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LINKS

To some of our sister
ASA member
associations

www.philsecretaries.org
www.slaaonline.com
www.aiop.com.au
www.saap.org.sg
www.pcaae.org
www.iasapindia.com

EVENTS

To watch out for

AGM - October 2017
46th Anniversary Gala –
Nov 25, 2017
Year-end/ Festive Luncheon –
Dec 2017/ Jan 2018

Website and Email
Contact

www.dssp.org
dssp.71@gmail.com

Editor's Note



Dear Members,

'Every single day we are responsible for thousands of micro-decisions, and upon those decisions rest the success we and others will enjoy in the course of our lives. Not all those decisions will be perfect or even good for us, but we reconcile with them anyway. Such is the river of life!'

As a profession, Admin Professionals are in a state of flux. It is as if we have taken a pack of playing cards, thrown them in the air and are now waiting to see where they land. Hugely exciting times to be an Administrative/ Executive Secretary, we each have a responsibility to drive a new perception of this role. If we are to be taken seriously as a profession and pave the way for the Assistant Administrative Professionals coming after us, we need to continue to challenge the stereotypes, drive the change to be taken seriously as contributors to our businesses and speak up when our colleagues don't understand what we do.

Our Executive members are gaining strength with each passing event, learning from our mistakes and avoiding new ones by being open to change – all the while blending their talents and using the same for the greater good. Whether it is Leisure Day, Independence Day or the SLAAPS workshop in Eastern Sri Lanka, it is easy to see what good planning and execution can do. They propel us towards success. I hope all of us in the DSSP work harder and smarter for this goal. As you flip through the pages of this newsletter we bring you back to the months of May, June, July and August.

Marina Fernandez

EGM: LANDMARK DECISIONS

An Extraordinary General Meeting (EGM) of the DSSP was held on Sunday May 28, 2017 at the PC Hotel KHI. Registration of members began at 05:00 p.m. and the meeting commenced on time.

Cheryl Mathew, President, was in the chair along with Clara Lidwina D'Souza Secretary, Mahnaz Irani, Treasurer and Natasha Mavalvala, IPPXO.

MOK shared a moving and inspiring poem entitled "I am not afraid for God is with me" on the occasion.

The following resolutions/decision were passed:

- Confirmation of the minutes of the last AGM held on October 30, 2016.
- Appointment of Treasurer – July 01, 2017 to December 31, 2018
- Lifetime Membership category was introduced



- Past President ASA/DSSP, Maharukh Bhiladwala, was honored for her services to DSSP over the past 45 years; she was conferred with the title "President Emeritus"

The program ended with Hi-tea.

MOK – Doyenne of the DSSP

It is virtually impossible to think of the DSSP without Maharukh Bhiladwala. The two are inseparable. Consider the fact, for 44 long years, MOK has been affiliated with the DSSP which is in its 46th year. Her life and work remains synonymous with the association. To the outside world, she has been the recognizable face of the DSSP, its compass point, mentor and lifetime guide.

She is the longest serving President of the DSSP serving ten 2-year terms, i.e. 20 years in all, of which for two 2-year terms (1989-90 and 2013-14), she was also the President of ASA. She also held the posts of Editor of the Official Newsletter and Social Secretary.

During her two terms as President, the DSSP hosted two hugely successful ASA Congresses – still remembered by all who attended.

Besides many other laurels, she has been ASA President for two terms and holds a permanent seat on the ASA Council of Presidents. From the 23 ASA Congresses held so far, MOK has attended 11 ASA Congresses where she has represented DSSP in the capacity of President.

She has been nominated to head and be part of Task formed by

ASA to set up rules relating to the procedures for future ASA Congresses and the Professional Secretaries Award.

The present Executive Committee celebrated MOK's elevation to the position of President Emeritus with a surprise lunch at Ginsoy Restaurant. DSSP President, Cheryl Mathew presented MOK with a formal letter of appreciation for her dedicated services to the cause Admin Professionals in Pakistan. MOK expressed her gratitude to the Executive Committee.



President Emeritus

At the Extraordinary General Meeting (EGM) of the DSSP held on Sunday May 28, 2017 at Pearl Continental Hotel KHI, Maharukh Bhiladwala was unanimously honored with the title and position of President Emeritus.

MOK, The President Emeritus, in her new position will attend meetings of the DSSP Executive when requested by the incumbent President/Executive Committee. Advising on matters related to the day-to day running of the Society whenever required. Assisting on special projects including the Annual Gala, whenever required.

Ms. Bhiladwala has been associated with the DSSP at a Senior level for the last four decades. She expressed gratitude to all members upon receiving the honor, "I am overwhelmed", she remarked towards the end of the EGM.

She read out her evocative poem 'I Am Not Afraid' and received a standing ovation.

