

openSAP Invites, Episode 21

Learn how we can become better, more mindful, and more confident communicators.

Transcript

Elisabeth Riemann: [00:00:10] Welcome to openSAP Invites, I'm your host, Elisabeth Riemann and in this episode, we're talking with Rutika Bodas to learn how we can become better, more mindful, and more confident communicators. Whether the thought of speaking to a large audience excites you or fills you with absolute dread. This episode will ensure that with a bit of practice and by embodying the ABCs of communication, you'll radiate confidence and shine at work. Let me introduce you to Rutika Bodas. Rutika is a development manager in the ISBN Product Development Organization at SAP Labs India and has experience in leading SAP teams throughout various roles since 2010, as a developer, senior developer, and product owner. Aside from her technical positions at SAP, Rutika is also a certified personal transformation coach, mindfulness practitioner and she's a passionate public speaker and trainer. Founded on her diverse corporate experience, she offers webinars, sessions and talks on topics for personal growth and professional astuteness both inside and outside of SAP. She also runs her own podcast show titled "MINDMILLS by Rutika". Aside from work, other topics she's passionate about include brain behavioral science, sustainable living, and purpose driven life. Let's say hello. Hallo Rutika.

Rutika Bodas: [00:01:42] Hi Lizzie.

Elisabeth Riemann: [00:01:43] Hi and welcome to openSAP Invites. I'm so pleased we have the chance to talk with you here today.

Rutika Bodas: [00:01:50] Oh, I'm so, so glad to be here, and I'm so glad to be speaking to you.

Elisabeth Riemann: [00:01:54] Today, we're focusing on how to improve our communication skills and build our confidence, too. Depending on the situation, of course, communication can come naturally to us or be very, very daunting. Let's start with the situation that can be challenging, and it's something that we can't always get away from it in our working lives. And that's public speaking. I guess we're all familiar

with those butterflies and jitters before an important presentation or when we're addressing a large audience. And I think for some people, though, this experience can be terrifying. The term is glossophobia and it's associated with a dry mouth, a weak voice, body shakes and all reactions that make it virtually impossible for us to engage with our audience. And Rutika, such a reaction is obviously extreme, but based on your experience, how can we get over a fear of public speaking and better handle our nerves?

Rutika Bodas: [00:02:49] Public speaking is something that's so close to my heart. One, because it is so prominent, right, in our day-to-day work and life, whether you're in the corporate or any other sector. And even if you're not a working professional just on a day-to-day basis, the communication is such an important part of, like, such a prominent vital part of our being, right? You rightly said, amazing fact to begin our conversation today with, the term glossophobia. You would be amazed that it impacts a huge chunk of world population, up to about 75 percent of people go through it. And that shows the stature of how uncomfortable people feel to communicate to a larger forum, whether it's physically or whether it's even in the virtual set up. Glossophobia is, like you said, quite an extreme condition, but through the course of our next few minutes together, I'm sure that we would be able to bring out some handy tools and tips, which will help people to create a shield and get over the fear of public speaking and rather make them confident communicators.

Elisabeth Riemann: [00:03:58] Have you ever been nervous about speaking?

Rutika Bodas: [00:04:01] Definitely, yes. Haha. Time to time that does happen, and there are many occasions, even today. I offered a lot of sessions. I speak to different sizes of audiences, but it does come across a couple of times where I feel nervous and it's just a part of being human.

Elisabeth Riemann: [00:04:20] Someone once told me when I was nervous about the prospect of holding a presentation that the emotion and the feeling the physical sensation of being nervous is very similar to being excited. And that kind of thing that stuck with me for a very long time as well. Now I think, oh, nervousness, yeah, those butterflies. It's kind of the same with excitement. Let's call it excitement.

Rutika Bodas: [00:04:39] Yeah.

Elisabeth Riemann: [00:04:40] All of a sudden, it makes you kind of more grateful for the opportunity to speak at different events and things and really to cope better with that nervousness. If you say it's excitement. So Rutika, we rely on many different types of communication. Textual, auditory, and visual, of course, as well. Depending on the individual situations, which type of communication do you think is most effective and why? Can you maybe talk us through a couple of examples?

