

Admin Pro

Tri-annual newsletter

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May-August 2022

From your Editor:

Research has proved that reading develops the mind. More of us would read if we could do it quickly and pick up salient points.

You could begin by **'getting a bird's eye view'**: Flick through the pages - say of this newsletter - reading only the title of each article. THEN those articles that interest you, read them in full.

Even then, every line and every word does not have to be read: **Read with the intent to pick the main message and related points. The mind in fact can retain the essence better than every detail. Try it.**

In time, your mind will be enriched with ideas and information you were earlier missing.

If you read this issue of the Admin Pro, **you will find inspiring stories** of our Members: Jennifer D'Souza, Sandra Sequeira, Rosemary D'Silva and Marina Fernandez. **Dr Sunethra of ASA** tells us how **EAs will 'continue evolve**, pivot and remain exceptional', and our new young Member Esther Dsouza has written about **'Meri Shaan : Mera Pakistan'** event. There also are **job interview tips**, awareness on how **'blind spots'** hinder our personal growth and, what happens if we **react like 'coffee in hot water'**. Read and gain an idea or two. Chuckle and ponder on some thoughts – also on back page - to complete your reading.

Go for it: do not miss out!



Ciao!
Sunnu F Golwalla

Contents	
WORKPLACE	
Jennifer D'souza wins an award	2
Sandra Sequeira earns an MBA	3
Ace an Interview	4
Mind your Blind Spots	6
ASA: EAs will evolve	8
PERSONAL	
Meri Shaan : Mera Pakistan	10
Rosemary D'Silva: Singing	13
Mental Health: Marina Fernandez	15
Be a Coffee Bean	17
Laugh a while	18
Ponder a while	19

Our Member Jennifer D'souza wins Customer Centric Award at HBL

HBL Recognize Staff who Live & Lead HBL Values

HBL values are the main principles that define the culture and are brought to life in our daily attitudes and behaviour. HBL – Chief Internal Auditor periodically gives credits to the 'HBL Values' high achievers and for the 1st Quarter of 2022 Jennifer received the 'Customer Centric' award.

As HBL's continuous growth requires a high performing innovation driven culture and a strong value system to serve as its backbone; this initiative is motivating staff to strive for it.

HBL's announcement and presentation of the Award to Jennifer appears below:

We are pleased to announce the winners of HBL Values Champion 2022.

We are proud to say that employees are the advocates of the bank who have put forth discretionary efforts to create and maintain a culture that HBL Internal Audit always strives for.

We extend our sincerest congratulations to all the winners who are living and leading by HBL Values.

Value	Employee Name	IA Function	Location
Customer Centric	Jennifer D'Souza	CIA Office	Karachi

HBL IA Values Champions - Winner Announcement for Q1 2022



HBL's Customer Centric Values:

- We value our clients and develop products and services around their needs
 - We provide exceptional service to all we serve
 - We understand and respect our customers
 - We deliver solutions that add value to our customers' lives
- We consider the impact of our policies and decisions on our customers
 - We are fully transparent with our customers



Humans of DSSP

Member Sandra Sequeira's MBA Journey



I would like to share my feelings and experience on a significant milestone. This milestone was achieved by me with God's Blessings and the support of my husband. After I did my Graduation, I was looking forward to doing my MA in English Literature, but I could not continue my studies because I could not complete my courses on time as I was working at the office.

It was always my desire to complete my education. After many years, my friend and I decided to take admission to do our MBA. After a long gap it certainly was difficult to start studying again and sitting for exams, but I was determined and worked very hard. The teachers were very good and qualified. Some teachers would spend extra time and attention to assist and provide explanations.

We had some good friends in the class who were smart students and willingly helped at times when we had difficult assignments.

I was fortunate that despite many difficulties I had the assistance of friends and teachers who helped guide me, and I will always be thankful to them for that. This guidance was invaluable.