— DIGEST REPORT

I am not afraid

I am not afraid, for God is with me,
He always has been, and always will be.
My maker, my mentor, my comfort, my friend,
From the moment of birth, till my life's journey's end.
He grants me the strength, the humour and grace
To fight all life's battles, a smile on my face.
He leads me now, through this valley of pain,
To emerge into sunshine and laughter again.
On the grimmest of days, through the bleakest night
I bask in the glory of His radiant light
That brightens my road on the darkest day
And shines on my path each step of life's way!
Though fate has tossed me, on a turbulent sea,
I am not afraid, for God is with me!

By Maharukh Bhiladwala (MOK)
President Emeritus, DSSP,
Past President & Permanent Member,
Council of Presidents, ASA.

Special Encounter with a Celebrated Speaker



The online world is a fascinating place to connect individuals who share the same professional goals and interest. The sense of inter-connectedness is overpowering as it reinforces the belief that we, administration professionals in Karachi are not alone. There are legions of us scattered across the world – striving to make the most of their careers, finding the right kind of training to harness their potential – all the while learning from their mentors and coaches!

In one such search of my own I chanced upon Michele Strickland Thwaits, an experienced and much sought after trainer from South Africa. Ms. Thwaits has been a globetrotting speaker since 2006, when she first began transmitting her knowledge and experience of Professional Administrative skills. She is an executive committee member at the Women of Stature platform in Johannesburg, South Africa. During my online chats with her, Ms. Thwaits told me that she had visited Pakistan on two previous occasions for Training and would be making a third trip to Pakistan in the matter of weeks, upon hearing that, I invited her to a cup of coffee – in the hope of snagging a useful, interesting interview with her for our newsletter. She immediately agreed to meet. As an afterthought over our online exchange, I realized it would be so much better if I included Cheryl Mathew and Sunnu Golwala in our coffee meeting at Movenpick Hotel. Ms. Thwaits was so chirpy and obliging, that in a matter of half an hour or so she bowled us with her wit and charm. Her responses to our many questions were spontaneous and packed with information. For instance, when she asked how to boost membership of our Association body (DSSP), she suggested that each member become responsible for at least two potential new members.

She also explained how the Association functions in South Africa



– which more or less is the same way how the DSSP works, “What I am doing is socializing with the people”, Michele told us during her interaction with the DSSP President, ASA Coordinator and myself. “Having a new speaker at our event is great – there’s nothing wrong with that” “They want someone to motivate them or someone who has something tangible to share with them”.

We came away from the meeting freely enriched by Michele’s wide and informative chat. Since Michele intends to visit Karachi in the next few weeks/ month, we hope she will spare us few hours and possibly share her ideas in the form of a lecture.

— Marina Fernandez

Building & maintaining rapport

By Michele Thwaits

I find myself drawn to men and women like myself. People I can identify with. Like-minded people. Positive, confident, outspoken (to a point). People who reflect me and I them. Finding people like yourself is not easy, however when you meet them you are instantly drawn to them, there is a connection of sorts, you feel relaxed around them and don't need to add on any false pretences just to fit in. You like and accept them for who they are and in turn they like and accept you for who you are.

I would like to share with you why it is important to build rapport and the benefits involved.

So why is it so important to build rapport? I can name 3 reasons for now:

1. To create a positive connection
2. Build good relationships
3. Gain support for your ideas and proposals

Creating a positive connection

You may not see or know it at the time, but having a positive connection will definitely be in your stead in the future, some time. Even if you leave your employ, make sure it is on a positive note. You never know when you need to get in touch with that connection again and need a favour. Or they may need a favour from you. People talk and remember different aspects of you as a person and of course the same applies to them in your eyes. Good connections prove to be good support and back up when you need

it. You may not know it but people watch your movements, listen to how you talk to people and how you interact in general.

Build good relationships

The ultimate goal in building relationships and connections is to connect with others and to get them thinking, feeling, reacting and involved. Rapport building is an art and a skill used in daily communication in all relationships.

- **Be approachable** – In person ensure you come across as easy-going, friendly and confident. Online, make sure your profile is welcoming and intriguing. Use an avatar or picture of your smiling face. When you write make sure your tone is not too harsh or too slack – you must sound approachable in your writing.

- **Ask good questions** – people generally love to talk about themselves. Asking questions and paying attention to the answers helps you learn more about that person and shows that you are genuinely interested in them and what they have to say. Your follow up is key, as this will show them that you are really taking in all the details. Key point is to take focus off yourself and keep it entirely on the person you are getting to know.

- **Use their name** – think of how you feel when someone mentions you by name. It brings a smile to your face. The same applies to getting to know someone – whether in person or online, when you use their name you are showing you truly care and took the time to find out who they were. Also when writing their name, ensure you spell it correctly. Some names



can be tricky so we need to get it right the first time.

