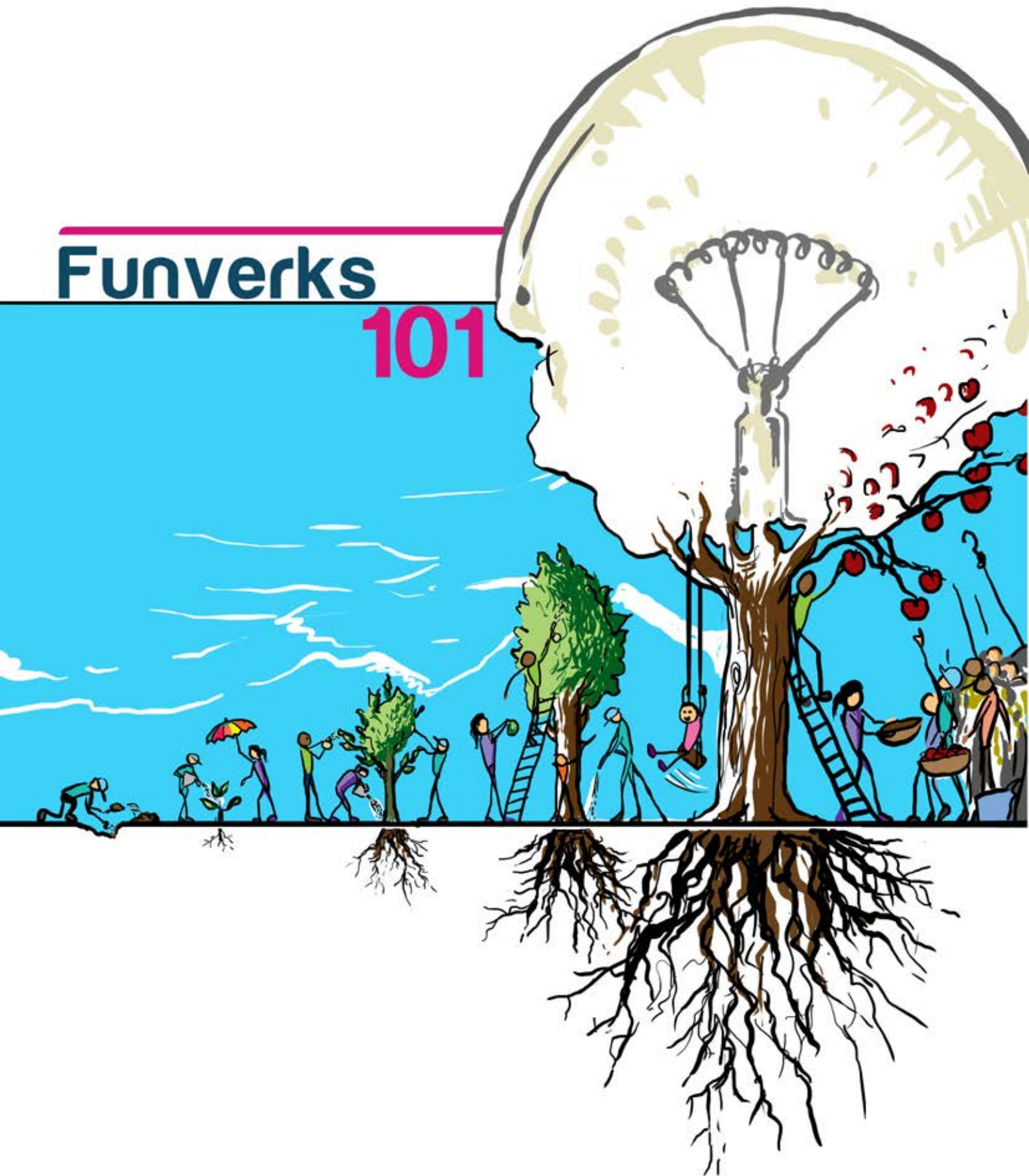


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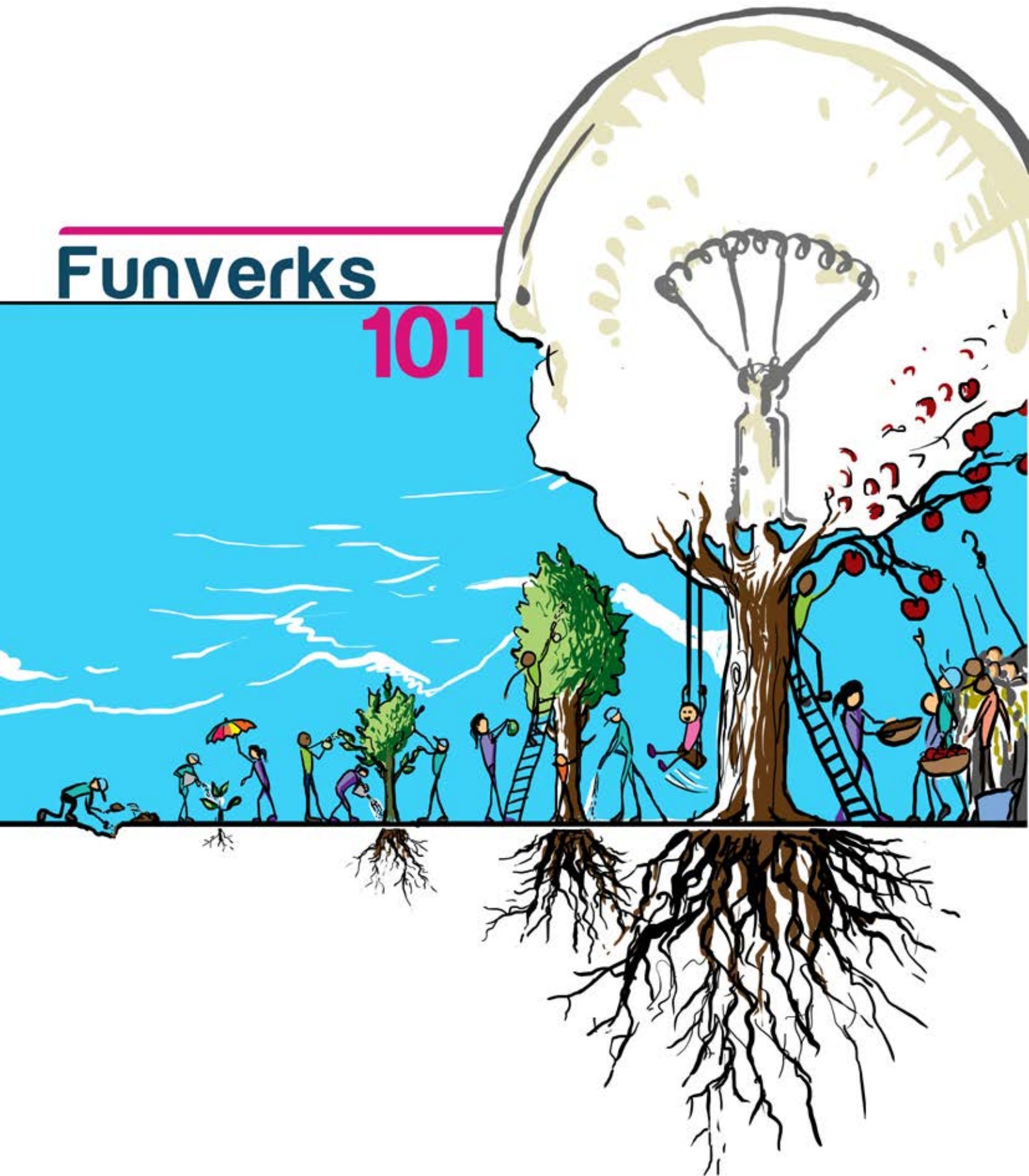
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#tags

#Funverks #Funcilitators #DreamsIntoReality
#ValueInnovation #CompassionInBusiness
#FunverksGlobal

OUR MANUAL

A Funverks Consulting & Training Manual
info@funverks.com
Distributed by the Funverks Team
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FIRST EDITION: January 2016

Funverks 101!

Funverks? It's a dream! The language, philosophy and ambitions make it fascinatingly unique to any organization you have seen or heard of.

We wrote this survival guide to give you everything you need to survive and thrive here, whether on day one or day ten thousand. Yes, we hope we keep creating magic together!

