

Admin Pro

Tri-annual newsletter

Volume 4 : Issue 3
September-December 2022

From your Editor:

It is time to say good-bye and thank you for the opportunity given to me to create Admin Pro for four years. I heartily welcome our young Member Esther Dsouza, who will take over as the Editor of DSSP's Newsletter, from January 2023. She will bring to us her youthfulness with fresh topics to enjoy. Her profile on page 2 will tell you more.



I would also like to thank our regular contributor Marina Fernandez, past Editor, for her interesting write-ups, and all others who responded when approached.

See you around and with my best wishes to you all for the New Year!



Sunnu Golwalla
Editor – Admin Pro

Contents	
WORKPLACE	
Introducing Esther	2
Women, Wellbeing, Work	3
Decisions shape our life	7
Work culture	8
Respond to connect	9
Bangladesh celebrates	10
Sunethera: Dealing with difficult people	11
PERSONAL	
Our trip is very short	13
Cultivating happiness	14
Go for goodwill	15
Laugh a while	16
Ponder too	17

Introducing Esther Dsouza



Where do you work and what is your designation?

Pak Libya Holding Company - Executive Secretary to MD/CEO

What you like most about your work?

The thrill of completing assignments/tasks on time

Why Editor-Newsletter?

Because I love to read all sorts of articles: Fashion, Beauty, Health, Politics and, I feel I can write well too.

What will you write about?

Secretarial journeys, fitness, beauty, fashion, household tips/hacks, DIYs and more.

What does success mean to you?

Excelling in something one loves to do

5 words that describe you?

Confident, Responsive, Easy-going, Creative, Friendly

Tell us a bit about your family.

I have a son aged 2 years

Any message for our readers?

Reading makes you smarter!

I would love to get feedback each time our newsletter is published, to receive reviews and maybe new ideas/topics for the newsletter.

Women, Wellbeing, Work

By DSSP's Treasurer Marina Fernandez



Participants from Hinopak Motors. Marina is 2nd from left

A training session was organized by **Visionher** on the topic: "**Women, Wellbeing, Work**". This was a 2-hour event on December 02, 2022 at the KSBL – Auditorium, featuring a series of keynote sessions concerning mental, physical, and financial wellbeing for **Working Women Only**.

It was an initiative that helped understand that work and wellness go hand in hand. The dimension of wellbeing that is physical, mental and financial are all interconnected. Employees bring energy, attention, and motivation to the workplace when they are feeling well balance. Hence it increases the overall productivity.

This specific event provided us the opportunity to refresh our learning:

Mindfulness – Stress reduction

A guide on how to manage your money well – financial well being

Health and You – Help manage weight, reduce the risk of diseases

Mantahaa Tareen - the pioneer of Zumba in Pakistan, educated us the simple forms of exercises

She highlighted that Zumba is not an exercise but “dancer-cise!” It is the party girl of fitness. It is high-intensity aerobics and cardio pumped into one hot fusion of sweat and all-you-can-feel goodness. At the end of the session it **melted away stress, boosted our mood and made us feel happier.**

Tayyaba Rasheed – an experienced Head of Investment Banking Group at Faysal Bank Limited spoke about

Financial literacy empowering women, to make independent decisions. During emergencies or unforeseen circumstances, an individual can take correct steps if she is financially literate.

The first rule of financial literacy

A key part of budgeting is that you should **always pay yourself first.** That is, you should take a portion of every paycheck and put it into savings. This one practice, if you can make it a habit, will pay dividends (literally in many cases) throughout your life.

Understanding and using financial concepts and abilities efficiently in your daily life is known as financial literacy. Budgeting, investing, managing credit, and financial management are all basic financial abilities that everyone should have.

Financially literate people are **aware of their habits and do not pay for services they are not using.** They sometimes ask for discounts, and get them, for being a good customer. They actively look for ways to bring costs down without sacrificing service, and they also always pay on time to avoid any penalties.