Gain support for your ideas and proposals

Establishing rapport with people can open doors, create opportunities and lead to excellent relationships. The more people get to know you, what you are about, what you do, what your strengths and capabilities are – you never know what the future may hold for you or for them if the tables are turned. So share your ideas and proposals and get their buy in. It is amazing how powerful the spoken word is.

If you have the power to influence anyone at any time, that is a good trait to have. The only way on earth to influence people is to talk about what they want and show them how to get it. And it is incredibly rewarding to give someone a smile on their face as they realise they get it.

You don't have to be a "person of influence" to be influential. In fact, the most influential people in my life are probably not even aware of the things they have taught me.

— Scott Adams

What is your influence? What is your success? Go out there and make someone's day and keep smiling.

Michele Thwaits



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LEISURE DAY: A day by the pool of Arabian Sea Country Club



Smack in the middle of Karachi's legendary oppressive summer heat, a leisure day was organized in a bid to provide some respite to DSSP members, their families and guests. What better way to escape the heat than to take an invigorating dip into the beaming pool of the Arabian Sea Country Club and stroll along its sprawling grounds. The event attracted three bus loads of members and their family guests and friends.

As luck would have it, a sudden downpour on the eve of our leisure program gave our could-be participants quite a scare, setting off fears of a cancellation of the event. But fate was smiling down on everybody, making the weather pleasant. The next morning – ideal conditions for the picnic getaway prevailed at the Arabian Sea Country Club.

By the time the three buses set off on the cloudy morning of Sunday July 16, a powdery gentle rain began falling to everybody's delight lifting the spirit of all. The Social Secretary, Valentina Fernandes, intrepidly commandeered the bus, and guided the driver of Bus No. 1 to find its way to our destination, with the other buses trailing close behind.

As soon as we reached the club, members of our party were served cool welcome drinks and sandwiches/ cakes and biscuits. The sandwiches were generously replenished!

The more energetic ones among us rushed to explore the beautiful surroundings and check out the spacious pool and nearby. Refreshed and rejuvenated, most of us found ourselves drawn into the pool or Jacuzzi built in the centre.

Few could resist the tempting waters. It was perhaps hardest for children to get out of the pool by the time lunch time came around.

Lunch was served in separate sessions upstairs in the dining hall. Those who missed the session that began at 01:00 p.m. joined the next one at 0130 p.m. Scrumptious dishes themed Continental, BBQ, soups,

appetizers and salads with an assorted bread display, delectable cakes and desserts. The varieties of food dishes were superb and so tasteful.

After lunch some people preferred to play chess and card games. Some carried mats to sit on but preferred to sit on tables and chairs already set up. While the youngsters rushed back in the pool. While some ventured onto the grounds while others relaxed in the quiet and vast grounds of the club where swings, rides/ slides and seesaws invited children to enjoy!

The program was capped by a hot cup of tea/ coffee, biscuits and the popular sponge cake slices. All enjoyed sitting on cane chairs/ furniture placed and round tables in the peaceful environment of the club. Subsequently, all headed towards our rides back home nearly on the dot at 05:00 p.m. as scheduled by the DSSP Executive Committee. The weather was cool. We came back home talking, laughing and singing all the way.

Take a bow Execucum for another successful event!

— DIGEST REPORT



70th Independence Celebration of Pakistan



Call it fate or a divine numbers conspiracy, the 70th Independence Day of Pakistan celebrations started with 70 members of the DSSP!

The event was held at the Karachi Marriott Hotel. Our reception committee, had a surprise gift of a set of green and white bangles for the attendees – all of whom wore pretty green and white outfits to mark the occasion. The glass bangles was the memento for the day – uniting us all in a bond of patriotic fervour.

Highlights: In her welcome address, DSSP President Cheryl Mathew congratulated all the members over the 70th Independence Anniversary of our beloved country, Pakistan. She also remarked how it would be useful for all the present members to assist in the membership drive undertaken by the DSSP. She announced waiver of Admission Fee of Rs. 3,000/- for new membership applications for 1 year i.e. up to 13 August 2018. She also said that the Executive Committee is pleased to make this investment towards DSSP's membership drive.

The President announced a donation of Rs. 50,000/- from DSSP funds. In addition to this, a donation box was placed next to the main stage where people were encouraged to contribute funds for the poor. The box was beautifully wrapped in green with a quote on white paper. The quote read... *We rise by lifting others – Robert Ingersoll*. The donation box will be set-up at each event up to December 2017.



Donations will be collected up to then, and added to the donation from the DSSP funds and dispersed at the discretion of the Executive Committee.

The Program: The President started the program at 3:00pm by welcoming the participants and requested them to rise and join in singing The Qaumi Tarana (National Anthem of Pakistan) also known as Pak Sarzamin– a befitting start to the program.