This document won't provide details about your career path, your benefits, show you how to access the internal server, nor help you set up your email account. It is designed to help you to start understanding our shared purpose and principles, the way we make decisions as a team and as a company.

This guide is yours!

Read it, share it, cherish it!

Keep it close when you fly out, reaching for the stars!



VISION

“Magical people orchestrating dreams
into reality”

ATTITUDES

- * Challenging imagination
- * Experiencing excellence
 - * Fencilitating
 - * Carving futures



Note the 'ing' in everyth**ING**! It is continuous, in a flow and not restricted by constraints, perceptions and mental barriers.

SECTION ONE: MAGICAL PEOPLE

Magic is defined as logic others fail to understand.

We see our team members as magicians. These are people who are able to visualize and actualize things that are otherwise considered impossible by many. In everything that we do, we break from evident logic. How we make it happen amazes those who see and hear of us. To be upfront, it even scares us at times. From our internal relationships to client value addition and funcilitation, we just need to amaze people who come in contact with us.

You're given an incredible amount of freedom and autonomy as magicians at Funverks. That goes for everyone – from interns on up. It's up to you to figure out how to approach a problem. No one is going to make you do it their way. We know that sounds awesome, but here's the rub: With freedom comes a ton of ownership and responsibility.

Life is easy when someone is telling you what to do. It's also boring, and it prevents you from being invested in what you're doing.



Since you control your own destiny here, you'll likely be more emotional about your work. We believe that's better than the alternative. Can you imagine coming to work each day and not caring? We can't!!

CHALLENGING IMAGINATIONS

We realise that you are only able to challenge status quo once you are able to challenge your imagination. Magic is created by redefining what already exists in your own mind.

EXPERIENCING EXCELLENCE

World-class magicians cannot execute magic without experiencing excellence. We understand we can either be by standers, watching excellence, or experiencing it first hand by creating those moments for ourselves. Needless to say this level of excellence is what we expect of magical people at funverks.



FUNCLITATING

What a magician does is serious stuff. But who said you have to be constipated in your outlook or have an iron rod replacing your spinal cord. Having fun and engaging audience is what makes magic “fun”. We engage and partner with our colleagues, clients and vendors. We have fun! Is that too much to ask for, from passionate and living humans?!

CARVING FUTURE

A magician carves out future invisible to those looking at them. This is what we do. We are constantly designing and carving the future out of otherwise average and normal situations, resources and experiences. Only thing we use that is super normal is our team; our magicians! We are surprised when people claim, “future is unknown”. We would like to believe it is known and highly predictable. If you know with clarity what you want, you will carve out a strategy. This is what we do! We determine the future and artistically carve out the future in our everyday actions.



YOU ARE NOT HERE BY ACCIDENT

Well you are hired! Congrats! Now don't waste time impressing people you think are key stakeholders and influencers. The only person you need to impress now is yourself. You are here for a reason. There's no need to prove yourself or worry about "fitting in." You're here. You made it. You have it. Let your work do the convincing.

HUMANS ARE NOT 'RESOURCES'

Human resources? Nah! We don't have an HR department. Team members who will actually be working as core teams in projects will interview potential candidates. This ensures that we're engaging people for the right team and the right magic. Most companies operate under the premise that employees should be replaceable like parts of an assembly line. We choose our magicians more carefully. We bring them in if we think they're a good fit, regardless of whether we have work for them right away.



YOU'RE MORE THAN YOUR TITLE

People, who talk about themselves in terms of their title, freak us out: "I'm a consultant, so I do things like this." No, you're a person first and a consultant second. Show your true colors, but be nice about it.

What this means: You are more than your title. Bring yourself (rough edges and all) to work each day, not your "producer" or "designer" costume.

NOBODY WILL HOLD YOUR HAND

This is a busy place, and you'll often be empowered to figure things out. Don't be afraid to ask for help, but don't rely on others to hold your hand and make your life easy. Be ready to face the challenge alone and orchestrate with people.

You might be tempted to say something such as, "It would be nice if someone would organize the workstations/walls/furniture." At Funverks, you are that someone. If you want to update, change, or fix something, go for it. Seriously! Every awesome thing you see is like that because someone like you decided to do it.