Rutika Bodas: [00:05:05] Situation to situation, there are many benefits to a certain kind of communication. But personally, for me, there is absolutely no replacement to a one-on-one conversation. You know, especially if you're in a situation where you need faster responses, just pick up a call instead of, you know, writing emails and to and through communications over email. Emails serves a big purpose, especially if you want to have a lot of people informed about some decisions being taken in your team. So, that's textual. There's auditory conversation. There's an interesting part that you brought about in your question about the visual conversation. So, by visual, there are two parts to that. We could call the conversation with a video camera on also visual. Because there's so much visual input coming in in terms of body language and how one moves and how one sits and how one talks. The other form of visual communication that I like to bring out is just a simple notepad or of a document or PPT or what you may have. Share your screen, and if you're talking about five different points, right? Instead of just making them auditory and talking about those five things, also write down the keywords on the screen and see it each other. So, I'm seeing the same thing that you are seeing, and that's exactly what we're also talking about. This way our amazing human brain processes it better, and there is deep rooting that it establishes in the memory because now what we are listening is what we are also seeing.

Elisabeth Riemann: [00:06:32] I think that's such a fantastic tip and something that's so simple, but effective as well. You offer sessions at SAP on subjects like building thriving work relations, building leadership as a habit and on public speaking, which is the main topic of our conversation today. Do you have a favorite public speaker who inspires you, who's able to engage with you? And what techniques do they use that really, kind of, really make you sit up and concentrate and want to listen to them?

Rutika Bodas: [00:07:02] Oh, wow. Yes. The answer that I'm giving you today to this question could be different on another day and time, maybe, but right now, where I am in my life, I am very, very inclined towards my spiritual practices, etc. And there is this very popular spiritual leader back here in India. He's known as Sadhguru, and he has a huge fan following all over the globe, literally. What I love about his style of speaking is he is very witty in a good way. He's very witty. He is, I guess he's somewhere around 60 years of age. But he brings out the current topics in his conversations, and he brings out pop culture references, and he would talk about some of the trends on social media. And not really like focus his conversation about it, but just very subtly in framing his sentence as he would bring out these things that are happening in the here and now, and that instantly connects the audience with him, right? And his conversations span across different age groups and is just about how he talks and how he brings out different aspects that connects with almost a very diverse and very sparse set of people from all over the world from different cultures. It's just amazing to see that he has an example from almost everywhere, every phase of life, for every age group. And he's very easy to listen to in the sense that it's not very preachy, preachy, but he's more of a storyteller, and he really brings out very relatable examples. So, I really love his style of public speaking.

Elisabeth Riemann: [00:08:42] Sounds amazing, we'll be sure to include a link to his profile as well in the show notes, so that we can all have a listen in as well.

Rutika Bodas: [00:08:48] Definitely, definitely.

Elisabeth Riemann: [00:08:49] It's when someone can really engage with the audience that it's not just some generically prepared presentation or speech. I think that's so key and that's what really draws me into a presentation as well.

Rutika Bodas: [00:08:59] You want to be fluid and you want to connect with your audience, right, so you just want to do that with every way possible. And for that, I think having punchy references, something that that audience group connects with. I think that kind of examples just sets the tone right and then people are more willing and open to listening.

Elisabeth Riemann: [00:09:20] Absolutely. It's all about that authenticity, isn't it, as well.

Rutika Bodas: [00:09:22] Yeah. Yeah.

Elisabeth Riemann: [00:09:23] I mean, we said before the communication works on so many different audio and visual levels, so what are your do's and don'ts when it comes to public speaking itself, when we need to do a presentation?

Rutika Bodas: [00:09:34] In the dos, the very first thing that's very important is to have high energy levels and introduce yourself in the initial few moments, right? You have up to one to two moments where you can literally pique the curiosity of the audience and really create that interest and that space that audience wants to listen in more and more. So, when you arrive, when you begin your presentation, don't just say "Hi everyone.", say, "Hey everyone, how you all are doing today?" and "I'm so glad that I could connect with you here", or "I'm so glad that I'm here to present on this topic with such an amazing audience." Or, you might also want to just, you know, have something punchy. But all I'm saying is that the very first thing to do is to have high energy levels, at least when you arrive in your presentation. So, once you open your mike, really give them that energy back, let them really connect with it and let them really get excited and at least get their curiosity high. The second do is prepare. It's just not about preparing for the content and the context and the audiences, etc. Preparation means also preparing, how are you going to look on that day? Where you're going to be seated? How is your kind of lighting? Doing other sorts of tech checks. Ensuring that your content is on point, ensuring that you have timed yourself, you have rehearsed. So, there are so many things when we just use the one-word preparation. And the third do is about smile. Like be yourself, be humane. If you stumble, if you fumble, it is all right. This is all a part of us being human beings. If I did not stumble and if I did not stutter, and if I did not do these 'ahs' and 'ums', I would do... I'd still be aboard talking to you right now, but that wouldn't be as fun.

