

ON-POINT WITH CAPSTONE

JULY 2026

Dear Readers,

Leadership today has become profoundly more complex than ever before. Beyond delivering results, Leaders are expected to navigate uncertainty, inspire confidence amidst ambiguity, build resilient Cultures, and help people discover their own potential. In a world experiencing what many describe as a **Polycrisis**, where economic shifts, technological disruption, geopolitical uncertainty, and changing workforce expectations converge, the greatest differentiator is no longer strategy alone. It is **Leadership**.

At **Capstone People Consulting™**, we have witnessed this first-hand through our **Executive Coaching** engagements with CEOs, CXOs, Senior Leaders, and High-Potential Executives across industries and geographies. Coaching is no longer viewed as a Developmental Intervention reserved for a select few; it has become a Strategic Enabler of Transformation. Through Deep Reflections, Emotional Agility, Purposeful Conversations, and Behavioural Change, Leaders are discovering new ways to navigate complexity while bringing out the very best in themselves and their teams. It is a privilege to see these journeys unfold, and an honour that our Coaching Engagements continue to receive

Similarly, our reflections on **Cost Optimization** challenge organizations to distinguish between reducing expenditure and creating sustainable value, a distinction that often determines whether organizations merely survive or truly flourish.

We are also delighted to celebrate two significant milestones in the Capstone journey. Our CEO, **Dr Sujaya Banerjee** has been listed in **Forbes India's "Influential Business Leaders in India"**, a recognition of her contribution to shaping Leadership, Business Growth, Sustainable High Performance, and Innovation. While **Capstone People Consulting™** being recognised by **Forbes India** among the "**Top 6 Most Innovative Companies in India**" for **2026** is both an honour and a responsibility. Together, these recognitions reaffirm our commitment to continually innovate in Leadership Development, Executive Coaching, Culture Transformation, and Organizational Development while creating meaningful impact for our clients across India and the globe.

Underlying every story and reflection in this edition is one enduring belief: Organizations become extraordinary when their Leaders continue to Grow. Coaching, Learning,

exceptional Feedback from Leaders and Organizations alike.

This edition of **On-Point with Capstone** explores many of the realities shaping Leadership today. We begin with the growing challenge of leading through a **Polycrisis**, where certainty has become a luxury and adaptability a necessity. In such an environment, Leaders must balance Strategic Clarity with Empathy, Resilience with Decisiveness, and Performance with Humanity.

Several articles also invite us to rethink long-held assumptions about Leadership. Whether exploring how **Psychological Safety** fuels Innovation and Trust, or reflecting on **Leadership Lessons drawn from Parenting**, each reminds us that effective Leadership begins with Self-Awareness before it influences others.

Performance remains another central theme throughout this edition. We explore why Performance Management must evolve from being a periodic evaluation process into a continuous Culture of Coaching, Accountability, Feedback, and Growth.

Humility, and the courage to Question one's own Assumptions are no longer optional Leadership Qualities, they are Strategic Imperatives for building Future-ready Organizations.

As you explore this edition, we invite you to reflect:

In a world where Change is constant and complexity is the norm, are we investing enough in Developing Leaders who can not only deliver results, but also inspire Growth, Trust, and Transformation in others?

Because ultimately, Sustainable High Performance is not built by processes alone. It is built by Leaders who never stop Learning, Organizations that never stop Evolving, and people who choose Growth over certainty.

Best Regards,
Dr Sujaya Banerjee

DR SUJAYA BANERJEE LISTED AMONG INFLUENTIAL BUSINESS LEADERS IN INDIA BY FORBES INDIA



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The leaders featured in this edition have demonstrated an unwavering commitment to excellence, building resilient organizations that create lasting value for customers, employees, and the broader economy.

Dr Sujaya Banerjee, CEO Capstone People Consulting, is a much-admired Global Expert Educator in the Leadership and Culture space. She influences leading organizations across the Globe and also through Duke Corporate Education—redefining Leadership, Culture, Change and the Future of Work across leading marquee organizations.

CAPSTONE LISTED AMONG INNOVATIVE COMPANIES IN INDIA BY FORBES INDIA

This is such a Proud Moment for us!

We are delighted to share that **Capstone People Consulting™** has been recognized by Forbes India in their listing of **"Innovative Companies in India"**, celebrating organizations that are redefining industry standards through Innovation, Strategic Thinking, and Purposeful Growth.

This recognition is a testament to our unwavering belief that People are at the Heart of every successful Transformation.



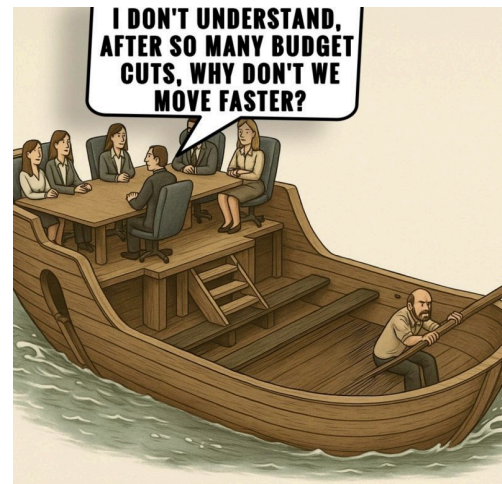
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LEADING THROUGH A POLYCRISIS - WHY TRUST TRUMPS CONTROL



My article in the Times of India Ascent! In times of uncertainty, our instinct often screams 'control'. We tighten the reins, demand rigid reporting, and centralize decision-making. This 'command-and-control' reflex is a dangerous illusion. While it offers fleeting order, it often sacrifices long-term systemic resilience for short-term 'speed', stifling innovation, disengaging teams, and costing us crucial blind spots.