WE AREN'T BIG ON HIERARCHY

We don't have an 'organizational chart'. The reason is that a traditional hierarchy forms a bottleneck. One person has to ask someone else's permission to do something, and then that person has to ask someone else's permission, and so on. The whole process is just a waste of time and it prevents people from building things quickly.

You have mentors and collaborators, not commanders. In other words, you may have a boss in conventional language, but you'll never get bossed around.

Being a leader may feel unnatural at first, but we expect everyone to step up. We insist on working collaboratively. No rockstars. No departments. We all work to give our best.



SECTION TWO: WE ARE ALL STUDENTS WE ARE ALL TEACHERS

This has nothing to do with seniority. We all take the pebble from each other's hand. The idea of a student becoming a teacher and a teacher becoming a student is one of the greatest aspects of what we do, we share and learn from each other, daily.

And while we don't expect you to hold anyone's hand, we encourage you to share your learnings as much as possible. Maybe you'll learn something too.

You're surrounded by smart people from every discipline. Talk with them. Learn from them. But never talk 'TO' them.

A NOTE ON INTERNS

The title 'intern' isn't always a glamorous one, but at Funverks it's one of the best jobs you can have. Interns get to make all the fun mistakes.

We value our interns as contributors, not as task rabbits. We give them real work and real responsibility and we never send them on a coffee run that we wouldn't go on ourselves. They're on the team to help develop things and solve problems.



WE RESPECT

Yes! With freedom and fun, respect is very important. We respect our teammates and do not cross the line between fun and bullying. No one is better than the other! All of us have our own values and worth. Bullying and insulting will not be tolerated!

TAKE CARE OF YOUR SYMPHONY

This may come as a surprise but much of the work we do is technical. There is a science to the entire madness. How we deliver is art.

We know that sometimes it can be difficult to work with others. Our solution is simple: Get to know everyone. No one is just a trainer, operations, or consultant. They are people with many dimensions. Understand who they are and it'll be much easier. You are part of a team, and the health and harmony of your team is important.



OUR CLIENTS ARE PART OF THE TEAM

Our clients pay us to do the things they can't do themselves. Let's do them well. Our clients also have dreams that we are out there to orchestrate into reality; and there is no restriction on them being part of the 'orchestra'.

It won't always be fun and games when it comes to these relationships, but we should always work WITH our clients, NOT FOR them, and definitely not against them. They need us and we need them.

We believe in a King-to-King relationship. Be royal in your discussions and meetings. Provide solutions that will benefit the kingdoms! Think Big! Act Big! Deliver Magic!

In fact, it's best to avoid using the word 'client' whenever possible. Use their real names. It'll remind you that we're all just human beings. Munna Bhai and Patch Adams advise the same.



TAKE YOUR CLIENT BEYOND THEIR COMFORT ZONE

A few things we frequently hear:

“That seems risky”

“That’s aggressive”

“My boss will not accept it”

“Our people are not ready for this”

“Is this doable?”

No one gets in trouble for pushing the limit. This is your magic. It’s the reason people look at our work and say, “That’s the kind of work I want to do.” and remember, there are only three kinds of people:

- 1) People who hate our guts, passion and courage to challenge their imaginations
- 2) People who love to be with us
- 3) People who are us (YOU)



TALK LIKE A HUMAN

There's a lot of useless jargon out there. In an industry that requires a ton of communication between clients, agencies and vendors, it's important not to let jargons, confuse or create assumptions. Speak clearly. Speak with simple words politely and reflecting a winning attitude. Here is what we mean:

1. Pretend you're talking to your mom

Your mom doesn't know what 'TLA' or 'sustainability matrix' means. And it's not because she's not smart. She's just not aware of the industry jargon. Avoid it!

2. Don't be afraid to ask

Sometimes you need to stop and ask the team to define what exactly 'performance metrics' or 'verbal visionary' means. It's OK.

3. Get on the same page

Sometimes the words don't matter as long as everyone's speaking the same language. Try to acknowledge when words are getting in the way and do something about it.



NO COOKIE CUTTERS

Every project needs to be treated as 100% unique. Every client is a patient and we are there to diagnose it and prescribe solutions accordingly. We would like to see our clients in a state healthier to what they were before interacting and blending in with Funverks Magicians.

It's like baking bread. You can tell when a loaf of bread was made with love and when it was mass-produced. And it's not about the skill of the baker. It's about the attitude.

