

The value of Training - Mid Career Training Program 2013 - Part II
JUNE 21, 2013

By Dr. G Sreekumar Menon

21st April, 2013 – 8.45 a.m. our flight arrived at New York La Guardia Airport.



Shri Upendra Gupta, who is also from Customs & Central Excise Department and presently working as Consul in New York was there to receive us and facilitate the group through U.S. Customs, which is known as U.S. Customs and Border Protection (CBP). Dressed in full black uniforms, the officers were a formidable sight, armed with Heckler & Koch P2000 pistols, expandable batons and Oleoresin Capsicum Pepper Spray (in my next article I shall dwell on the CBP).



Our, next destination was Syracuse University., which was another journey of 5 hours by bus. Mr.Bill, our amiable driver would ferry us around for the next 10 days.



Syracuse University had deputed two young Indian students, Richa Pant and Rajesh, who were to chaperone us for the rest of our stay at U.S.A.



DG NACEN, Smt. Rasheda Hussain, was constantly checking our group numbers, perhaps she must have been over anxious because of the heavy responsibility of managing 30 odd officers, some were travelling abroad for the first time. 3.30 p.m. we reached Syracuse town, after traversing the vast expansive American countryside.





We checked into the Genesee Grande Hotel.

Our program started at the Whitman Hall at 8.30 a.m. the chill windy weather sometimes pleasant, sometimes uncomfortable, the temperatures kept hovering around 1 degree to 4 degree, nights were colder. Inside the climate controlled classroom, Professors Michael Waslenko, Phil Joyce, Larry Schroeder, George Abonyl, Catherine Gerard, Ines Mergel and co-ordinated by Mr.Dan Nelson kept us fully preoccupied with interesting debates on taxation policies, globalization, change management, the challenges facing tax administration and reforms in the U.S. Internal Revenue Service. The professors were aware that India was looking to ease the entry barriers for foreign investors and wanting to attract the much needed capital flows to finance its widening current account deficit.

Throughout the twentieth century, the list of the world's great powers are predictably short: the United States, the Soviet Union, Japan and northwestern Europe. The twenty-first century will be different. China and India are emerging as economic and political heavyweights: China holds over a trillion dollars in hard currency reserves, India's high tech sector is growing by leaps and bounds and both countries are nuclear powers, and developing blue water navies.

This tectonic shift will pose a challenge to the U.S. dominated global institutions that have been in place since the 1940s. Washington has promoted trade liberalization, open capital markets, and nuclear non proliferation, ensuring relative peace and prosperity for six decades – and untold benefits for the United States. But unless rising powers such as China and India are incorporated into this framework, the future of world economy will be uncomfortably uncertain.

Hence, the focus of lectures were on the vexing challenges leaders face, the handicaps of matrix organizational structures, strategy and international management, divergent world views across countries, companies and languages, organizational efficiency, promise-based management, how employees in different disciplines, departments and regions co-ordinate their activities, defining commitments, reinforcing commitment and transforming commitments and the need to tap employees entrepreneurial energies.



It was physically draining and mentally exhausting and the entire group was suffering from Tea-withdrawal symptoms. Being chronic tea addicts, our most defining commitment is to tea drinking. The number of cups we drain into our stomach matches the never ending pile of files on our tables. We desperately missed the hot cups of tea, though our DG, NACEN, Ms Rasheda Hussein realized the value of this critical input, she could only prevail upon the Americans, who later started giving us coffee twice a day, but alas it was bitter and cold as the milk used to be ice-cold. Breakfast was also an icy cold affair. Cold orange juice, cold yoghurt, cold bread, all cold, cold and cold. Exasperated, one Chief Commissioner was heard remarking "Even the omelets here are not tasty". We people who are accustomed to steaming hot idlis, hot fluffly puris, aloo parathas, hot filter coffee or garam chai had a tough time with cold, sweet bakery products for morning breakfast food.

We departed from the cold town of Syracuse to the still colder border town of Niagara Falls on Thursday April 25th, 2013, for the next phase of training with U.S. Customs & Canadian Customs.

Also See : [Mid Career Training Program \(MCTP\) 2013 - The value of Training](#)

(to be continued...)

(DISCLAIMER : The views expressed are strictly of the author and Taxindiaonline.com doesn't

necessarily subscribe to the same. Taxindiaonline.com Pvt. Ltd. is not responsible or liable for any loss or damage caused to anyone due to any interpretation, error, omission in the articles being hosted on the site.)