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Tara at LifeAssurance: An Empathetic Experience

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Tara at LifeAssurance: An Empathetic Experience

This case, developed on the basis of actual events, aims to initiate discussion on individual and organizational resilience and concept of empathy in the classroom. The authors recommend the following session plan for a 60 minutes session:

Activity	Time Allocated (mins)
In-class distribution (pp. 37 of this document) and individual reading of the case	10
Instructor seeks summary of the case study from at least 3-4 students	10
Group work (4-5 students in a group) for discussion of questions mentioned in the first and last paragraph of the case	15
Collating inputs from all groups and establishing links of the groups' inputs to concepts of resilience and empathy	25

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Tara at LifeAssurance: An Empathetic Experience

On May 23, 2022, five months after an accident changed her life, Tara, a member of the Claims team at the Mumbai office of LifeAssurance, was back in her 12th floor office for the first time. The Claims team occupied the front space as you entered the 12th Floor office. Tara met a colleague from another team who looked surprised and with a bright smile saw her punch her card to let herself in. As Tara entered, first the Claims team and later the entire floor stood up on seeing her walk to the front by herself without any support. Tara smiled all around and acknowledged their greetings. She felt admired, nervous, and excited to start work from where she had left. She was excited on seeing all the positive vibes of her

distance travel on a two-wheeler) would have such a consequence for her in terms of a grave head injury.

Time flies in a State of Slumber: It was March 2022

As the weeks progressed, Tara's parents and friends were told to speak to her in her ears calling out her name every time hoping for her to respond. Life Assurance ensured that staff members visited the hospital every day to give strength and solace to the family in whatever way they could. As weeks progressed, even when it was the financial year closing, Tara's friends managed their time between work and visiting the hospital. The Chief Operating Officer (COO), Mr. Srivastava used to visit the Hospital every afternoon. On one of his visits, he found no one from the office there; he returned to the office, called Tara's friends, and told them to visit their friend every day. That simplified the task of the friends in having to get permission if any in visiting their friend in need. Wishes poured in from the Branch offices all over the country; everybody wanted to know about her wellbeing. After twenty days of silence, Tara responded and was out of coma. But she was still immobile. She was paralyzed on the right side and had left facial weakness due to her hit on the left side of her head.

Every day, her seniors visited her. They tried to talk to her and recollected for her joyful incidents of the past to bring her out of the slumber she was in. She needed complete support for every activity she did - eating, bathing, washroom usage. She was taken around the hospital garden in a wheelchair to get a glimpse of the surroundings. But nothing was changing and it was March 2022. Then the neurosurgeon, on one of her routine morning visits, suggested to take Tara to the renowned Ayurvedic Centre at Kerala for treatment. At that time, the COO and a senior colleague of Tara's were also present. The Doctor wanted another form of treatment to be given to her for her faster recovery. Tara's father looked at

ANNEXURE A: Glossary of Key terms (in alphabetical order)

Accidental Death Benefit Rider: The additional benefit is paid if the death occurs due to an Accident

Accident Total permanent Disability Rider: The Life Assured in severely injured due to an Accident resulting in permanent disability

Claimant: Is the person/persons who come forward/ notify the Insurance Company to claim the death benefit

Coma: Coma is a stage of prolonged loss of consciousness

Cranioplasty: Refers to a surgical procedure to reconstruct the skull after a craniectomy. It involves the use of a synthetic or natural material to replace the missing part of the skull.

Annexure B: Accident Questionnaire used at LifeAssurance

1.

Annexure C: Answers to the question posed in the last paragraph on page 4

Tara's reflection on this major incident in her life motivated her and gave her the confidence to face the unexpected. Every day was a beginning at the start of the recovery.

Where there is a WILL there is a WAY. Her family and leaders/peers/team at LifeAssurance went out of their way to help her recover. Her organization did not consider this an occurrence with their employee but helped the family in taking steps to help this employee regain strength and come back hearty and healthy.