Umaimah Muzzamil – a well known Pharmacist with over 22 years experience provided us a brief on Important Tests:

Diabetes Tests

Full Gynaecological - Mammogram

Heart Health

Thyroid Tests

Colonoscopy

Things we can do for our Health Today

Eat Slowly



This gives your brain the chance to get the signal that you’re full, so you’re less likely to overeat. And if you take it slow, you’re more likely to think about what you’re eating and make sensible, healthy choices.

Socialize



It's not about how many people you know or how often you see them. What matters is a real connection with others. It can make you happier, more productive, and less likely to have health problems. So call up a friend and go out to dinner, or join a team or club to make some new ones.

Ditch the Juice, Eat the Fruit: If you like orange juice, have an orange instead. Even 100% pure juice loses nutrition when you process it, and it can put a lot of hidden sugar in your diet. On the other hand, actual fruits are good sources of vitamin C, potassium, fiber, and folic acid. And they're low in fat, sodium, and calories.

Take Time Off: It's a time when you can bond with family and friends, which is good for your mental and physical health. People who take more vacations live longer and are less likely to have heart disease and other health problems.

Watch the Fat: It's not as clear-cut as it sounds. You definitely want to keep an eye on trans fats, which are added to some foods (like frozen pizza and baked goods) to keep them fresh. They've been linked to heart disease. But some fat -- from dairy, whole eggs, fish, avocado, or nuts, for example -- is good for you as part of a balanced diet. And high-fat dairy may even help you lose weight better than low fat. This may be because the fat satisfies your hunger better than other calories.

Manage Your Stress



We all have stress in our lives. It makes your muscles tense and your heart race. If this happens a lot -- during your daily commute, for example -- and you don't handle it well, it can cause serious health problems, including high blood pressure, ulcers, and heart disease. So take time to breathe, do something that calms you, and try to accept what you cannot change -- like rush-hour traffic.

Cut Back on Sugar: Most of us get way more of it than we need. It's not just the added calories and the lack of nutritional value: It also can make your blood sugar spike and then crash, and that leaves you tired, hungry, and irritable -- "hangry."

Be Active: Exercise is a proven way to improve your health, your mental well-being, and even your libido. You don't have to sign up for the New York Marathon -- just get your heart rate up for 30 minutes or so a few times a week. Gardening works, and so does a walk around the block. If you can't make it a habit on your own, try to make it social: Join a local sports league or plan regular runs with a friend.

Eat Your Greens



Radish, spinach, broccoli, cabbage, Fenugreek leaves are one of the healthiest green leafy vegetables (methi), cucumber and lettuce -- make sure you get plenty of these leafy green vegetables. They're chock full of nutrients, low in calories, and have loads of fiber, which fills you up and satisfies your hunger.

Get Your ZZZs: A lack of sleep can lead to diabetes, heart disease, obesity, and depression. If that's not enough reason to get your ZZZs, it also causes car crashes and other accidents. Adults should get 7 to 9 hours each night.

Get Outside: The sunlight helps set your sleep clock and leads to more exercise. You'll also get vitamin D, which many people don't get enough of. It's important for cell function, mental health, and heart health. But don't stay in the sun too long, and wear sunscreen. Too much sun is linked to skin cancer.

It surely was a very valuable training. I really enjoyed it, and appreciated that the trainers made it fun! I feel much better prepared to deal with uncomfortable issues.

A delectable hi tea was arranged at the auditoriums huge cafeteria. Amidst much goodwill, the organizers brought the programme to a fitting end with company wise group pictures and media reports.



