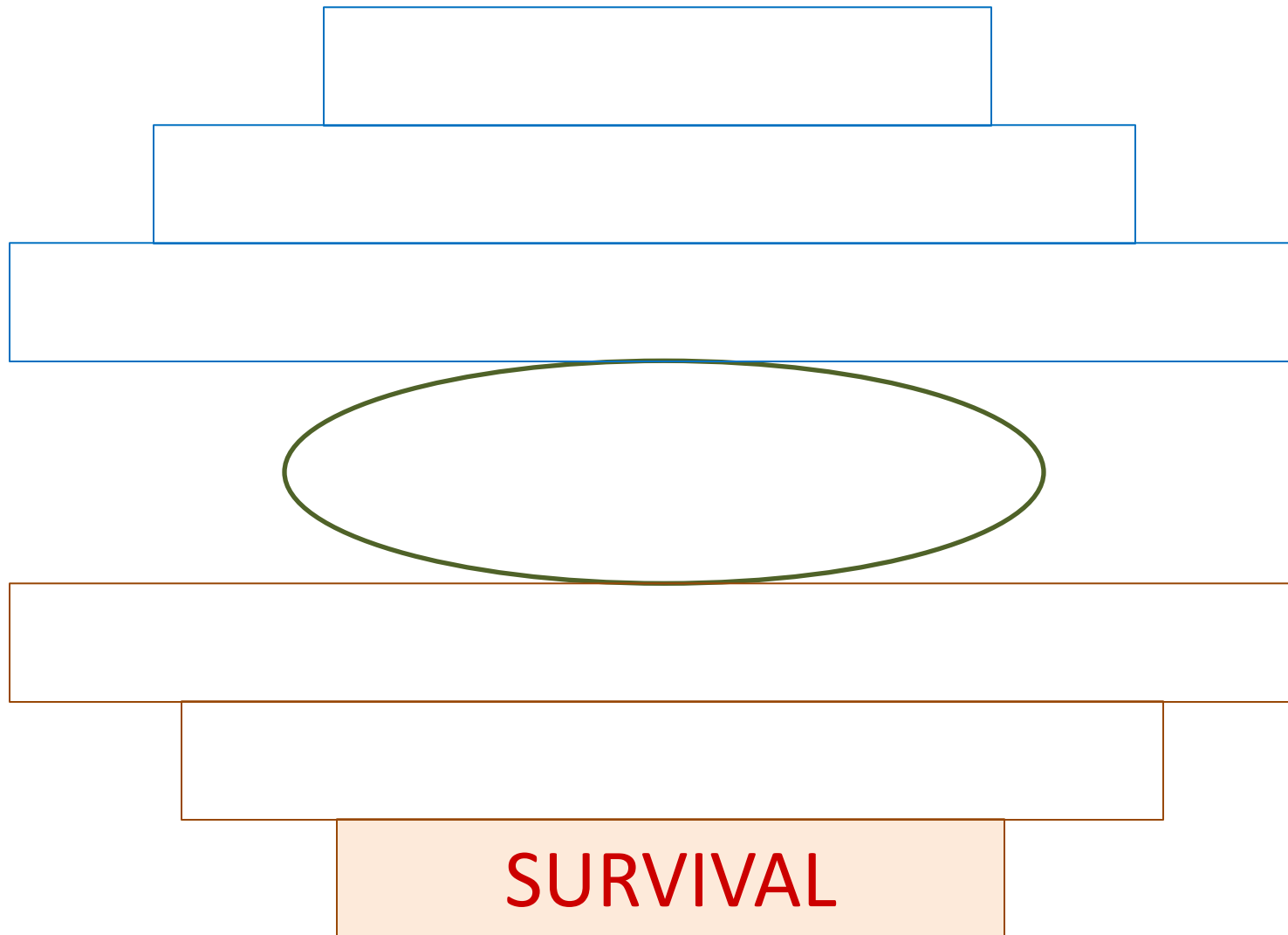


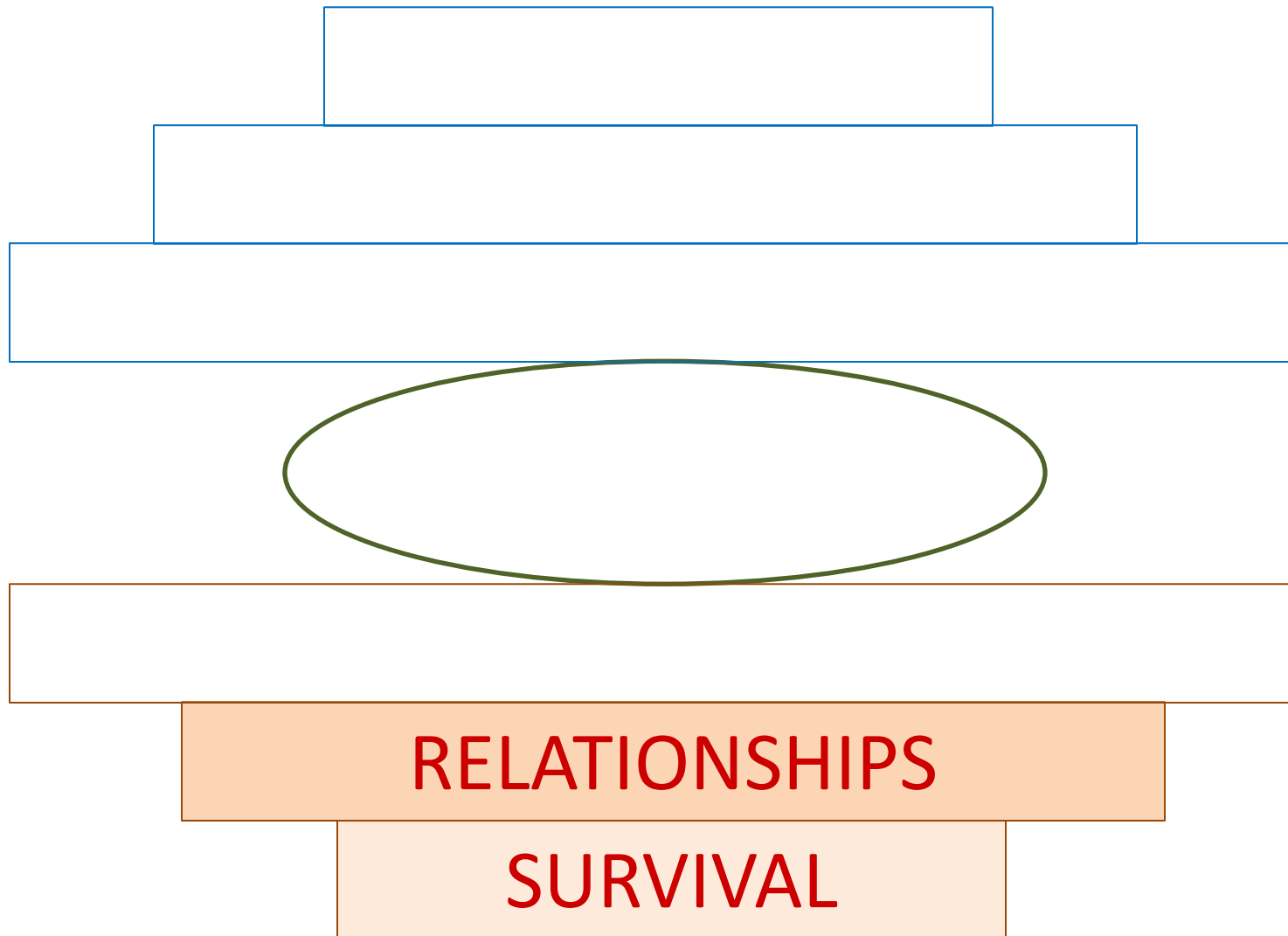


NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Ministry of Tourism, Government of India

