

Summary Note:
Muktasamvad 18th January 2013



**Dilemmas which Indian Professionals face when they
go offshore to UK**

This time Chatur Knowledge Networking (CKN) collaborated with British Council Library(BCL, Pune) to organize Mukta Samvad (MS). Meeta Kanhere introduced the theme of MS, talked about CKN, BCL and how Knowledge Sharing on common platforms leads to learning.

Topic for discussion: “ *Dilemmas which Indian professionals face when they go offshore to UK*”. The panel members were Mr. Amit Chaphalkar (Head- Sales Europe,Tata Autocomp), Mr. Rajendra Kembhavi (Director HR, TechMahindra) and Dr. Neela Desai(practicing Gynecologist). This time we had invited a diverse panel with the intention of sharing experiences from different fields. Some of the thoughts which they have shared are compiled below-

Mr. Amit Chaphalkar's sharing

● Dos

- Homework Before Departure:
 1. Study the Geography & Location
 2. Get in touch with Student Association before landing in UK
 3. Address change should be communicated to local authority
 4. If you are traveling as student reach the University 2 weeks in Advance
- Culture UK Vs India:
 1. Follow all the rules
 2. Culture -Say "Hello"
 3. Say "NO"if its "NO"
 4. Punctuality
 5. Dress Code: Wear Formals (Business Casuals on Fridays, if applicable)
 6. Try all local food in UK (for all regions)
 7. Chicken Tikka Masala.....A British National Dish

● Don'ts

1. Do not ask questions about personal life
2. Do not carry perishable/too many food items when end location is a big city
3. Do not complain about any local inconveniences to any one unnecessarily
4. Do not take undue advantage of friends & local colleagues(Requesting for favors, etc.)
5. Do not talk in any other language but English in front of the English Speaking persons (Indian languages)
6. Water is not free
7. Do not talk any negative about Indian or British Culture

Dos

Local Travel in UK & Communication:

1. UK is well connected with public transport network. Each city has their website with lot's of information. Since Europe is tourist destination, you will find Tourist information center outside all major Train station / Airport. Visit it to learn about the transport / weekly / daily / weekend pass, tourist destinations nearby etc. Useful for your daily travel and weekend outings
2. Book tickets in advance and always buy return tickets
3. Students Get 33% discount on all Local Travel and also for some movie theaters after presenting the ID
4. Learn use of online banking & use of credit card
5. You will require to "Call a Taxi". Get the local "taxi on call" numbers

Personal Things to Carry for first visit:

1. Always carry a medical kit (all type of frequently needed medicines) Careful Disposal
2. Carry two pairs of spectacles, if any
3. Depending on the weather, carry thermals & other accessories
4. Keep photocopies of Visa & Passport in ALL bags
5. Carry a universal power adapter, business cards, umbrella & other utilities
6. Carry ready-to-cook/eat foods for first 2 to 3 days
7. Do not carry excessive goods.....as we are going to visit a advanced country

Dr. Neela Desai's sharing

- **Why UK?....**
 - Britain was responsible for development & control of Modern medicine in India
 - Coming to Britain was/still is a badge of honour, those who returned commands distinction
 - Indian degrees were recognized in UK since 1892 -1975
 - Aim to work in teaching hospitals, developing skills, get more degree...
- **Difficulties faced by a doctor trained in India**
 - Obtaining Registration & Training jobs
 - General medical council provides license to practice in UK
 - Full Registration is no longer available
 - Eligibility for getting a license
 - Competitive training jobs in prime hospitals
 - Some subjects are more competitive
 - Only few jobs are recognized for taking exams
 - Medical Protection society

• Communication

- Language barrier, understanding the dialect, language subtleties
- Non verbal communication
- Social & Behavioral norms
- Eye contact, hand gestures, bedside manners
- 'Ps' and 'Ts'

• Doctor-Patient Relationship

- Ethical practice
- Different approach to patient
- Explaining the condition & treatment options to patient: *The whole approach of explaining every aspect of treatment & giving patient the option to make her own decision was some thing new.... I came from the system where...Okay this is your condition...this your treatment...period..."*
- Need to answer all his/her queries
- Respecting the autonomy of patient
- Confidentiality
- No paternalism



Mr. Rajendra Kembhavi's sharing:

- Each employee and employer should be aware of his/her long and short term career goals
- Tech Mahindra gives cultural sensitivity training to employees travelling to UK
- Counseling is given to professionals working offshore by help desks, special teams, HR Managers, hotline chats
- Special HR policies (employee engagement, pay etc) designed for employees working offshore



Panel Members: From L to R: Dr. Neela Desai, Mr. Amit Chaphalkar, Mr. Rajendra Kembhavi