My Mother always encouraged me to prioritize my education. She always made sure that I studied, whether it was to get me additional tuitions, purchasing of books, stationery or participating in our school events. **My Mother took pride in my achievements, and had taught me to take interest in education.**

When I got my degree that was a moment of great joy and satisfaction. It was my personal victory as it was a challenge for me because at that time I was married and a mother but **but my husband helped, supported and encouraged me throughout this process.** He also shared the household responsibilities to lessen my burden. With him by my side, I am never alone and do not fear any challenge that I may face.

My MBA degree has increased my knowledge and added to the skills that I can apply at my workplace. It has helped build my confidence and improved my communication, ability to work in a team and problem solving abilities. It has also taught me to manage time and the stress management tools learned during the course have increased my efficiency. Supervisors want employees to take the initiative to expand their knowledge and which will in turn benefit the company. For the worker this initiative leads to self-

growth and career advancement. **My grade was changed to a level higher as a result of my MBA and I was also given a different role in the Organization.** I believe that with if you are dedicated in setting, pursuing and achieving your goals, you will progress at your workplace.

How to ACE an interview?

Kamran Z Rizvi is a Senior Consultant and Executive Coach at Carnelian, a Training & Consulting firm. He had a friendly conversation Wajiha Aslam, Life Coach & NLP practitioner on Facebook Live on 26 June 2022.

They dealt with some common interview questions and shared their insights, which you may find of value.



TELL US A LITTLE ABOUT YOURSELF: People see you as you see yourself. So script yourself a 30-second pitch, and state that confidently with flow and conviction. Arouse curiosity in the listeners so that they want to know more about you and the conversation continues meaningfully.

WHY DO YOU THINK YOU ARE THE BEST PERSON FOR THE JOB: We all are unique, each one of us. 'Best' is the tricky part. State what you are great at and how you can deploy that in the organization. Do not be overconfident and demonstrate humility.

HOW HAS YOUR EXPERIENCE SHAPED YOU: There are some of us who go about doing the same thing year after year and there are others who are expansion and growth seekers.

Also, one learns a lot from life itself. We build abilities for solving problems, develop a creative mind-set, build interpersonal and communication skills. These skills are transferable, so state them. Your education and technical skills are already in your resume.

HOW DO YOU DEAL WITH PRESSURE AND STRESSFUL SITUATIONS? GIVE AN EXAMPLE WHERE YOU MANAGED STRESS WELL: Interview questions can cause anxiety. If you go without preparation then anxiety is inevitable. If you do not have an answer to a question, then be HONEST and say you will find out. Interview is only an exchange of views: not a test. Pressure is self-induced. Remain confident but not over or under confident.

WHAT DID YOU DO IN THE LAST YEAR TO IMPROVE YOUR KNOWLEDGE: Knowledge here should be job related in your current role, and also for future needs. Prepare for everything. Access to courses, talks, and inventories etc., are available at your fingertips these days. Your knowledge should not be conceptually shallow but have depth and content. If you are not prepared, best not to go for the interview.

DO YOU PREFER WORKING INDEPENDENTLY OR IN A TEAM? If you are an introvert you may prefer to work independently, yet you will need to be an easy-to-deal-with person, which will call for human skills. Also, you can take orders and be cooperative when needed. Successful persons can do both: they contribute through their individual strength and skills and, at the same time have the social skills to listen to their team for their problems, perspective, and vulnerabilities. They are acutely aware that force will backfire. They may not like everyone, but they know that RESPECT for all is a must.

WHY DO YOU CHANGE JOBS QUICKLY? You switch jobs for growth in your career and in the careers of those who step into your shoes. Thereby you become an asset to an organization. Look for organizations that provides developmental opportunities. Grow yourself; groom others and go forward, within or outside of the organization. At a junior level, it could be a 3 year cycle; mid-level manager - 5 years, and strategic level positions – 10 years.

Don't confuse loyalty as a reason to stay because if you compromise growth the organization will also suffer. Find successors and then move on

WHAT IS YOUR BIGGEST ACHIEVEMENT IN LAST ONE YEAR: Commercial achievements are fine but adding value culturally - not just to business - is significant. Human uplift - getting the best people for the organization, giving them space so that they are excited about their job, is a significant achievement.