IHM VALUES

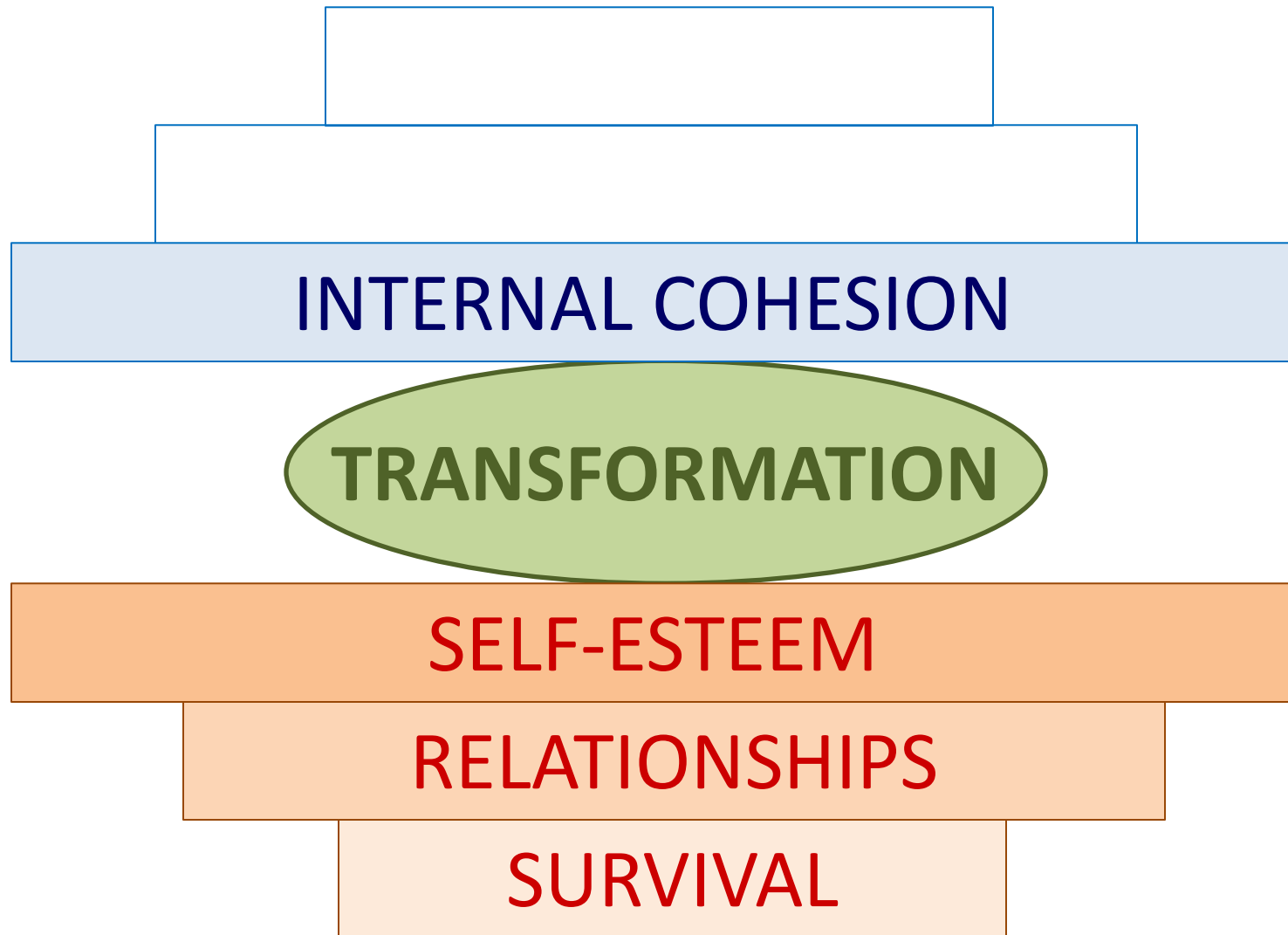


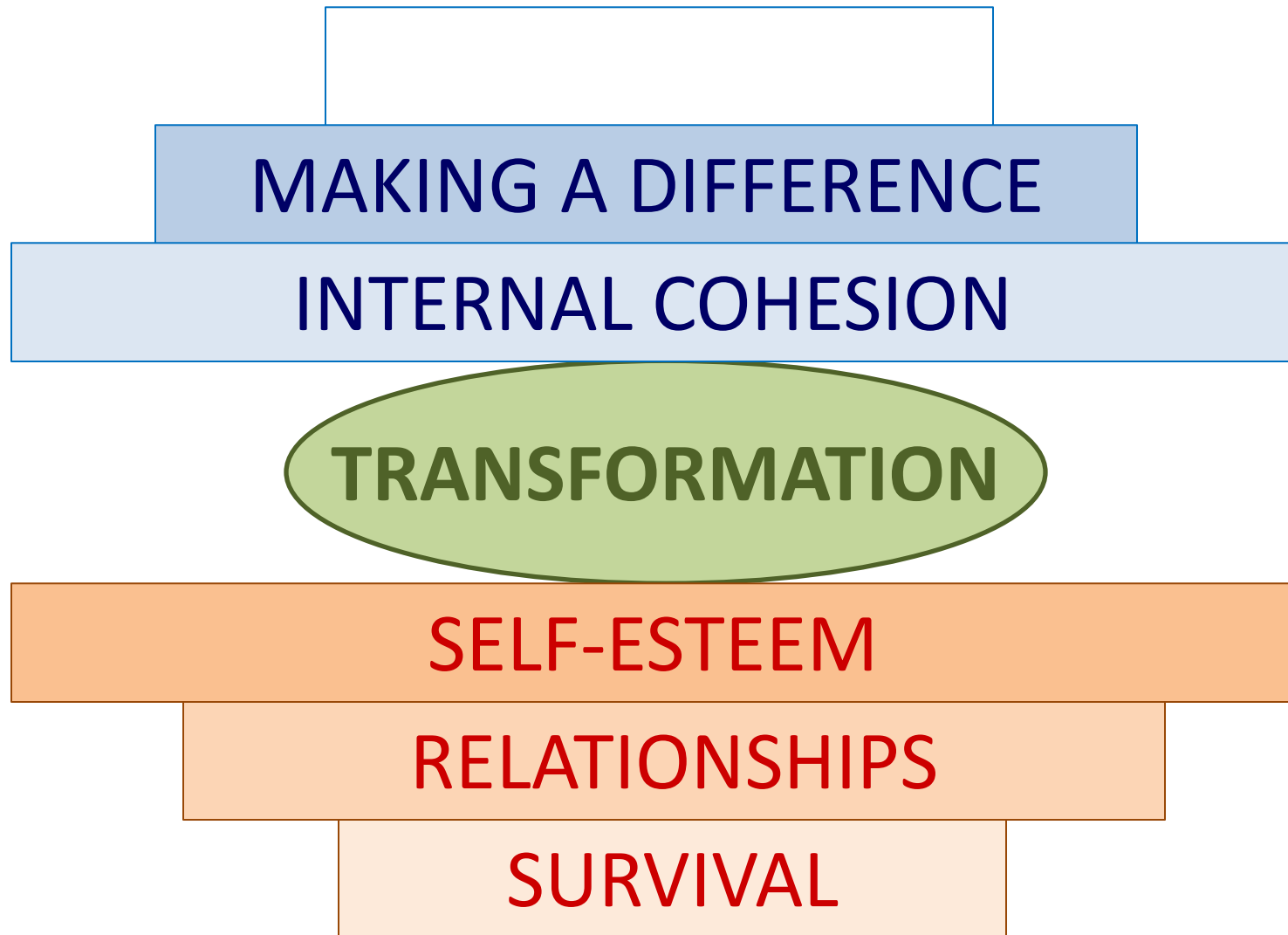


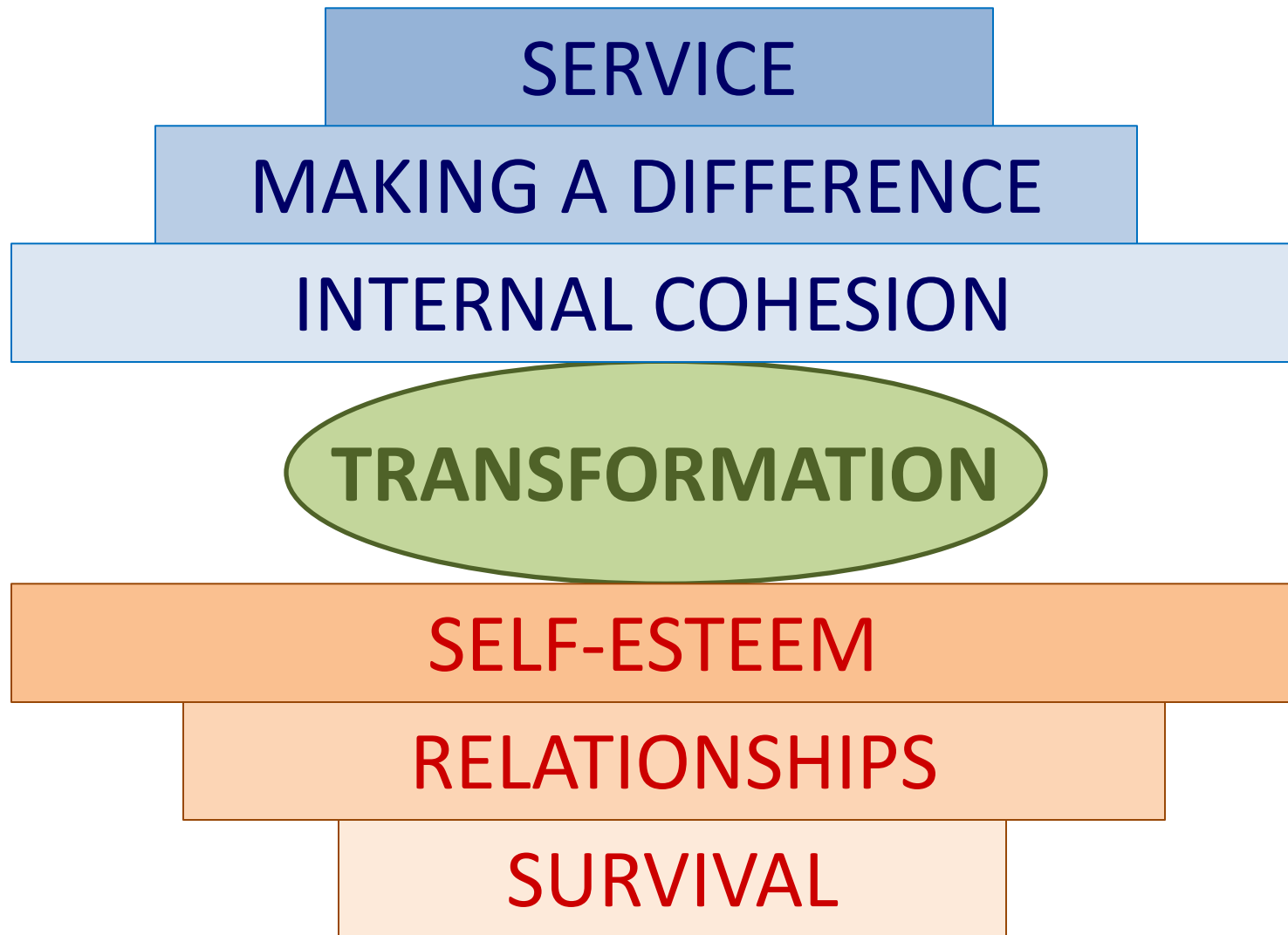














What are Values ?



A group is unlikely to function well, if its members don't share certain principles that permanently guide the way they relate to each other





Values are deeply held principles, ideals or beliefs that people hold or adhere to when making decisions.





Values are qualities that define people, organizations and services at their most basic level. They establish a foundation on which trust (or distrust) is built.





Organizational values are the foundation of employee attitudes, motivations and expectations.

Values define their behaviour





A organizational value is a belief that a specific mode of conduct is preferable to an opposite or contrary mode of conduct





Values represent framework for the way we do things here.

These are guiding beacon directing the process of organizational development and growth





Understanding Values



Being a pillar of the organization, values not only need to be defined, they must also be maintained promoted and disseminated





Values should be like the columns supporting a building. Inside, we can make all changes required, but we never move the foundation.