A well-attended programme

Decisions shape our life

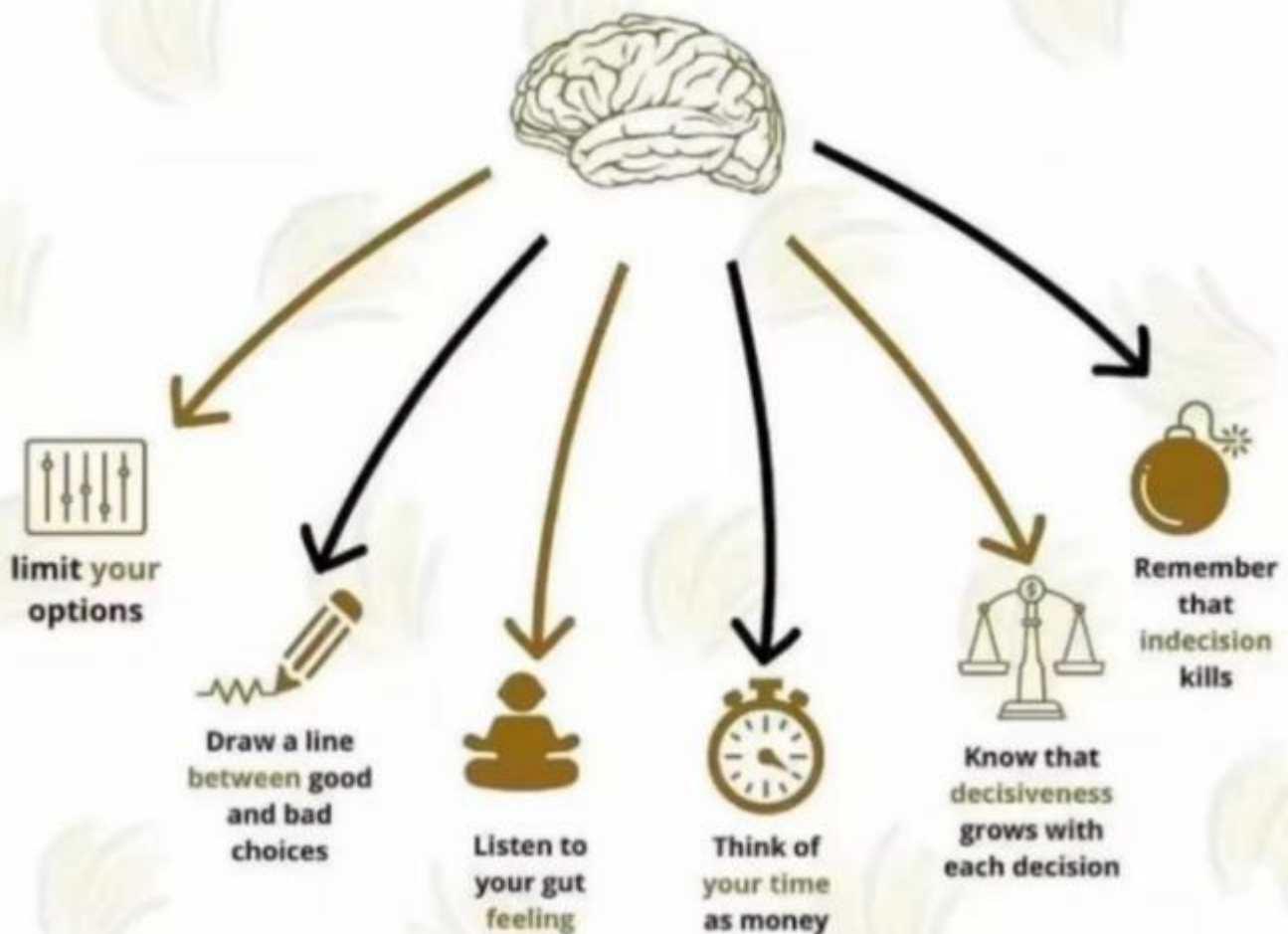
“Life is a matter of choices, and every choice you make makes you.” John Maxwell, American author, speaker, and pastor.

Your choices define your life.

Kaizen Executive ®

How To Decide Faster

A mindset for making faster decisions



Work Culture



8 Signs of a Toxic Work Culture

1. Employees are afraid to provide feedback
2. There is no respect or recognition
3. Poor work / life balance
4. Lack of employee growth and progress
5. Cliques, gossip and rumours run rampant
6. Micro-management
7. There's high employee turnover
8. Torturing behaviour of higher management

4 Signs of a Happy Workplace

1. You look forward to go to work every day
2. Your management supports and appreciate you
3. Your point of view is valued
4. You see yourself immensely growing and learning

Contributed by DSSP's Secretary Clara Ann D'Souza

Respond to connect

Giving a response to a message was a norm.