There were two activities planned for the day. The first *Mayor of Karachi* was conducted by Sunnu Golwalla a game of Best Patriotic ideas – if one is elected Major of Karachi what

would she change and how. Seven contestants, one for each decade of Pakistan, were chosen from amongst the audience to share their vision in two minutes flat. Two of them captivated the audience with their proposals. Tazeen Aziz of who was eventually declared runner-up in the competition, unveiled a number of interesting measures – from cleanliness on the roads to restrictions of VVIP Movements along the main roads and from ensuring clean and drinking piped water supply to all households rich or poor to legislation barring sexual harassment in the workplace in all intended to improve civic interest of the public and guar-

antee a higher quality of life to citizens.

There were scoring sheets Distributed to the audience. Maharukh Bhiladwala, who was popularly chosen as the competition winner and Mayor for the day – revealed the need for better traffic management and a stringent enforcement of regulations for traffic rules including confiscation of driving license and heavy penalties. Some of the other contestants broached the subject of corruption and nepotism and measures to root them out, while others proposed steps to lift the standard of education and make it accessible and compulsory for all. MOK, the Mayor for the day won a designer 3 piece embroidered suit length sponsored from Tarzz, and Tazeen Aziz, runner-up, won a dinner voucher for 2 at the Sky BBQ Restaurant, sponsored by Avari Towers Hotel. (Tarzz is a brand origin in culture, customs and traditions. It is what sets them apart in this world and regardless of passage of time, their traditional ways still feel good and light).

The next activity was a *Pakistani Personalities Quiz*, it was conceived and conducted by Valentina Fernandes. This was an individual game and each one received a Quiz sheet. There were 20 entries. Members found it difficult to complete, though many heroes were from the modern day! Member Naureen Rodrigues emerged as the quiz winner, with 10 correct entries. She won a 3 piece embroidered suit length sponsored by Tarzz.

The next segment was very entertaining. It was called *Azadi kay Kissay* and conducted by Natasha Mavalvala. Natasha had a few lines that she read out and members had to add to it to make it a hilarious anecdote. The first one she gave as an example, *Mohstarna Fatima Jinnah stood and gazed towards the window and said..... why is the dholi coming at this hour!* Natasha had 8 such cues and the segment was very entertaining as members came up with hilarious endings!

The program ended with Caroline Charles encouraging members to sing patriotic songs. She started off with the ever popular Jeevay Pakistan and the audience sang along and took it from there. More than seven songs were sung loud and beautifully and songs mixed well with the audience.

A group photograph was taken just before moving to the Nadia Coffee Shop downstairs to a scrumptious hi-tea. Finally after hours of Independence Day fun, jangling bangles, laughter, lots of table talk, national songs and music, everyone had to say, "So long for now".

Hence, Our 70th Independence Day Celebration event came to an end at around 06:00 p.m.



PCAAE Academy conducts CPAE seminar on Association Business Innovation and Sustainability



The PCAA Academy, the career and development center of the Philippine Council of Associations and Association Executives (PCAAE), conducted a seminar on “Association Business Innovation and Sustainability,” on July 20, 2017 at the A Venue Hotel in Makati City, Metro Manila. The event was attended by twenty (20) PCAA members who earned additional credit towards becoming a certified professional association executive (CPAE).

The CPAE program was developed by the PCAA to further professionalize association governance and management in the country and offers excellent career opportunities and growth for those already working or those considering to work in the association sector that includes Board members, officers, staff and professionals.

The one-day seminar was composed

of morning and afternoon sessions that discussed the different components of a successful business model framework and a lecture and workshop on corporate reporting as a key for strategy and communications for associations.

The morning session thoroughly discussed the different aspects in developing a winning strategic business plan, including the business model canvass; business organization as an important component of the business model framework; business target which focused on the organizational key performance indicators (KPIs) and key results areas (KRAs); organizational branding; technology for associations; and human resources management. After the discussions, the participants were instructed to draft and present their own business plans, based from what they have learned, using the business model canvass. While the afternoon session discussed

and dissected the importance and benefits of sustainability reporting as a means of communicating the organizations achievements in consonance with the international reporting standards. In addition, the session shared the experiences of the Association of Development Financing Institutions in Asia and the Pacific (ADFIAP) in sustainability reporting that it started in 2008, using the GRI Reporting Framework.

The resource speakers consisted of members of the ADFIAP Consulting (AC) team led by Ms. Cora Conde, Group Head; Atty. Alberto Reyno, Managing Principal; Ms. Arlene Orenca, Head of Projects and Programs; Ms. Cristy Aquino, Head of Business Development; and Ms. Cecile Ibarra, Head of Advocacy and Training. Mr. Enrique Florencio, ADFIAP Sustainability Officer, handled the sustainability reporting session.