Elisabeth Riemann: [00:11:25] Haha. That's true. And I think, you know, we want that natural conversation and 'ums' and 'ahs' and yeah, the odd kind of getting tied up in your words and everything is completely normal, right? We all do it and it makes us human.

Rutika Bodas: [00:11:37] It makes us human. So, be human and bring out that color called You. I always believe in the fact that every one of us has a distinct color and bring out the color that is yours. Bring out the color called You. So, smile, be authentic. Be human. It's OK to stumble, fumble, stutter, but be human and just bring out the color call you.

Elisabeth Riemann: [00:11:59] What's your color and how can we find out what our own individual colors would be, too?

Rutika Bodas: [00:12:04] So, every individual has their own core values embedded inside us. And my core values are different from yours, and they are different from your siblings and your family members and perhaps even the people that you grew up with in the same household. So, it's a great, great self-exploration to first find out what your core values are. Typically, when you get answers to what your core values are. You would start to associate them with certain feelings. For example, my core values are warmth, humility, and compassion. And the more I think about just these three words in my head, the one color that I associate with warmth is yellow, sunshine. Compassion is again on the lines of oranges, yellowish warmth, related sensations. So typically, all these words and these feelings, there is automatically some colors that would start coming into your mind and you're a combination of your colors and you are what your core values are. And once you go into the exploration of core values is when you will be able to find your color. So, when I say color, it is not really the name of a color like a pink or a blue or white. But typically, once you go into and find out what your core values are and then when you associate them with some feelings, you would find out what those colors really mean. The combination of the things that you can bring in your belief system, your core values, your strengths where you come from, the things that made you the mud that you are made of is what defines your color.

Elisabeth Riemann: [00:13:42] Amazing. And unless certain situations where you say you want to emphasize a certain aspect or value that's particularly important to you for a presentation, so say maybe compassion might be particularly important then would you focus on that and the color you associate with that when you go in to prepare a conversation or a presentation? Or can that also be a helpful exercise to focus maybe on one value at a time sometimes?

Rutika Bodas: [00:14:08] Definitely. So even if my core value is warm, if I'm going into difficult conversation, the amazing thing about core values is that that is something that you will carry with you inherently. When I am having difficult conversations. I never leave the side of my core value called warmth. So, during your preparations of these kind of presentations, automatically, how you create the content and how you deliver it will be underlined with those core values. That's something that you just will cease to exist without. So, that is, I think that it just plays a prominent role in how you prepare and how you deliver and how you communicate on a day-to-day basis. This is the whole definition of being authentic. If you bring out what you are, the color called You. You're authentic.

Elisabeth Riemann: [00:14:57] Wonderful. What are some of the things that we should avoid when talking about public speaking?

Rutika Bodas: [00:15:04] The more we are an interconnected world, I think the more we have opportunities to work with people from diverse cultures. So, try avoiding the words that you are not so sure of. How do they really reflect in other cultures? That's something that you must be very, very cautious about, especially because now we all work often in global teams. So, a simple word that you often use in your teams maybe might not be received very well in another part of the world. So, just be cautious about that. Be respectful about it. A very simple example, something that happened recently where we were in a conversation. It was a global meeting from different geographies of the world, and I typically have never heard of word like female being used for women or for ladies in the team. And there was this one gentleman and he kept using the word the females are, I think, going to whatever, whatever, whatever. And the word females sounds very raw. I'm sure that maybe it was also lost in translation, right? Because English is not a primary language for so many of us. So, I would just say that try to use simpler words, try to use words which are more generic and try to avoid cross cultural references because you don't know how, how they are taken on the other side. The other do-not-do is to, I mean, just definitely dress up very well, depending on the situation to situation. And when I say very well, you don't have to go overboard but dress up if you're going to be online for a video call. You don't want to be in your jammies. Haha.

Elisabeth Riemann: [00:16:39] Haha. Your pajamas.

Rutika Bodas: [00:16:42] Your pajamas, which you may not be able to see on the video. But what I meant is you want to be, you want to look proper, especially if it's a client call, or if it's a business meeting, etc. So just the normal things.

