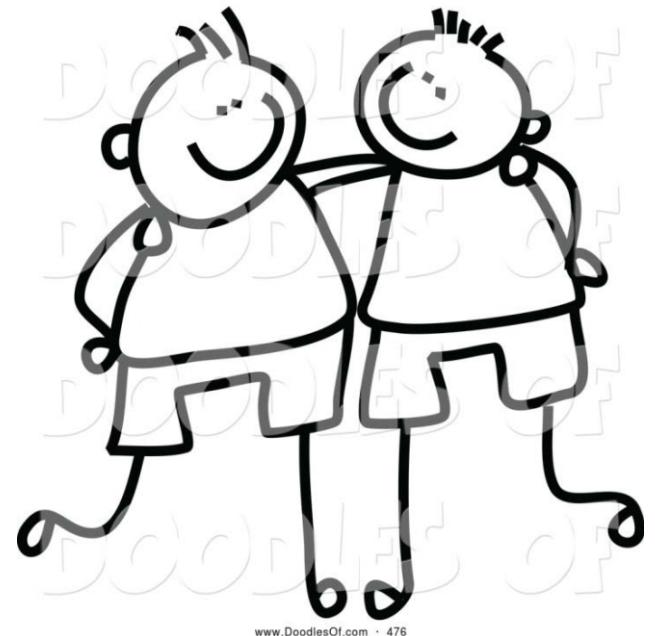


Definition: Process-driven employees, as the name suggests, value the process over anything else in the workplace. They believe in strict guidelines and look to solidified procedures to help steer their efforts while fulfilling their duties. Often, the work is completed sequentially ie in consistent manner.

An ethical person is someone who is consistent with their beliefs by their actions and they have empathy for others.

3. Friendly

- Dependable
- Approachable
- Team player



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Definition: The definition of friendly is someone or something exhibiting the characteristics of a friend, such as being kind, helpful or affectionate. To whom you can approach and open up easily, on who can be dependable and keep your faith.

4. Effective communicator



Definition: Ability to convey things easily in a clear manner so that listener understands the message without any ambiguity.

5. Proactiveness



Definition: The adjective proactive can describe a person who gets things done. If you are proactive, you make things happen, instead of waiting for them to happen to you. Active means "doing something." The prefix pro- means "before." So if you are proactive, you are ready before something happens.

6. Customer centric

- Keen to serve



Definition: Putting the customer first, in simple terms, means that a business puts the needs and requirements of a customer ahead of anything and everything else. They are oriented towards serving the client's needs, and measure customer-satisfaction levels in order to determine the success of their business. A customer-centric person is proactive and keen to serve his customers and maintains goodwill amongst all.

7. Domain expert

- Right first time
- Tech savvy
- Demonstrates value



Definition: A domain expert is a person with special knowledge or skill in particular areas related domain field.

Who does things right at the first time, every time and shows or proves(demonstrates) the meaning or importance (value) in everything they do.

8. Growth focused

- Continual improvement,
- Gets result



Definition: A person having a growth mindset (the belief that you are in control of your own ability, and can learn and improve continuously) their orientation is always towards getting positive results out of all efforts put in.

9. Team oriented

- Takes everybody along



Definition: A team-oriented individual strives to do whatever they can to bring about the success of the team and its mission. Higher scores indicate a person who puts the good of the team ahead of personal gain or recognition and takes everybody along with him/her.

10. Leadership mindset

- Makes people better
- Connects the dots
- Integrative thinker



Definition: A leader is "a person who influences a group of people towards the achievement of a goal". They serve continuously to make people better by motivation ,guidance and training of peers.

Connecting the dots illustrate an ability (or inability) to associate one idea with another, to find the "big picture", or salient feature, in a mass of data. He has the ability to integrative thinking ie complex problem solving, converting a problem into creative solution

11. Intelligent risk taker



Definition: Displays confidence in his ways of working and intelligently predicts the future. His analytical way of thinking results in outcomes which might be positive or not but his way of thinking is such that it might easily convince the risk takers decision