WHICH OF YOUR WEAKNESS HAVE YOU OVERCOME RECENTLY? What can be strength can in fact be a weakness: so watch out. Patience is strength but excessive patience is a weakness. Trial and error is good because life is a constant balancing act, rather than operating out of habit. Being cooperative is good but being over cooperative prevents you from doing your job

AT THE END OF AN INTERVIEW, THEY ALWAYS ASK DO YOU HAVE A QUERY ABOUT US OR ANYTHING YOU WOULD LIKE TO ASK. WHAT COULD BE AN IMPACTFUL QUESTION? Focus on the challenges the organization is facing to see how you may be able to add value. Also ask about development opportunities and any support the organization offers in this regard. Keep your questions on housekeeping, such as, leave or work hours to the minimum.

Don't Get Blindsided by Your Blind Spots



Blind spot is simply lack of awareness – often persistent - about a specific area of one's behaviour, because its recognition could be painful.

Regrettably, without self-awareness, we move through relationships and experiences disconnected, unaware of how others receive and perceive us, and unable to take full responsibility for our outcomes.

Blind spots:

- Doing it alone because of being afraid to ask for help
- Being insensitive of your behaviour towards others
- **Having an "I know" attitude because you value being right above everything else**
- Avoiding difficult conversations to avoid conflict
- Blaming others or circumstances and refusing responsibility
- **Treating commitments casually and not honouring the other person's time, energy, resources etc.**
- Driven by a personal agenda
- Withholding emotional commitment
- Not taking a stand: lacking commitment to a position

How to overcome blind spots:

Ask a good friend "What is the one blind spot you think I have that I should be more aware of?"

Have diverse friends with the intention of learning from them.

Examine feedback you may have received from seniors or colleagues about wrong choices.

Watch out for triggers that make you react without thinking. When we master our triggers, we master our responses and make them work for us, rather than against us.

Have a blind-spot buddy who will watch out for your behavioural change.

**Good news is every blind spot is a strength, and always presents
an opportunity for growth.**

Being Open-minded

It is a willingness to listen to or accept different ideas or opinions.

ALSO means being fair-minded, flexible, broad-minded and tolerant.

An open-minded person can listen to their opponent in a debate in an unbiased manner in order to figure out if the information makes sense AND can change her mind.

WHY BE OPEN-MINDED? It can help us put our differences aside and cooperate to progress as individuals, and as a society.

ASA News:

A Noble Global Profession

By Dr Sunethra Jayaratne Nugawela

This article first appeared in Executive Support Magazine, a global training publication and must-read for any administrative professional. You may visit their website at <https://www.executivesupportmedia.com> for more information.

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Assistants will continue to evolve, pivot and remain exceptional, says Sunethra Jayaratne Nugawela

The Executive Assistant role is rapidly changing. In the past, the Assistant was primarily responsible for administrative tasks. Now, the Assistant is an active behind-the-scenes partner to CEOs and senior management, contributing on the administrative side, in day-to-day business operations and in long-term business development planning.

Administrative professionals represent a powerful community in the business world. The position will remain, but survival is at risk unless professionalism is taken seriously by those same administrative professionals. The future of the role is unstable, with ever-changing demands. To avoid our position being “at risk,” it is necessary to continue our education, enhance our knowledge, excel in technology and continue personal and professional development.

We are the keepers of secrets. We form part of a profession which has been in existence for over 500 years and is one of the oldest in the world. The origin of the “secretary” is unclear. The role arose to handle confidential matters for a principal. History shows that secretaries existed in Rome prior to the establishment of the empire. Initially, well-educated gentlemen carried out the function of secretary and acted as trusted advisors. The role is also described as “one entrusted with the secrets and confidence of a superior.” The word for the role was *secretarie* in English and, in Latin, *secretarius*.

By 1847, the first Merriam-Webster dictionary described a secretary as “a person employed by a public body, or by a company or by an individual, to write orders, letters, dispatches, public or private papers, records, and the like.” Now, in the 21st century, the IAAP (International Association of Administrative Professionals) defines an administrative professional as an “individual who possesses a mastery of office skills, demonstrates the ability to assume responsibility without direct supervision, exercises initiative and judgment, and makes decisions within the scope of assigned authority.”