Elisabeth Riemann: [00:16:55] It's all about confidence, and isn't it maybe dressing for confidence? I think you need to make an effort, I think when you ever you talk to anybody at all, it's about bringing respect for yourself and for the person in front of you, as well, other people.

Rutika Bodas: [00:17:06] Yeah. And you feel the difference. Like when you are dressed up in your formal attire, which I know that many people in the work from home setup started doing, even if they're just going to sit and work from home. They literally started dressing up like how they would dress up to go to office, like they're watching everything which you don't necessarily need at home. But just being in there, like literally stepping into that whole set up gives you a different feel. It makes you feel like you're onto something right instead of just lazing around in your home clothes. So, it does make a difference. Dressing properly does make a difference.

Elisabeth Riemann: [00:17:40] Should we have a checklist for things that we should have covered before our presentations? How can we be best prepared? We've got the environment set up, our clothes. Is there anything else?

Rutika Bodas: [00:17:49] Oh, there's plenty more. I often go into details about finding who my audience is. Like, that's where it begins. So, where my preparation is going to begin is, the first step is to know my audience. Who is going to be in the audience? What is the size of the audience? What is the background of the audience? That's where it all begins. Because, once I have set the foundation and I kind of start to imagine people in my head, right, when I know who my audience is going to be. Is it going to be, am I talking to university graduate students in this session, or am I going to be talking to people from the business, or from the technical side? So, knowing your audience is a very, very first step, it sets yourself, your mindset, like it gives you the mindset to prepare your content based on that. So that's the first one. Knowing your audience. The second one, I say, is context setting. Consciously try to first set up the

context. Context setting is very, very important. Now imagine if I were to communicate with you and I don't even know you at all, and I just reached out to you and I started bombarding you with questions, and you have absolutely no reference point to where I'm coming from or who exactly directed me to you to talk about this thing. You would be really lost, because now you don't know how to respond. You don't know how much to respond, and you don't know how much you can divulge, when you're also going to present something by context setting. It is typically seen in the agenda slide. That agenda slide is nothing but context setting. But you could do it more informally and by saying that, Hey, we are going to be talking about this, this, this, and this, and this is how the flow of our conversation today or presentation today is going to be. Tech checks. We talked about tech checks. There is oh, we just cannot leave that anymore out, right? Because this is where we are now. We are all working on our laptops and our internet and everything. So, tech checks. Looking the part, feeling the part of being vulnerable, being authentic, bringing out the color called You. and bringing out that beautiful smile. So, these things we covered. There is something interesting that we haven't covered so far, which I love, which I call a Zen Zone. So, when you have some important presentation or a meeting or a place where you have a lot of communication to do, literally, this thing called Zen Zone works out amazingly well. So, I like to create a Zen Zone around me just before the meeting or just before that presentation. Now, Zen Zone is different for different people. Typically, when I imagine my Zen Zone, it's kind of a bubble. It's like a huge, big, transparent bubble that I'm seated inside, and I close my eyes. And what I find myself at is a beautiful place where I'm sitting facing a nice, calm water body. It's surrounded with beautiful hills and I'm sitting on a green grass, lush green grass and there's birds chirping in the background and there's bugs buzzing in my ears, let's say. But this is what I imagined as my Zen Zone, right? So, it's a great exercise. The one way to find your Zen Zone is to visualize a time and place where you were really relaxed and very calm and happy. And whatever that visualization takes you to, that is your Zen Zone, the place of your Zen Zone. For some people, it could be a street where they grew up. For some people, it could be where they live today. For some people, it could be their office desk. For some people, it could be a scene from the latest vacation that they were at. For me, it is this beautiful water body where I'm sitting and I'm amidst nature outdoors. Now, once I have that visualization in my head with my mind's eye am always imagining that and that bubble that I was earlier talking about is kind of that Zen Zone, which I am encapsulate in. And once I step into that Zen Zone, the rest of the world fades away, literally, visually, auditorily and every other way.

And then I'm completely ready for my presentation. So, just creating that kind of a nice bubble or a shield or a Zen Zone, like I said, around you, is an amazing, amazing thing to be in the moment and present fully and completely.

Elisabeth Riemann: [00:22:13] Amazingly powerful, doing such a visualization exercise, I think, as well. And bringing all the senses in there then as well, too.