Otherwise considered bad manners.

With advancement of technology, **communication has exploded**, and responses have taken a 180-degree turn:

Majority have stopped responding.

But the level-headed have kept a balance and kept their connections,

Those who have regularly not responded/acknowledged

Have not built connections and feel isolated /resentful.

Which one are you?

**ASA News – Message from President of
Administrative Professionals Welfare Association of Bangladesh (APWAB)
On their 25th Anniversary**



It is my great pleasure to convey this goodwill message for the souvenir to be published on the auspicious occasion of 25th Anniversary of Administrative Professionals Welfare Association of Bangladesh (APWAB).

Good morning ladies and gentlemen and welcome you all to our 25th anniversary get-together. Since 2020, we were looking forward to this day. As you all are aware that we arranged everything in 2020 to celebrate this event in April 2020, but due covid-19 situation everything came to a stop until this year on Professionals Day: We are happy to now celebrate the same today.

Administrative Professional Welfare Association of Bangladesh (APWAB) is a forum of administrative professionals from high-ranking national, multinational embassies and international organizations working in Dhaka. Since its inception in 1995, it has been active in promoting and guiding its members in keeping up with relevant knowledge, information and technology.

Since 1995, APWAB celebrates every year the International Administrative Professional Day on the last Friday in April. APWAB salutes all of the amazing admins present here today who positively contribute to their workplaces as well as dedicate themselves to the administrative profession.

I would like to inform you all a brief activity report of our association for 2021. We organized a picnic, an *iftar* party, trip to Sreemongol, held election of our executive committee, did charity and gave donations successfully.

ASA Congress to be held in Sri Lanka in 2020 was postponed and is now proposed to be held in Thailand in September 2023. I am happy to let you all know that about 20 of our members have expressed their willingness to attend the ASA Congress in Thailand 2023.

Although this get-together lasts for few hours in a year, it gives us network opportunities that are actually fun and worthwhile. We also enjoy musical programs, delicious menu for lunch and last but not the least raffle draw prizes.

On behalf of APWAB, I want to express my appreciation of the members of executive committee specially the ladies who contributed giving their valuable time beyond their office hours and family time. A big 'thank you' to Dilara Apa for keeping us awake and alive through calling meetings and video calls as and when needed.

Once again, thank you all for joining us in today's event. *Allah hafeez*

Yasmeen Ahmed

President APWAB

ASA News:

Dealing with Difficult People

By Dr Sunethra Jayaratne Nugawela

Dr Sunethra's article appeared in our previous newsletter and she has shared this very useful article for the current issue. With due diligence we mention that this article first appeared in Executive Support Magazine, a global training publication. You may visit their website at <https://www.executivesupportmedia.com> for more information.

The article below is reproduced with the permission of the Magazine



Sunethra Jayaratne Nugawela looks at the art of dealing with difficult people

People are in our lives from birth to death. Some are truly amazing, but some can be difficult to deal with. To succeed in our lives and especially in our careers, we need to know the art of dealing with difficult people.

Acknowledging the Situation

We cannot change someone overnight. A person who is difficult to deal with does not suddenly become a friend. In these situations, the best remedy is to change ourselves, our behaviours and our reactions to counteract them, even temporarily. Some people seem to enjoy antagonizing others. We need to rise above that, and not deviate from our principles, rules and regulations. Our image, identity and integrity amount to our professionalism. Therefore, let's take time before we respond to work out solutions.

Anger is natural and a justified emotion. There is nothing wrong with getting angry with difficult people; it is better than bottling it up inside. However, we must master and practice anger management techniques to enjoy a long and healthy life and to make our environment pleasant and peaceful.

Types of Difficult Behaviour

Aggressive

Aggressive people enjoy the feeling of power that they have and enjoy bullying others to get their way. The best remedy is to avoid them, so they feel isolated. Being calm will also be to our advantage. With self-control, we will be more effective in managing the situation. Managing aggressive people wisely demonstrates emotional intelligence.