Today’s administrative professionals are Assistants or Executive Assistants, office coordinators, office managers, etc. They are more tech-savvy, having knowledge of advanced office technologies to perform vital information management functions in the modern office. They are researchers and interpreters, not just disseminators of information. Job descriptions are expanding, and new titles are being created; employers are paying more for specialized skills such as desktop publishing and database management. In addition, many companies are providing performance-based bonuses to outstanding administrative support. The future is bright for highly skilled, computer-literate, well-educated, customer service-savvy and people-skilled administrative professionals.

We are in a profession that has been bestowed with a world of opportunities. Experience gained as an Assistant must be embraced and is as valuable today as tomorrow. Being an administrative professional is a career, not a job, and it is a career which gives immense satisfaction. It can open doors to new avenues and new income opportunities. An Assistant becomes acquainted with people from every walk of life. There is a huge potential for exposure, networking and establishing connections. Online, on time, anytime, anywhere and everywhere, our community is contactable.

I am proud to still be an Assistant, alongside my chairmanships and entrepreneurial journey.

My appeal to my fellow administrative professionals is to walk the extra mile to become an exceptional Assistant. Then, the sky really is the limit!

Take pride in belonging to a noble profession which is globally renowned, accepted and indispensable.

Our existence is assured.



Dr Sunethra Jayaratne Nugawela is the Chairperson and Executive Director of the Academy for Administrative Professionals in Sri Lanka. She is an entrepreneur with a diverse conglomerate of businesses, a visiting lecturer and a practicing Assistant. Her credentials are FIAM (UK), ASAP (USA), FCPM (SL), and MSLITD (SL). Sunethra is also a member of the Women’s Chamber of Commerce and a Toastmaster. She has made history as the international voice of Assistants in the Asia-Pacific region.

Meri Shaan : Mera Pakistan

By our young/new Member Esther Dsouza

14 August 2022, this year marked a milestone, 75 years of independence to our dear homeland **Pakistan** & to celebrate this Platinum event with our wonderful DSSP was a must. We were late to celebrate this event yet it was a lovely sight to see the enthusiasm and our pretty Ladies dressed in green and white.

Our DSSP President



The event commenced with an address by our dear President Natasha, a minute silence was held in memory of the flood-affected victims, and a donation would be made from DSSP for flood relief.

The program included fun, dance, and games, the Associate Members prepared performance to a National Song as an opening to the entertaining evening. Further games were a *Mili-Naghma* competition at which all did well and had great fun singing patriotic songs.



Casually Having fun & Dancing

A spot prize was for ladies dressed in 'Green-White Representing Pakistani Flag' colours. Each one was asked to walk down to tune of *milli nagma*, and our very sweet **Monica John** won this Prize. She danced well,

entertaining all of us with her lively moves and pretty smile. For the *milli nagma* selection, we credit our DSSP Treasure **Marina Fernandez**.

Winner of the Spot Prize



After fun filled activities, all the ladies participated in a short jolly dance session, as it was a long-awaited event, and everyone enjoyed it. Later led to the Buffet table with mouth-watering, tasty sweets and savoury snacks along with tea/coffee.

Engaging & Socializing





With the efforts of our very active Executive Committee - like always - this event too was a hit. We now look forward to the Gala coming up soon! Cheers.

>>>>>>>>>>>>>>>>>>>



DSSP Member Rosemary D'Silva's

Singing – My journey with commas not full stop

(Please note that Rosemary has intentionally not put a full stop anywhere in the write-up, in the spirit of her title above.)