Rutika Bodas: [00:22:20] Yeah. And one more thing that really helps for me is to physically, like, shift myself, right? So, I would literally before my presentations, I would go take a walk around in my house. And when I come into this room where I work from, I just tap in into it physically, consciously taking every step as if I'm stepping into that Zen Zone that I just described. So really feel it physically that you are stepping into that Zen Zone and automatically the world would fade away. And you're right here, powerful, present, looking proper, feeling proper and ready for your presentation.

Elisabeth Riemann: [00:23:00] Amazing, I'm going to try that. That sounds so powerful. Haha. Rutika you're a mindfulness practitioner. How can other mindfulness techniques help us become more effective and more confident communicators? Having your own Zen Zone is maybe one aspect, but what else would you recommend that we do?

Rutika Bodas: [00:23:19] So, a minute to explain mindfulness for some of us who have not practiced it or experienced it yet. So, mindfulness is being in the right now, this moment, fully and completely. When I say fully and completely, being in this moment, physically, emotionally, psychologically, physiologically, in every single way. When you practice mindfulness, you are more aware of the surroundings. When I say surroundings, a simple example would be, I am aware of where I'm seated. How does my chair feel like? Where are my feet landing on the ground? The coolness of the tiles under my feet. I am receiving and am aware of the smells and the surroundings. I'm aware of the sounds that are around me. This is mindfulness. It's nothing like rocket science. This is how people used to live once upon a time. They used to be in the moment fully and completely. Right now, we are living in parts, in different, different, in on one given moment. And I'm sure that so many of our listeners might also be listening to the episode and doing something in parallel. So maybe this could be a good start. But that is what mindfulness is. Mindfulness is being in the here and now fully and completely. And if that is what mindfulness is, then some of the other amazing practices

could be. We call it active listening. In mindfulness it's called active listening. So, listening actively to what things? What are the things that are said, but also the things that are unsaid? So, there is a lot of information in the things that are unsaid, the pauses, the silences. If you are an active listener, you will pick up on it. You will pick up on the things that are said verbally, but also the things that are not said. So, one of the other mindfulness practices to really be a powerful communicator is active listening. The other one is total presence. Like really be totally present with this person when you are, when you're talking to your spouse or your partner, just talk to them and look at them into their eyes as if they are the, they are the one person in this entire world that you, that matter to you right now here in this moment. And when you are talking to your colleague and listening to them, discuss about something and ask you about something, then just be fully present with that person in that moment. So, complete presence and active listening are two of, something that is in. And I would invite all our listeners to just as an experiment, try it out, try it out in one call. The next call that you might have upcoming. And just see if it really is something that you are seeing the benefits out of. And is there something that is changing and resonates with you?

Elisabeth Riemann: [00:26:12] Fantastic advice.

Rutika Bodas: [00:26:13] It really is even more meaningful now. Because there's my phone buzzing and there's my kid crying and there's my microwave beeping and there's a pop up and there's a ping, haha. So, there's just too much happening. Yeah.

Elisabeth Riemann: [00:26:29] There's so many things fighting for our attention all the time, I think. Would you like to help us with an exercise?

Rutika Bodas: [00:26:34] Definitely, yes. We are often switching from one meeting to the other, to the other, to the other. So, a minute to arrive is there at the beginning of any meeting. We often have a one minute to arrive. Once everyone is in, we take a minute and we pause for a minute, and we call it a minute to arrive. And similar to a minute to arrive, some companies and some teams inside SAP recently, I heard, have also begun to practice a minute to leave. So, there's a minute to arrive and a minute to leave. Now, if you can imagine it is so powerful, especially a minute to leave is powerful. Because everything that you discussed during that meeting, if you just all sit together one extra minute where you're going to focus on nothing, but just take a pause and

breathe. Then everything that you have talked during that conversation and that meeting is going to just settle down into your memory because your brain is just taking deep breath and it's just pausing. So, a minute to leave is another amazing, powerful practice that that is emerging these days in teams. But I would right now, would love to do a minute to arrive for our listeners to really experience it. Can we do that, Lizzie?

Elisabeth Riemann: [00:27:51] Yes, please do.