Submissive

This is totally the opposite side of aggressive behaviour. These types of people sacrifice their own needs for others. They tend to be negative and lack self-esteem and can bring you down to their level. The best advice when dealing with submissive people is to maintain your own high self-esteem, confidence and cool.

Assertive Behaviour

This is a good characteristic to have in life. These types of people develop themselves and others too. They respect others and realize their needs. They want a solution where everyone benefits. When dealing with assertive people, do not hesitate to be frank and open, as they value such behaviour. Respect for assertive people is important, as they will reciprocate.

The Warmth of Criticism

Those who are aspiring to be real and genuine, to be exceptional and shine, extend a warm welcome to criticism. It is an essential requirement to develop and sustain a career. Criticism can be fair or unfair. Hold on to whatever is constructive; drop that which is not relevant. Constructive criticism is needed for self-development. Do not compare; instead, listen carefully, and examine the pros and cons. What matters is what is said and not who said it.

Professional, career-minded individuals believe that criticism is part of life. We will face many situations where criticism is levelled at us, so be strong, keep smiling and stand above the rest. Make every action count. Let everything that happens be a blessing!

Learning to Say No

Many people have an issue saying no. Sri Lankan and the Asian region possess cultures where we do not want to offend people with "no." However, it is important in our careers to adopt and practice "no." If not, we invite problems in both the short and long term. There are many ways to say no. Assertiveness is handy in these circumstances, and we must not feel guilty about it. It is a matter of explanation of refusal rather than an excuse.

Dealing with difficult people makes us stronger: We become more purposeful, analytical, perseverant and persistent. We become outstanding with characteristics of self-esteem, patience, empathy, listening, assertiveness, flexibility and directness.

People can be difficult to deal with, but we can learn to deal with different situations wisely, with a positive mind set, thinking and moving through encumbrances, barriers and struggles.

Our Trip Is Very Short

I have read this at least 5 times since this morning. It is so true and beautifully written

A woman climbed up the bus and sat down beside a man, hitting him with her numerous bags.

When the man remained silent, the woman asked him why he did not complain when she hit him with her bags.

The man replied with a Smile:

"There is no need to be upset about something so insignificant, as our *journey together is so short* because I'm getting off at the next stop"

This answer disturbed the woman so much; she asked the man to excuse her and thought the words need to be written in gold.

Our time in this world is so short, that darkening it with useless arguments, jealousy, not forgiving others, discontentment and bad attitudes are a ridiculous waste of time and energy.

Did someone break your heart? Stay calm.

The trip is too short

Did someone betray you, intimidate, cheat or humiliate you?

Relax - Don't be Stressed

***The trip is too short*.**

Did someone insult you without reason? Stay calm. Ignore it.

***The trip is too short*.**

Did someone make a comment that you didn't like?

Stay calm. Ignore. Forgive, keep them in your prayers & love them still for no reason.

The trip is too short

Whatever the problems some bring to us, it is a problem only if we think of it, remember that

***our journey together is too short*.**

No one knows the length of our trip. No one has seen tomorrow. Nobody knows when it will arrive at its stop.

Our trip together is too short

Let us appreciate friends and family. Keep them in good humor. Respect them. Let us be respectful, kind, loving & forgiving

Because we will be filled with gratitude and joy, *after all our trip together is very short*

Contributed by DSSP's Secretary Clara Ann D'Souza

Cultivating Happiness

By our EC Member Barbara Dcruz



Two men, both seriously ill, were lying in a hospital room. One of them was able to sit upright in bed for half a day. His bed was next to the only window in the room. The other man spent every day lying on his back.

Every day, when the first man sat by the window after lunch, he described everything he saw for his neighbour. The second man looked forward to this.

The window looked on a beautiful lake. Swans swam in the lake, children placed toy boats on the water. There was a beautiful landscape stretching into the distance. The man by the window described everything in vivid detail, and the second man lay in bed and imagined the scene.

Days passed. One morning, a nurse entered the room and saw that the man by the window had died peacefully in his sleep. The second man asked to have his bed moved next to the window. The nurse moved the beds and left the man alone. He lifted himself on to his elbows with difficulty, trying to look out of the window. But all he saw was a blank wall! He called the nurse and asked, "How could my neighbour see all the things he told me about?" The nurse answered that his neighbour had been blind and couldn't even see the wall. Perhaps he simply wanted to cheer the other man up!