It was that night when my star on earth stopped shining, my Dad passed away peacefully and everything seemed hushed, the days were lengthy, but lesser, when I talked about him, our versatile hero a man with an amazing personality, principles, discipline and above all gifted with a lovely voice and musical talent became silent ----- we were shattered,

This damage made me ponder, what should I do? how can I make him happy and proud? something that can keep him smiling in his everlasting life,

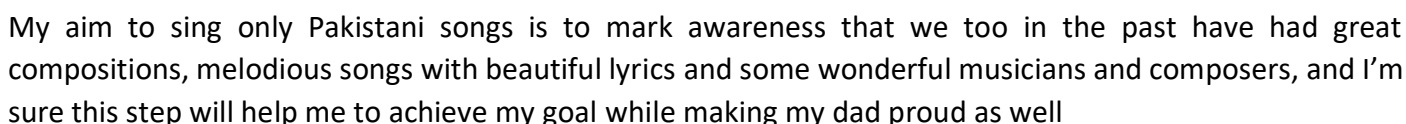
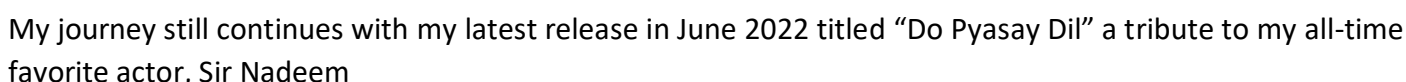
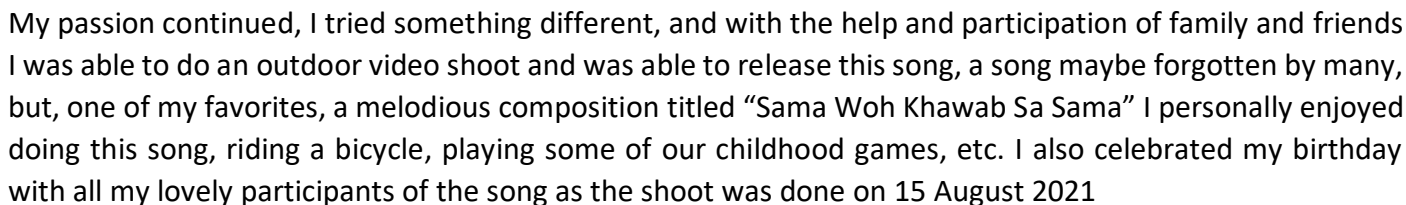
MUSIC, yes, **MUSIC** will make him smile,



With God's blessings, my way opened through one of my childhood friends and I met the person who helped me fulfill my dream, in November 2020 I sang my first song "Mujhay Dil Say Na Bholana" dedicated to my beloved Dad, the first time I heard myself singing, my tears wouldn't stop, the presence of my Dad filled my whole being, I was even more amazed upon receiving heartfelt appreciation from my family, friends, colleagues and everyone else which not only made me more confident but was truly an encouragement to move forward, and I decided, I would continue



I was thrilled and overwhelmed when I started receiving requests from my friends and my boss too, to sing their favorite songs which again gave me an awareness of being capable and one of the song was "Roothay Ho Tum", the response for this was just incredible



Thank you for reading – God Bless you all

Hopeful for my next release in August 2022 and many more to come,,,,,,,,(commas not full stop)

List of famous Pakistani songs sung by me:

Mujhay Dil Say Na Bhulana	Movie Aaina 1977 (Original Singers: Mehnaz, Alamgir, Mehdi Hassan)	November 2020
Feliz Navidad	Festive season of Christmas (Original Singer & Writer: José Feliciano)	December 2020
Roothay Ho Tum	Movie Aaina 1977 (Original Singer: Nayyara Noor)	April 2021
Sama Woh Khawab Sa Sama	Nahi abhi Nahi 1980 (Original Singer: Akhlaq Ahmed)	September 2021
Do Pysay Dil	Bandish 1980 (Original Singers: Mehnaz, Mehdi Hassan)	June 2022

Find me on:    **YouTube** boundlessdreamzbyrose
Like, subscribe, hear and enjoy

How to be mentally healthy and happy

Learning from heartbreak



The past 3 years have been some of the most difficult and challenging of my entire life.

During this time, many well-meaning and supportive family members and friends encouraged me to take care of myself. I'd nod politely in agreement, but I had no idea how to even begin to take care of myself when it felt like everything was crumbling around me. I was trying to be there for my kids and my mom. I was trying to keep my office job running even though work was the last thing I wanted to think about. I was trying to keep my house from becoming one giant pile of dishes and laundry. All I wanted to do was collapse when I walked into the house each evening. How was I supposed to take care of myself in the middle of all that?