WE ARE PROFESSIONALS

Professional means handling your business with respect and being yourself. Dress professionally but keep it unique to your style. Add your flavor.



HOW WE HUDDLE

If and when we need to huddle, we clearly state the purpose up front.

- Our huddles are SMART! They are for a specific purpose, with measurable indicators, achievable, realistic and time bound. We don't talk about stuff and waste time. Anything we commit to, we deliver. Having after thoughts and then not delivering is an excuse and not the code of our huddle.

Huddles can be to discuss fun ideas, business, clients, design ideas, play games, explore future and talk modern day concepts in our areas of expertise.

These huddles could also be amazing coaching and mentoring opportunities. This document itself is an outcome of a huddle that Sadeed and Farhad had. And the document thanks them for it.

And if you EVER find yourself in a meeting about a meeting, lace up your sneakers and start running.

REMEMBER

We get paid to make solutions,
not to talk about making solutions!



BE RESPECTFUL, BUT DON'T BE DELICATE ABOUT IDEAS

We've found that the best creative breakthroughs happen when people can have a good, passionate argument about an idea, not when they spend weeks tiptoeing around each other. Don't be afraid to speak your mind. Just be honest and respectful. No reason to get personal.

Lying, covering up facts and trying to politicize will merely expose individuals. Look forward to create 'magic' with what you can do instead of focusing on impressing a few. Our system is foolproof! It will not digest negative influences and will merely throw the individual out.

AVOID POINTLESS MEETINGS AT ALL COST

Meetings are a waste of time. A two hour meeting with six people does not waste two hours, it wastes twelve billable hours.



SECTION THREE: FUN IS IMPORTANT

When you walk through our doors, you enter an environment where VERK and FUN naturally intertwine. But there's a difference between being childish and child-like. We are adults. But that doesn't mean we can't play.

There's no reason to pretend you're busy. You don't need to hide the video you're watching if someone walks by your desk, unless there is a PG recommendation. No one is monitoring the websites you look at as long as downloads are not jammed. We aren't going to report you for taking a long lunch. Just be awesome with your VERK, focus on deliverables and get things done so the clients get to say Wow!

Sometimes we erupt in spontaneous laughter, for no reason at all. Go ahead, join in!

SOCIALIZING

We're friends and coworkers here. We believe that it's much easier to work with someone once you get to know them on a personal level. We have many social rituals and they top the list of our favorite things about Funverks. We are a tribe that lives like a family.



We like to socialize and have fun. The reasons for our socializing can vary from celebrating an assignment, to birthdays, baby showers, to just staying late at the office. Most of the time it is planned, but not always. Don't take it to heart if you were informed at the last minute. Introduce your families and bring them along in our social gatherings. Let them enjoy the madness we go through.

In social gatherings or external property, we need to try and control the noise if possible.

A NOTE ON MUSIC

A few ground rules for playing music aloud at work place:

- Make sure everyone in the room is ok with the music playing
- Keep the volume respectable when people are working, be considerate towards them
- If it's an agreed upon playlist, don't skip songs, Not cool, man!
- If everyone is up for the music, don't kill the vibe. If it's bhangra morning, don't make it 90's night with Kumar Sanu



- No more than 5 or so songs at once
- Ideally - Use headphones!
- Most importantly, participate. Tastes vary widely at Funverks, so don't be shy about playing anything you're in the mood for

WE ARE A QUIET BUNCH... IF NEEDED!

According to science, the best noise level for a creative workspace is somewhere around that of a vacuum cleaner. Hence, tunes. But if you need some quiet time, don't feel guilty about finding a hideout or popping on some headphones.

Sometimes, you need silence, not for your own peace of mind, but because we have a guest who doesn't want to walk into a meeting and have to shout over the sounds of Wu Tang Clan.



SOLUTION: THE DOUBLE TAP

The Double Tap is a physical quiet time indicator. Think of it like a silent alarm. Once triggered (You tap twice- Loudly on the table), the Double Tap requires you to stop any and every noise - you'll know it's time to shhh.

THE MEETING ROOM & COMMON BOARDS

If you need some quiet for a conference call or a meeting with a client: don't panic. The power belongs to you. Just put it on our common board or on the door of the meeting room to let everyone know.