Rutika Bodas: [00:27:54] So, this is what a minute to arrive sounds and looks like. So, I'm going to just switch on the timer in my phone, so I know that I'm point on minute. All right. So, this is how we do minute to arrive. Just so, sit up straight and comfortably, take a deep breath and breathe out. As you breathe out, literally imagine all the weight on your shoulders shed away. Take deep breath. Another one. And if you like, just close your eyes, this is all we do. If you like, just focus the mind's eye on one certain point. As you deep breath in and out, just literally focus your attention to how the cool air is going in and how the heart of warm air is coming out. If your attention shifts, just bring it back to your breath. And with the last one, inhale deep and long. And just let it all out completely. And that's your minute to arrive. Do you feel better now?

Elisabeth Riemann: [00:29:30] I do. It so grounding. It sounds cliché, but it's so grounding. And I think it's just reminded me that one of the aspects that is so important is just that we take the time to breathe so it's time to arrive, but it's time to breathe, right? And it's such a fundamental aspect of our lives, right? We often take it for granted. We often don't think about how we breathe. When I'm nervous, I completely neglect even thinking about how I breathe, right? And I probably have too many quick breaths that are far too shallow. And I think whenever you're in a stressful situation, you're going to do a test an exam, hold a presentation, speak on the stage. I think it's so powerful to be reunited with your breath. And to really think consciously and I guess mindfully about how we inhale and how we exhale, too.

Rutika Bodas: [00:30:22] If you took a minute to arrive, you would literally close down on the meeting that went by and you would be ready fully and completely to be actively listening and being mindfully present in the meeting that's going to begin. Versus carrying the baggage from the previous meeting and rushing into the next one, where you are still thinking about what I discussed in my last one and listening to the one here.

People do sense it. People will get it that you are not fully present with them. So, a minute to arrive like literally, you must have felt how fast that minute went by. But it is amazing the change that it can bring into how the meeting shapes up where you just arrived.

Elisabeth Riemann: [00:31:04] Before we close with our summary, I'm sure our listeners will be interested to hear more about your own podcast series. It's called "MINDMILLS by Rutika" and in the description, what resonates with me is the fact you say, everything we do in life is fueled by the mills of our mind. Please tell us more about your podcast.

Rutika Bodas: [00:31:24] Haha. So, yes, my podcast is called "MINDMILLS by Rutika". Because everything that we do in life is churned out by the mills of a mind. Everything that we are today, or we have today was a thought somewhere in our mind someday. So, it all begins with a thought, and that thought is churned by the mills of our minds and hence my podcast is named "MINDMILLS". It is available on Spotify, Apple Podcasts, Google Podcasts and what have you. I just finished my first season of the podcast. It has 20 episodes in it. Every episode is primarily around five to six minutes long. And through the conversations in the podcast, I am talking about things that we talked about today. Like mindfulness. Things like building resilience. Things like, what is the power of self-introspection? One of the episodes the popular episodes is about my vacation stories, which is about, it's called 'Life in the Mountains'. There is one which is very, very popular which many people have given me good reviews about, is simple ways to learn the art of working with people.

Elisabeth Riemann: [00:32:41] I think it's fantastic, I think it's completely refreshing, I think the length of them is perfect. It's ideal for kind of taking a quick break and listening to different topics be a little bit inspired. Yeah. So, listeners tune in and let us know what you think as well. So, our call to action for today's openSAP Invites episode we like to share with a quick summary of three key takeaways for our listeners. What would you like us to remember about today's conversation?

Rutika Bodas: [00:33:11] I would just say the key takeaway could be ABC for our listeners, just remember, ABC. A stands for authenticity. Authenticity rocks, right? So, in communicating with confidence. All you need to be authentic. So, authenticity rocks.

That's your A. B, be humane. It's all right to not know everything. It's all right to not be able to answer everything. It's all right to sip water amidst your, in between your presentation, and it's all right if your kid walks in. And if your parents are walking in the background and things are happening, it's all right. So, please be humane. And C, is calm the chaos. Calm the chaos with mindfulness practice or creating the Zen Zone or taking a deep breath or through active listening or through a moment to arrive. But just calm the chaos.

Elisabeth Riemann: [00:34:02] Amazing, I love that ABC. Let's close on that and Rutika, thank you so, so very much for speaking to us here today.

Rutika Bodas: [00:34:09] Thank you too, Lizzie. And thank you to your entire team who is making this happen. Thank you so much.

Elisabeth Riemann: [00:34:16] Thank you for listening to openSAP Invites. If you enjoyed this episode, please share, and leave a review. And don't miss your next invite. Subscribe now.

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