The Sri Lanka Association of Administrative & Professional Secretaries **RESIDENTIAL SEMINAR & WORKSHOP**

Amaya Beach, Passikudah

Imagine being in an exotic locale and getting an opportunity to learn from a workshop & seminar for Administrative Professionals in the region. This is exactly how four members of the Distinguished Secretaries Society of Pakistan felt upon being in Passikudah, the little known jewel in the eastern coast of Sri Lanka from July 28 – 30, 2017. Our delegates wore our national outfit in white and green, matching the country's flag. The tranquil coral beach was the ideal setting for the regional seminar – touted as the

The presentation was very well displayed by inspirational videos. His approach relied on the development of one's soft skills.

The second approach revolved largely around developing technical skills – what motivational speaker Shuhaib Liyakath Ali called a mechanical evolution. In simple terms, Ali explained how to get the maximum from smart phones in terms of apps. The third approach, a little more known than the others, focused on working hard towards success – managing the challenges of life in the fast lane. Administrative Professionals are often required to multi task and pay thorough attention to detail while displaying critical thinking and using great memorization techniques.

To give a soulful meaning to the whole event, all the delegates, around 45, assembled in the morning at the beach front, dressed in track pants and joggers (NO SHIRT ☺). This was part of the out-bound training activity – which helped to enhance the efficiency of professional secretaries. The objective was to drag people from their office environment into the outdoors where they were required to complete some challenging tasks or activity. The benefits are huge: delegates improved their inter personal, communication and leadership skills. In addition, it nurtured personal and intra group relations.

The Pakistani contingent gave a good account of themselves, succeeding in winning several prizes in different categories such as dancing, multi tasking and responding to questions posed at each ses-



23rd such consecutive event staged by the Sri Lanka Association of Administrative and Professional Secretaries, because it was aimed at guiding delegates on how to discover their hidden strengths.

The seminar commenced with the traditional lighting of the oil lamp by the respective President of SLAAPs Swineetha Jothiraja and the Executive Committee members, followed by a warm welcome address by the Project Chairperson, Gayanee De Alwis.

At the workshop three basic approaches were taught. The first approach was explained by Sundun Fernando, an expert in strategic renewal and high performance strategies in leadership communication. He demonstrated how productivity could be turned into profitability.

Each member was presented with attendance and recognition certificates along with our respective group photos. All of us were delighted to receive our certificates.

Just before lunch was the exchange of gifts, Ms. Asma Butt along with the team on behalf of DSSP President Cheryl Mathew presented the Host with a beautiful handcrafted wooden tray.

The Seminar ended on a happy note, with *navatahamuvemu* (see you again in Sinhala) in Sri Lanka in 2020, an island nation south of India in the Indian Ocean. Its diverse landscapes range from rainforest and arid plains to highlands and sandy beaches.

We had a wonderful time at this event.

SLAAPS celebrates International Administrative Professionals Week



Sri Lanka Association of Administrative and Professional Secretaries (SLAAPS), celebrated the Administrative Professionals Week [APW] 2017 during the week commencing on April 24, 2017.

The celebrations commenced with the Flag Day on 24 April. The first flag was pinned on to Her Excellency Mrs. Elizabeth-Sophie Balsa, the Ambassador of Brazil, at the Embassy of Brazil on 24 April by Swineetha Jothiraja, President of SLAAPS.

Scholarships were awarded to four deserving students selected to receive the scholarship to pursue studies in the secretarial field in order to assist them in their endeavor to excel in the

secretarial profession.

The students are seen receiving the scholarship from Her Excellency the Ambassador of Brazil.

Administrative Professionals Week highlights the important role of administrative professionals in all sectors of the modern economy worldwide. It is celebrated globally in the last week of April in honour of Administrative Professionals.

The Fellowship Evening was held on 29 April at Cinnamon Lakeside, Colombo, graced by H.E. the Ambassador of Brazil and attended by a large number of SLAAPS members.

(Contributed by Ruchira Costa, Editor SLAAPS)



EMERGING WORKPLACE SKILLS

That Could Make Or Break Your Career



Source : Asma Butt, CAP
Professional, CHRP, SSGC

There is so much to keep up with no matter where you work or what industry you are in. Society is changing at a faster pace than it ever has before and the skills required to compete today vary from those needed just a few years ago. Although the constants are still there – communication skills, decision-making skills, and leadership skills – all of which are discussed off & on at different forums, the emerging professional skill set includes several new areas to consider.