Do you agree that the prettiest room in the office should stay pretty at all times? Yes!!

We request you to refrain from leaving discussion papers, tea cups, mugs, plates, or anything else that you have used. The meeting room is only used for interviews, team meetings, client meetings and quick work discussions with any other colleague.

If there is a scheduled meeting, please ensure that the meeting room is cleared atleast one hour before for cleaning.

Checking the board or the notice on the door daily is also a personal responsibility.



SECTION FOUR: OUR SPACE

All are Welcome! We've designed our space for us, anyone is allowed anywhere, anytime. Make yourself at home.

We respect each other's space and working style. If someone drops by, they're going to see us working. That means it might be a bit messy. But that's the real us. As long as messy is hygienic!

TAKE CARE OF THE SPACE

We treat this place like a second home, and we take care of it accordingly. Keep it clean.

You will meet our pet Nemo, talk to her, treat her well. You will see toys and childhood souvenirs of team members. Take care of them and speak about them.

It's always easier to find your way, if the maze isn't cluttered.



WRITING ON WALLS

Open spaces mean real-time conversations and solutions. This is an amazing tool to unleash and uncage ideas as they incubate in your mind. That's why we have so many whiteboards. We sketch out our thoughts as they occur and we share them with the team. We prefer to work this way: openly and transparently.

However, writing on the wall is not considered cool by the ops team. One reason is that our own writing becomes a challenge to read in a few hours.

No idea is permanent or perfect when it is blurted out. Thus just make sure it is erasable too! Our hearts are big but not the physical space!

THE KITCHEN & ITS UTENSILS

The kitchen is the domain of our kitchen management. Label your food with masking tape if you bring something in. Feel free to use any of the items available, after asking the kitchen management. Just be respectful of personal property & the crew and remember to put dirty dishes in the sink before you go.



SECTION FIVE: WEEKENDS

Our maze belongs to all of us. You're welcome to come by on the weekend. Just be responsible. Lock the doors. Turn off the lights. Take care of the environment, eh?

VOLUNTARY WORK: CSR IS OUR ISR

Once a month, all team members are requested to do something that positively impacts the environment. This is not charged for, nor is it publicized. This is us. Doing assignments and projects with a lot of fanfare with people who can afford us is not considered 'volunteer work'. That is called marketing and self enhancement, and that too, is encouraged. In volunteer work, we do community enhancement. If confused whether something is and can be considered as volunteer work, speak to mentors who have been doing this. The decision and choice is still yours!

Do it and forget it. But remember, even though there is no financial benefit, the value needs to be the same high end magic that we would provide to an invoiced assignment.



SECTION SIX: SOCIAL MEDIA NORMS

No client details and project details are EVER posted online, this is client discretion. If they post it we can share it but never make the first move.

Think before you post. All posts have an impact and if that is what you want, go ahead. Do not enter into direct conflict on political and religious issues through dialogues, comments or sharing of controversial news.

SELFIES

We love taking pics and selfies and posting on FB. Be ready. Just ensure client confidentiality is maintained. Other than that, let the world and all of us know what's happening. We are open people.

We love sharing our fun and verk on social media, but understand when it gets into personal branding and avoid it!

OUR INTERNAL PAGE

We have an internal group on Facebook called 'funversations'. It's a treasure trove of learning & will become your new best friend. Share anything interesting you want the team to know here & keep a check to learn what the team is sharing.



SECTION SEVEN: WE ARE AN ONGOING EXPERIMENT

This place is constantly changing. And change is something we humans resist more than anything else. It's nobody's fault; it's just a biological remnant from our caveman days.

Yet as much as we resist change, it's also how we grow and improve. It's the sign of a healthy company. And that's why we have a mix of new and seasoned team members. With new blood comes new ideas and so we continue the ongoing experiment that is FUNVERKS.

WE CHANGE

Nothing is sacred. From our habits, to our rituals, to our environment. Change is a natural part of human life, and we prefer to embrace it. Even this document will evolve as we do.



SECTION EIGHT: FAQ

You've got questions. We've got answers.

WHY DID SOMEONE JUST TELL ME "NO" when I asked if I could meet in 10 minutes?

It's just their way of saying I am busy so set another time. Your question should have been "When can we meet?"