There's no greater happiness than making others happy regardless of your own problems. Because when you share happiness, it doubles!!!

Go for Goodwill



Goodwill is like an emotion: something that springs naturally from inside an individual.

On the other hand, gossiping, complaining about people, being dismissive, bad-mouthing people, criticizing work of others, making comparisons are **goodwill destroyers**. So Beware.

You can take the first step in extending your goodwill by being friendly, helpful, co-operative, and giving respect.

Also, **respecting people with whom you don't get along well is important**. Ideas and opinions differ. Therefore, in spite of differences, respecting your teammate or friend is a kind of goodwill you need to build.

When sharing feedback, always begin with the positive and give constructive feedback. Your goodwill can go with a satirical/sarcastic remark or an angry one.

Appreciate people / thank them. Complement their good work whenever and wherever, even if it is something small. It is important for building relationships: Appreciating, being grateful, and valuing other people gives rise to good will.

Let's go for it!

Hope this makes you chuckle!



**The only person
who listens to both
sides of an
argument is the
next door
neighbour.**

**ONE OF THE
SHORTEST WILLS
EVER READ:**

**"BEING OF SOUND
MIND. I SPENT ALL
MY MONEY."**

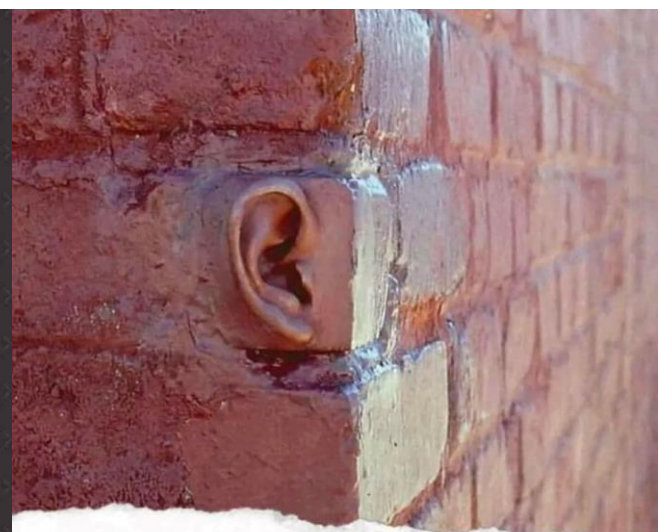
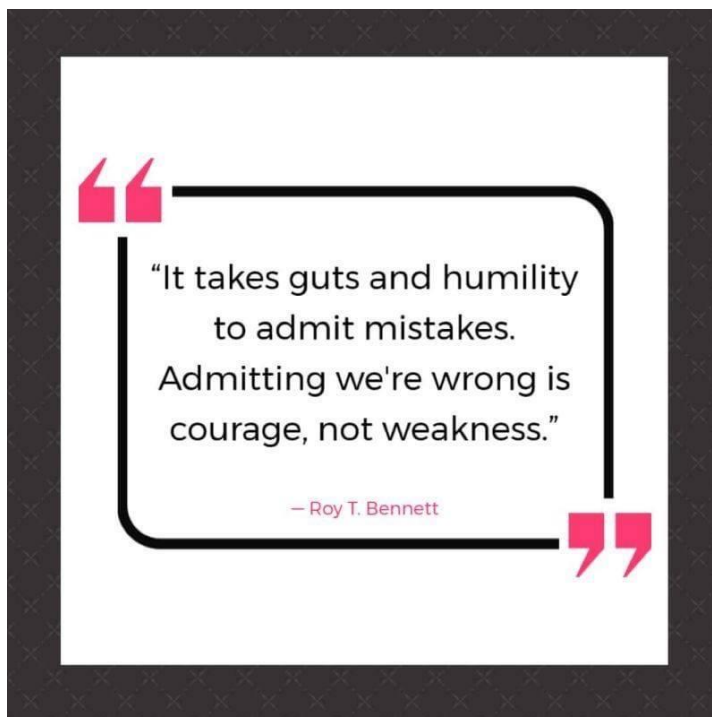
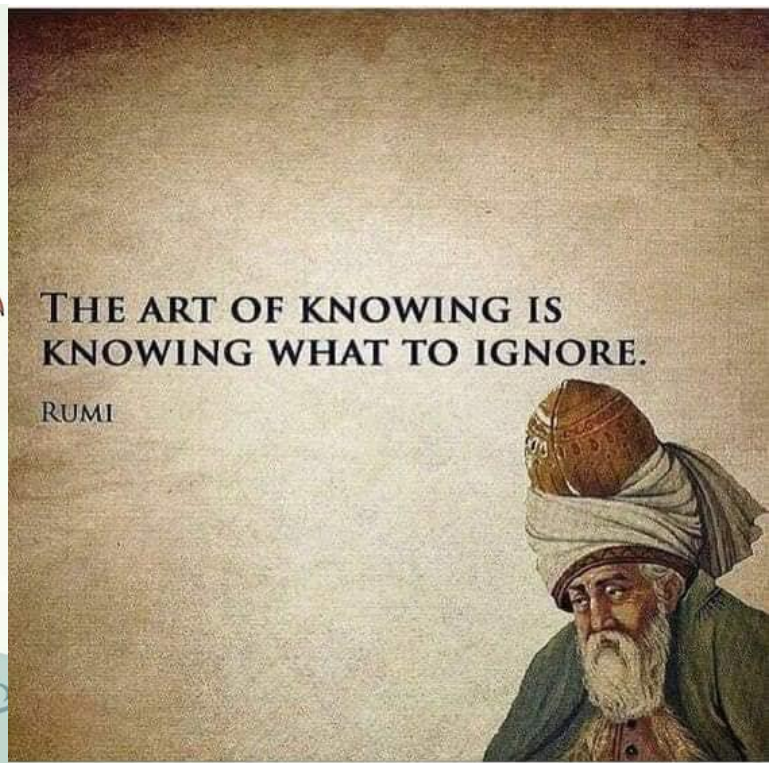
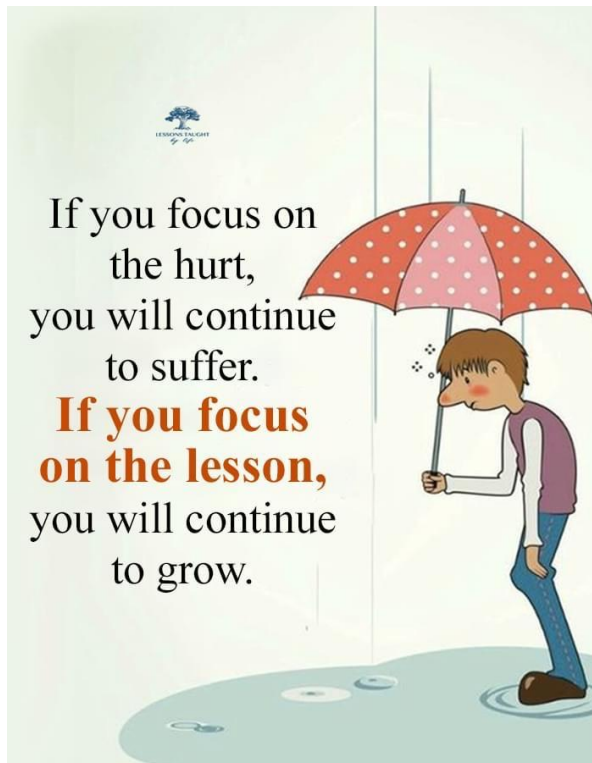
PARENTING TIPS

Always snatch and eat one third of your child's chocolate and ice-cream. Let them cry. Doesn't matter. This will prepare them to pay Income Tax when they grow up.

You can even take the first bite before the child eats. This will teach them to prepare for TDS when they get their salary.

- Government of India

You may ponder on these



We're so concerned with the walls having ears, we forget the angels have pen ✍️