Leaders at all levels must be aware that everything they do or not do communicates the **values of the organization** to rest of the team.





To define values, practice is more important than theory.

What we do is more important than what we say.

You must be
the change
you wish to
see in the
world

Mohandas Gandhi



Implementing Values



Management must assume the responsibility of defining, informing and cultivating values.





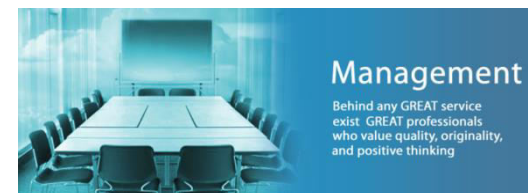
Taking responsibility for planning their values allows management to plan their corporate culture and reputation with confidence





Values play an important role in the organization, when:

- They have the same meaning for all the members
- They are shared and are equally important for all
- They are put into practice at all levels, particularly by leaders
- They are remembered everyday





In an organization, values serve as a framework for the behaviour of its members.

They are like compass that helps us behave consistently, regardless of the situation.





Benefits of Values



BENEFIT

Once values are defined by, shared with and understood by all employees, they should simplify and speed up all other business decisions

They will ensure consistency in approach and information





Values at work assist us by:

- Providing a framework for how we treat one another at work
- Providing a framework for how we treat our students
- Making sense of our working life, and how we fit in the big picture





Values at work assist us by:

- Providing a framework for achieving our vision and increasing the effectiveness of institute
- Creating environment conducive to job satisfaction and making work exciting and engaging
- Differentiating one organization from another





Values are the essence of corporate culture because they set out the do's and don'ts around here

They define non negotiable behaviour

Living them is what really counts. They are not to be put up on the wall and forgotten about





IHM Values



Respect

Adult Education

Learning

Walk the talk

Entrepreneurship

Rigour

Relevance



RESPECT

- We do not look down on others or their opinions
- We act with consideration towards other people feelings
- We appreciate those around us
- We make an effort to understand with empathy others point of view and the specific situation they are in.
- We do not insult or mistreat others
- We treat people with dignity



ADULT EDUCATION

- We treat students like thinking adults
- We encourage students to discuss, participate and challenge.
- We recognise the experience that adults already have and relate learning to that
- We promote active involvement in learning process
- We build in different activities to maintain interest and appeal to differences in learning preferences
- We emphasise how learning can be applied in real world.



LEARNING

- We believe in constant improvement, learning from everyday experience
- We believe in the authority that knowledge, study and experience provide
- We look for opportunities to update our knowledge systematically
- We consider learning as implementing behavioural change, and not just expressing theoretical knowledge.
- We create an environment that facilitates learning



WALK THE TALK

- We model the behaviour that we expect from others
- We are clear about our values and beliefs
- We are aware that whatever we do, should set examples for others
- What we do is more important than what we say
- We have the responsibility of building organizational culture
- All those in leadership positions will be role models for the team and students



ENTREPRENEURSHIP

- We shall promote an entrepreneurial mind set
- We shall develop leadership attributes and team building abilities
- We shall promote innovation, creativity and sound decision making in the wake of uncertainty and ambiguity
- We shall develop skills for calculated risk taking and exercising initiative in a given business environment.
- We shall promote taking advantage of market opportunities through proper planning, organising and employing resources



RIGOUR

- Our learning environment will develop spirit of scholarly enthusiasm using academic and extra curricular opportunities.
- We shall provide in depth learning experience which is academically, intellectually and personally challenging.
- We shall offer coherent and integrated curriculum promoting critical thinking and intellectual rigour.
- We provide rigorous learning experience to understand complex, ambiguous or contentious concepts.
- We provide stimulating, engaging and supportive learning experience that promotes questioning the assumptions and deep thinking and not memorising or information recall.



RELEVANCE

- Our curriculum will not only be current but forward looking
- Our contents will encompass contemporary industry practices
- We shall employ modern and effective methods of delivery
- Learning in the institute will relate to the 'Real World' of the hospitality
- Our students will be familiar with latest industry practices
- Our group work and projects will be relevant to the current management styles



NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Ministry of Tourism, Government of India

IHM VALUES