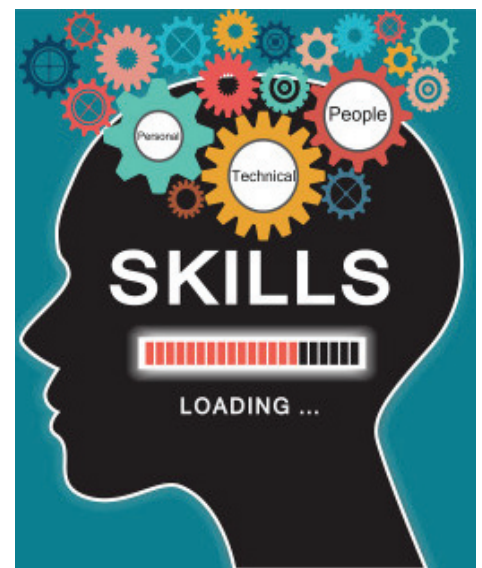
Building relationships. Whether at the office or out in the world, building and maintaining relationships with other people is crucial in career success. Aside from the obvious benefits of building a strong network, creating connections with coworkers and supervisors can not only make work-life more tolerable, it can help you establish a reputation to carry with you throughout your career.

Advocating for yourself, your ideas and your causes. Many times admins feel as if they are the silent, behind-the-scenes worker bees whose opinions don't matter. That couldn't be farther from the truth. An admin is in the unique position to view the company from several vantage points and can add value to discussions about

the business. Don't be afraid to speak up about your beliefs because no one else will. Furthermore, what you have to offer not only says something about your character, but your ability to take charge and convey a message.

Career planning and management. Learning is a lifelong process and having a plan to stay current and competitive says a lot about your dedication and passion for your career and your future.

Although it is important to work on such things as communication and leadership skills, this list offers a fresh look at today's professional skill set to give you more ideas of where to start your continuing education based on newly emerging professional skills.



**“What you do today
can improve all your
tomorrows”**

Ralph Marston

“What you do today can improve all your tomorrows.”

Ralph Marston

Motivator, Ralf Marston said, “What you do today can improve all your tomorrows.”

Getting the most out of life takes some planning. If you would plan what you are

going to do today, it truly could improve all of your tomorrows.

Exciting things happen when you make an effort to be sure each day's activities are productive and worthwhile.

“Productive”, can be job related or family related. It can be work or leisure related. Regardless of the activity, if it is worth doing, it will lead to a better future.

Today's habits are create tomorrow's rewards. When you make an effort to do your best in all you do, you are sowing the seeds of greatness. You are preparing for a bountiful life harvest in all of your tomorrows.

Most executives dread business travel. Not just because it takes them away from their friends and family, but also because it can be extremely disruptive to their productivity. They are pulled away from the office and their regular routine and are faced with distractions around every corner. The loss in productivity causes a ripple effect throughout the office, and everyone feels the repercussions of travel for days, even weeks! Here are our top tips to help your executive and boss stay productive on business trips.

Give your Manager Time to Adjust:

When booking flights and scheduling meetings, make sure you give your manager as much time as possible to adjust to the new environment and time zone. Your manager won't be able to be productive if they're exhausted the entire time. Remember! Your manager is human too and needs as much rest as everyone else. The first step



wikiHow to Get Organized for a Business Trip

KEEP YOUR BUSINESS MANAGER PRODUCTIVE ON BUSINESS TRIPS

to help your manager stay productive on business trips is to anticipate their level of tiredness and adjust appropriately.

Create A Detailed Itinerary:

After everything is booked and scheduled, create a detailed business trip itinerary with all the essential information for flights, hotels, ground transportation, meetings, restaurants, and possible leisure activities. You can always use the admin trip planner, TRAVO, to add all of these details and export the itinerary as a printable word document or directly to your manager's Outlook Calendar. Creating a detailed business itinerary will not only provide your manager with all the necessary information for their upcoming trip, but will also help them visualize what free time is available to them. They can then prioritize based off those time slots. If possible, try to include a list of the top priorities with the itinerary so they have an added reminder.

Sync Up Data:

Make sure that you and your manager are completely in sync when it comes to emails, calendars, and meeting notes. It doesn't do your manager any good if you've taken incred-

*Most importantly,
be prepared for
anything, so have
everything available
offline too in case
either of you lose
internet connection*

ibly detailed notes if they cannot access them. Utilize tools like Google Drive, Dropbox, or Office 365 to stay connected. If you use Google Drive, have a single "Travel" folder that you upload all of your shared documents. Then set the permissions of the folder to include your manager so you don't have to manually do it for every uploaded document.

Most importantly, be prepared for anything, so have everything available offline too in case either of you lose internet connection.

Pick wifi enabled flights:

Always try to book flights that are Wifi enabled, especially for longer flights. Flights are a great place for your manager to get some work done and prepare for any upcoming meetings. Their ability to be distracted is seriously limited, so this time should be maximized by pairing up with on-board wifi. If your manager travels frequently, it may be worth it to investigate monthly or annual wifi packages. However, only do this if they travel more than 3 or 4 times a year otherwise you won't be saving money.

Look into Coworking Spaces:

Research potential coworking spaces near your manager's meetings and events. Coworking spaces can be anything from coffee shops, to libraries, to actual open offices. These spaces are great because they allow your manager to put themselves in a working environment while they're away from the office and typically come with high speed internet.