WHY COST-CUTTING IS A LAZY LEADERSHIP



In the corporate playbook, few tactics are as universally celebrated, and poorly understood, as cost optimization. When margins tighten, the instinct is often to reach for the scalpel, trimming marketing budgets, freezing hiring, and squeezing suppliers. This is often hailed as 'prudent management'. While the bean counters celebrate reduced overheads, they often miss the silent rot setting in elsewhere...

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The real antidote to a 'polycrisis' isn't more authority at the top. It's distributed trust and empowered execution.

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CAPSTONE'S EXECUTIVE / TOP LEADERSHIP COACHING



While Executive / Top Leadership Coaching has been an area of both Passion and a Deep Calling through my career spanning over 3 decades, the past decade of leading Capstone has offered innumerable opportunities across industries to positively impact and witness the transformation of several C-suite Leaders in India and across the world...

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CREATING VALUE IN A WORLD THAT REFUSES TO STAND STILL...

“UNDERPERFORMANCE” - EMPLOYEE FAILURE OR SYSTEMATIC LEADERSHIP FAILURE?



If your organization is staring at a pile of 'underperformance' ratings, pause to consider the uncomfortable truth- Most of these failures are not only employee failures, they could also be systemic Leadership failures. Here are some malaises that urgently need fixing.

Leaders must own the environment. But ownership doesn't mean rigidity, it means embracing Candour + Compassion.

Candour to name the hard truths about strategic drift, resource gaps, and genuine underperformance at all levels.

Compassion to coach teams through the disruption of AI, hybrid work, and market volatility.

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THE ERA OF THE “TRUSTED ADVISOR” PARENT





Are you currently conducting the yearly ritual of ranking, rating, and boxing human potential into neat little categories? But while we rush to meet deadlines, it's important to consider this- the metrics we are using to measure 'performance' are largely relics of a 20th-century industrial age, failing spectacularly to capture the complexities of the 21st-century enterprise...

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Are we losing our kids to the algorithm, or are we just losing our relevance?

The truth is, the younger generation isn't rejecting wisdom, they are rejecting the notion that yesterday's blueprint fits today's reality. They are navigating a world of infinite choices, choices we never had, and they are determined to define their own happiness, autonomy, and identity, often outside the frameworks we grew up with.

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MORE USE CASES FROM CAPSTONE

DEI & CHANGE FOR ICONIC QSR BRAND THAT LEADS WITH THE HEART



DEI & CHANGE FOR ICONIC QSR BRAND THAT LEADS WITH THE HEART



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PIONEERING START-UP REINVENTS BUSINESS OPPORTUNITY THROUGH HIGH PERFORMANCE



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UPCOMING EPISODE: TALKING POINTS WITH CAPSTONE

TALKING
POINTS WITH
CAPSTONE...

LEVERAGING CHANGE AND DISRUPTION AS A COMPETITIVE ADVANTAGE

CAPSTONE PEOPLE CONSULTING®
People | Change | Workplace Culture
Mumbai | Singapore



**Dr. Aravind
Chinchure**

Founder & CEO,
QLEAP Academy

**Dr Sujaya
Banerjee**

CEO, Capstone
People Consulting



4:00 pm - 5:00 pm IST



THU July 30, 2026



LINKEDIN LIVE



LEVERAGING CHANGE AND DISRUPTION AS A COMPETITIVE ADVANTAGE

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LATEST EPISODE: TALKING POINTS WITH CAPSTONE



BUILDING AI FIRST ORGANIZATIONS: LEADING THE SHIFT FROM DIGITAL
ADOPTION TO INTELLIGENT TRANSFORMATION

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VIDEO RECOMMENDATION OF THE MONTH



ARE YOU A GIVER OR A TAKEN?

- ADAM GRANT @ TED

WATCH NOW

What's New At Capstone?

Capstone's Signature Learning and Change interventions include...

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PEOPLE CONSULTING[®]



People | Change | Workplace Culture
Mumbai | Singapore

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AI First Mindsets with Emotional Intelligence



Strategic Communication in the New Economy for Leaders



Capstone's Surge Effect: Setting the Pace for Senior Women Leaders



Thriving in Flux



Leadership Lessons from Jazz music



Leadership and Impactful Stakeholder Management

REACH OUT TO US

What's New At Pinnacle?

Pinnacle's Signature Learning and Change interventions include...



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Adaptive Leadership for Middle Managers



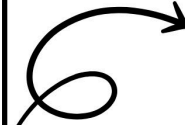
The Goldmine Effect Journey for Future Leadership

REACH OUT TO US

YOURCOMMUNE



Asia's largest network of
learning and change
professionals



Asia's largest community
of professionals for
learning, career, flourish
for every member

Coming Soon...

"It takes a village to raise a child and a community to raise a professional"

LET'S TALK



We offer a range of Leadership Capability Building, Culture Transformation, Change Management, Executive Coaching and Advisory Services as part of Capstone People Consulting offerings.

We also specialize in Early and Mid Career Talent solutions, Capability Building, Assessments Centers through Pinnacle Development Studio, High Potential Learning Journeys, First Time Managers Development Journeys and more through Pinnacle Learning.

Whether you're looking for Capability Building or Advisory Services, our team of experts are here to help.

Contact Us Now



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