Desperate for ideas, I did what I often do when I don't have answers: I asked other people. And the ideas started pouring in. I started to identify what to do to help myself cope and grieve so that I could continue to take care of my loved ones. I created a list called "self-care" with more than 50 items on it. I know it takes about three weeks to create a new habit, so I decided to dedicate a full month to taking care of myself. I dubbed it: **30 Days of Focused Self-Care.** Each day, I picked one item from my list and scheduled or determined a time to do it. When an item was completed, I wrote it down on my self-care tracker. **The outcome was exactly what my head and heart needed – relief, relaxation, reinvigoration and healing. I was hooked on this new habit of taking care of myself.**

A new attitude about self-care

The past few months have drastically changed how I treat those who are going through tough times. I know from my own experience that sometimes you just need to step in and do what someone needs without asking. **I also know that you can't just tell someone to take care of themselves – you have to build accountability into it.** Otherwise, it won't happen. Now, rather than telling someone, "take care of yourself", the conversation goes more like this:

- What are you going to do today (or this week) to take care of you?
- When can I check in with you to see how it went?
- What can I do to help you make it happen? Can I schedule it for you? Do it for you? Join you in doing it?

When life is taking its toll, it's hard to know what we need. It can be a challenge to get dishes and laundry done, let alone schedule a hair appointment or meeting.

During my 30 Days of Focused Self-Care, I realized another important lesson. When some people think of self-care, they often think of pampering – which it can be. But self-care oftentimes comes in the form of completing basic household duties, such as folding the clothes. It also means making time to schedule the dentist appointment or getting new heels put on a pair of shoes. **Self-care includes everything from wellness and relaxation to getting errands run and a healthy meal served to your family. One of the most important discoveries for me throughout my month of focused self-care was that it doesn't necessarily equal pampering.**

So my challenge to you is this:

Find a journal to make notes in, and ask yourself, "What am I going to do today to care for me?"

- Salon Appointment
- Read an eBook or a magazine.
- Walk in nature.
- Meditate.
- Sleep in on the weekend.
- Watch the clouds.
- Unplug from social media.
- Colour in, draw, or paint.
- Do yoga.

It's okay if you repeat some activities, but try to select as many different things as you can. When you put your focus on improved self-care, schedule it, and build accountability in, you'll experience a recharged and reinvigorated outlook on life and work. You'll not only be taking care of yourself, you'll feel better, too.

Another brave and insightful write up by Marina Fernandez, Past Editor of our newsletter and, current Treasurer of DSSP.

Are you a carrot, an egg or coffee beans?

Our EC Member Barbara Dcruz wants you to ponder



We're all in need of good advice now and then. And many of us turn to our grandparents for comfort when trying to weather one of life's storms. In this parable, which has been widely shared on the Internet, a grandmother offers some simple wisdom to her granddaughter.

"A young woman went to her grandmother and told her about her life and how things were so hard for her. She did not know how she was going to make it and wanted to give up. She was tired of fighting and struggling. **It seemed that as one problem was solved, a new one arose.**

Her grandmother took her to the kitchen. She filled three pots with water and placed each on a high fire. Soon the pots came to a boil. In the first, she placed carrots, in the second, she placed eggs and in the last, she placed ground coffee beans. She let them sit and boil, without saying a word."

"In about twenty minutes she turned off the burners. She fished the carrots out and placed them in a bowl. She then pulled the eggs out and placed them in a bowl. Then she ladled the coffee out and placed it in a bowl. **Turning to her granddaughter, she asked, 'Tell me, what do you see?' 'Carrots, eggs, and coffee,' she replied."**

"She brought her closer and asked her to feel the carrots. She did and noted that they were soft. She then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg. Finally, she asked her to sip the coffee. The granddaughter smiled, as she tasted its rich aroma.