Contributed by Gabby Yu



8

REASONS WHY YOU SHOULD ALWAYS SAY 'GOOD MORNING' TO YOUR COWORKERS

Lindsay Dogson

A simple 'hello' gives the impression of a more equal workplace where everyone is valued.

Whether you're a morning person or not, there seems to be a universal reluctance to greet people first thing. It's very unlikely you meet a person who enjoys saying hello to each one of their coworkers with a smile every morning without fail.

If you do know this person, you probably think they're weird.

However, in a post on the career advice blog Jobacle, Andrew G. Rosen argues that we're actually missing out by being reluctant to greet each other. He says there are several reasons why you should start the day right, regardless of whether you enjoy the early start or not.

Sam Sommers, a teacher and researcher of social psychology at Tufts University in Medford, Massachusetts, also argues about the power of hello in a blog post on

Psychology Today. He writes that research has shown it's the little things that make a big difference in social interaction. For example, smiling is contagious, and employees who smile more have customers who report higher satisfaction. He recalls one of his students thanking him for taking the time to say hello and talk to the class before beginning his lectures.

Saying hello might feel a little awkward at first, but it is actually appreciated by people more than you might think.

So, here are some of the reasons to give "good morning" a try:

1. It's basic manners

Let's be honest, saying hello to people is just a courtesy — one you should have learned at nursery. Greetings should be as basic as "please" and "thank you" in our daily lives, Rosen argues. "These two little words also go a long way towards improving communication and the overall atmosphere," he says.

2. It humanises coworkers

You spend a lot of your time at work, so why not get to know those around you? Rather than seeing your coworkers as other cogs in the machine, get to know them as people, even if it's just for a few seconds in the morning. You might like them more than you think.

3. It creates a more democratic environment

If everyone from the bottom all the way up to the CEO says hello to each other, it gives the impression of a more equal workplace where everyone is valued.

4. It's quick

Even if the idea fills you with dread, saying hello only takes a couple of seconds, at most. If it's really that painful, it might signal a bigger issue.

5. It's free

It also won't cost you anything to give it a try.

6. You might get noticed yourself

Everyone wants to be recognised for the good things we do in our careers. Saying hello to people might get you noticed, and you might then get the recognition you deserve once people actually know who you are.

7. It reduces awkwardness

If you have to talk to someone later on in the day, it is significantly less awkward if you've already said hi when they walked in. Better communication leads to better work arrangements, and you might find a whole load of benefits to getting to know people better.

8. You might cheer someone up

Don't feel so arrogant that you might completely make someone's day, but we all appreciate a smile and a greeting now and then. This is especially true if we're having a rubbish day.

Sommers writes that the biggest obstacle people face with trying to form friendships is the fact we assume people aren't interested. In reality, almost everyone wants to interact with people from all walks of life. Saying hello, Sommers says, is a simple way of starting to break down these barriers.

Next time you are glaring at your closet, trying to decide the day's outfit, put the morning chai down and reflect carefully on the elements of your upcoming day. What will you do? Who will you meet? How's the mood? Your outfit hue is vital, not only to communicate your personality but also in terms of your emotional health and the moods of those around you. As compiled from *everydayhealth.com*, *Women's Health* and *Reader's Digest* magazines, here's why purple might be a put off and blue could land you your next big job.

Blue

Sitting an interview to land that job you've had your eyes on? Navy blue is considered one of the best colours to don on an interview. According to a survey of 2,099 hiring managers, interviewees wearing blue

If you want to get noticed and still appear casual, a red tee, alone, can do the trick. "Red has connotations of vivaciousness and someone in charge," explains David Zyla, Emmy-Award-winning stylist and author of *The Colour of Style*. Multiple studies on red have proven that it has powerful effects on behaviour as well. The fiery shade can affect the attention span of onlookers and can make the red-adorned person, seem more attractive.

Grey

Are you not feeling too energetic? Have to attend a mind-numbing conference that is making you want to fly under the radar? Glide into some grey, then. Experts suggest that the colour is super subtle without being overly conservative or in-your-face. It exudes elegance alongside unassertiveness,

induce discomfort. Steer clear of the shade if your goal is to put someone at ease, such as meeting a new friend or job interview. If you're a purple-fanatic, try to stick to plum shades to denote a more congenial look.

Black

Black indicates control, influence and authority. The dark hue is multipurpose: when worn at a formal dinner, it is graceful and fashionable and when worn in the boardroom, it shows you're the boss. Of course, black is also associated with grief and sadness. The colour could even be linked to aggressiveness. One study of sports teams found that players wearing black jerseys get the most penalties. It's unknown whether that's because wearing the colour makes a player more aggressive or an unconscious bias against black, on part of match officials. But, in retrospect, people will view you as someone sophisticated and mature. The bottom-line is that black gives an air of mystery that might not be such a bad thing!