"WHAT ARE YOU DOING ____?"

Avoid this question! It is none of your business what the other person is doing. Politely ask them for what you are looking for and give them their space to get back to you.

THAT FISH LOOKS HUNGRY. CAN I FEED IT?

No. Ask Raheel.

WHO IS THE BOSS?

Anyone responsible for a task is the 'boss' of that task.

CAN I BRING MY KIDS?



If you have no fear in exposing minors to us then we have no issues either! Just make sure the team isn't disturbed and magic is not affected.

WHY IS IT CALLED FUNVERKS?

This shows and reflects our attitude towards work. We like to have fun while we deliver value to our clients and do a lot of good Verk!

CAN I WRITE ON THE WALLS?

Sure. Make sure it's erasable!

CAN I ERASE THAT WRITING ON THE BOARD?

If it says "DON'T ERASE," let it be.

DO I NEED TO SIT AT MY DESK?

YOUR DESK?? Only ops, design and finance teams have their desks.

CAN I TAKE A NAP?

Sure!

CAN I DECORATE THE OFFICE WITH MY PERSONAL ACHIEVEMENT CERTIFICATES?



Yes. You are a unique snowflake and we encourage you to express yourself.

IS IT COOL IF I PUT ON HEADPHONES?

Indeed, we encourage it.

WHO CONTROLS THE MUSIC?

We all do.

CAN I GET A PACKAGE DELIVERED HERE?

Sure.

CAN I WRITE SOMETHING FOR THE BLOG?

Yes. We encourage everyone to contribute at least one piece of writing a month.

WHY DO PEOPLE HERE SAY “Chakar array Hai”?

It means the person needs Vitamin C; Tang or Nimbupaani.

IS THIS WHOLE THING JUST A SOCIOLOGICAL EXPERIMENT?



There are theories...

MY COUSIN/PARENTS/SISTER/BROTHER/
CHILDREN WANT TO VISIT. CAN I BRING
THEM BY?

Didn't you read the section on how everyone is
welcome?!

WHEN DO WE WORK?

We don't have deadlines; we have timelines. We
funverk all the time.

IS SMOKING ALLOWED?

We don't have to subject everyone to
passive smoking. While we discourage
smoking, you are free to smoke outside
in the terrace. Please avoid smoking
indoors at all times, including
bathrooms!

THINGS YOU SHOULD SAY

- "Why are we doing it this way?"
- "Is there a better alternative?"
- "_____ worked really well last time. What can
be better?"



- It is okay to say “NO” at times. Just say it politely and respectfully.

THINGS YOU SHOULDN'T SAY

- “It is what it is.” No, it’s not. It is what you make it.
- “That’s not my job.” We take responsibility for whatever needs to be done.
- “Who cares?” Well, we do.
- “I don’t want to talk to _____” You cannot mix personal differences with work. We suggest you grow up!
- “He or she is stupid” No one is better than the other. This is UNACCEPTABLE

**Disrespecting ANYONE in ANY WAY
WILL NOT BE TOLERATED!**



Funverks!

Funverks is an organizational skills & strategy development consulting firm, based in Pakistan; with presence across South Asia and Middle East. It is designed to deliver training & consulting services, with a dedicated team of specialists that assist clients in creating value across the board, in corporate, education, healthcare & social sectors. The name Funverks, describes our business philosophy & methodology of enriching value to our clients. While organizations may know what they have to do, we augment the way their objectives are accomplished in the 'Idea Economy'.

Funverks thrives in challenging assumptions that hinder organizational aspirations, by creating innovative solutions that yield maximum impact, scalability & benefit to wider a base of stakeholders.

Funverks is part of the Funverks Global Company Pvt Ltd., which owns & has interests in diverse set of industries such as business consulting, publishing, media, travel & hospitality, social sector consulting, incubation centers & technology. For more info please visit:

www.funverks.com

or write to us on

info@funverks.com



Contact:

Second Floor, 34-C, 14 Street,
D.H.A Phase – V, Karachi, Pakistan.
Postal Code: 75500

Web: www.funverks.com

Email: info@funverks.com

Contact: +92 213 516 2425-20



Thank you for your
precious time!

- *The Funverks Team*



**“Magical people orchestrating
dreams into reality”**