Her grandmother explained that each of these objects had faced the same adversity — boiling water — but each reacted differently. The carrot went in strong, hard, and unrelenting. However, after being subjected to the boiling water, it softened and weakened. **The egg had been fragile.** Its thin outer shell had protected its liquid interior. But, after sitting through the boiling water, its inside became hardened." **"The ground coffee beans were unique,** however. After they were in the boiling water, they changed the water.

Which are you?' she asked her granddaughter. 'When adversity knocks on your door, how do you respond?

"If you are like the bean, when things are at their worst, you get better and change the situation around you. When the hours are the darkest and trials are their greatest, do you elevate to another level?"

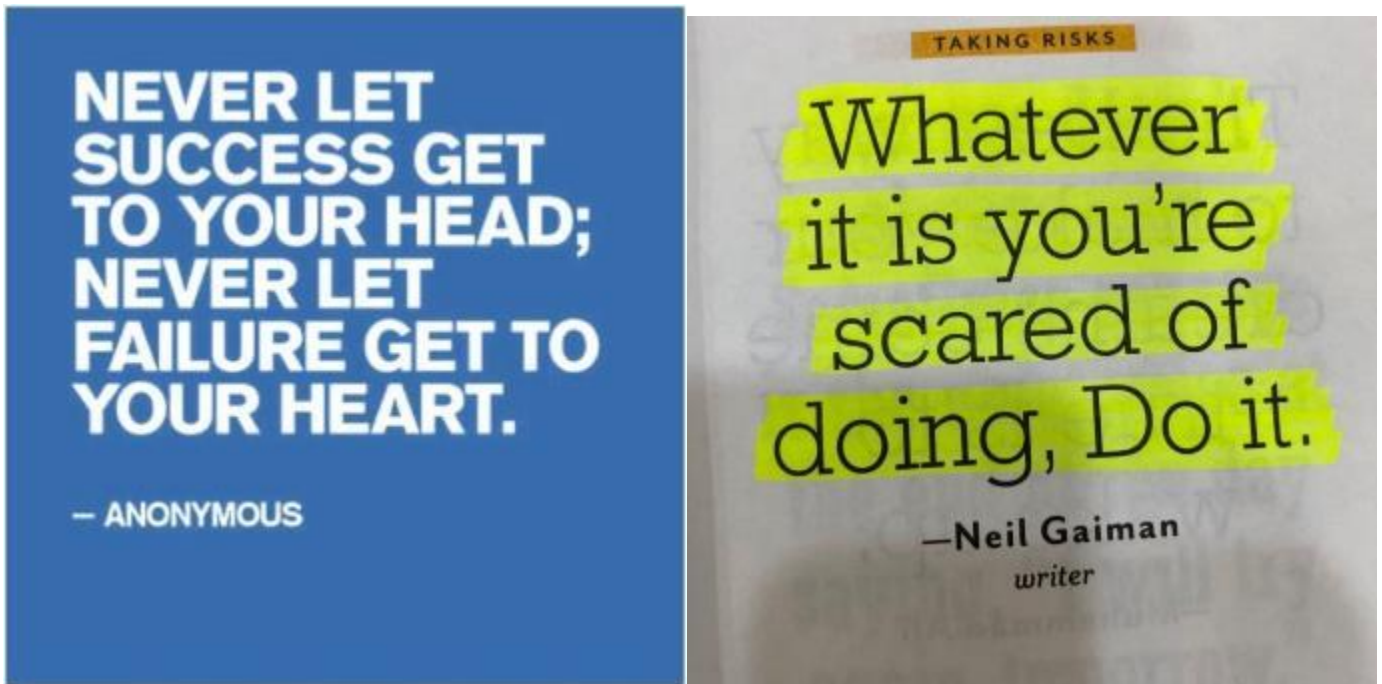
Laugh a while

If one door closes and
another one opens,
your house is haunted
and you need to run.

Lost my pizza cutter. So
I used a Bryan Adams
CD. It cuts like a knife.



Ponder a while



Stop comparing yourself
to people who started
ten years before you.

Focus on your journey.

The rule is you
have to dance
a little bit in the
morning before
you leave the
house because
it changes the
way you
walk out
in the world.

Sandra Bullock

*Counselor and
Professional
Life Coach*