Green

This particular hue pacifies the senses on a primitive level. Natural shades of green are calming and reassuring. Research suggests that the shade denotes initiative and creativity. Green is also the colour of money and wealth. A recent study published in the *Personality and Social Psychology Bulletin* found that green can also stimulate a creative mood. When researchers exposed participants to the colour green briefly before they engaged in a creative task, their creative performance was enhanced. Participants of a study were given two minutes to come up with as many uses for a tin can as they could. Before they began, half the group was shown a white rectangle, and the other half a green one. Participants in the green group came up with the more interesting, imaginative answers. Next time you need to inspire your team, go for a bold green print.

White

Classic crisp white is the colour of simplicity, transparency, incorruptibility, reverence, humility and security. In order to keep an all-white ensemble crunchy and spotless, the wearer must be at the top of his or her game. If you're the type of person who falls into this category, choose this hue for a job interview in a creative field or to dinner with your in-laws. It sure would leave a lasting impression. There's no better way to show them you're sane, mature and have got it all under control (at least your clothing, anyway!)



were considered team players. Blue-ish-colour tones symbolise, loyalty, confidence, and control. "Blue induces tranquility and relaxation," says colour consultant, Mary Ellen Lapp, author of *The Colour of Success*. It's no surprise that people feel the most comfortable in blue clothing, she adds. Research at the University of British Columbia found that because people associate blue with candor and peace, they feel safer exploring their ideas when they're surrounded by the comforting tint.

Red

Get one thing straight: there's no reason to reserve this shade for the upcoming Valentine's Day. In a study, participants were shown photos of men and women wearing various colours and asked how much they'd spend on a dinner with the people in the pictures. Turns out, they'd drop the most cash on the individuals sporting red.

which means you can retain an office-friendly ambiance without having to choose black. "Grey is a neutral colour that doesn't have a particularly strong effect on mood, except subconsciously," explains Lapp. Grey is the apt choice for an outfit if you want to project a lenient, sophisticated air. Just be cautious of grey's suppressive qualities as well, Lapp warns. "If you wear grey all the time, you may not be the happiest person after a while," she adds.

Purple

There's a high chance that if you're wearing purple, people will assume you're an attention-seeker. Purple, being the colour of royalty, is hard not to notice. Also, because shades of lavender and violet rarely appear in nature, the colour can come off as artificial. Historically, this exact trait made it the ultimate colour of royalty and power. Lapp suggests that purple tones could

Work Smarter

Use these 3 R's to work smarter

When you are tackling a big project or critical deadline, stop every hour or two to:

1. Review what you've done.

Is it ready to go or does it still need polish? Are you on, ahead of or behind schedule?

2. **Re-evaluate your plan**, if necessary. Do you need more resources? Do you need to involve a co-worker or ask for a deadline extension?

3. **Recharge your batteries** with a stretch, a beverage and a breath of fresh air. Spending too much time hunched over a keyboard or a stack of papers stresses mind and body.

10 Types of People in the Office



Office Clown

When you feel the terror of this lonely world, turn to this pal and he'll shower you with rainbows of laughter.



The Chatterbox

You always get daily morning updates from this person, even if you wish you didn't. Talking to him feels like forever.



Mr. Nice Face

He's the guy that greets you good morning and goodbye followed with a bright smile.



The Silent Killer

This person simply likes living the solitary life. Happy Hours certainly aren't a thing for him.



Captain Headphone

It's unclear whether or not this person really has something playing on his headphones. But he'll sometimes use it anyway to shoo people.



The Hunk

Every office girl's version of Tom Hiddleston, Ryan Gosling or Zac Efron. Non-existent in other offices...sadly.



Food Buddy

This person comes to the office and you get instant groceries – a waterfall of food comes out from his locker too!



The Slacker

He'll come to the office yawning about tasks while recalling about late-night TV shows. You either love him or hate him.



Overtime Lord

Somehow, miraculously, he's been gifted with the power of overtime skills. He's basically a mutant.



Gadget Zombie

He and his gadgets are star-crossed lovers. Their relationship is thwarted by the dark forces in the office. But, oh, he won't stop. Can't stop.

ON THE LIGHTER SIDE

You throw away the outside, eat the inside, then throw away the inside. What is it?

Corn on the cob.

What can never be put in a saucepan?

It's lid.

Take away my first letter, then take away my second letter. Then take away the rest of my letters, yet I remain the same. What am I?

A postman.

An evil genie captured a Salesman and her two friends and banished them to the desert for a week. The genie allowed each person to bring one thing.

The first friend brought a canteen so she wouldn't die of thirst.

The second friend brought an umbrella to keep the sun off.

The Salesman brought a car door, because if it got too hot she could just roll down the window!

Did you hear about the Administrative Assistant who wore two jackets when she painted the house?

The instructions on the can said: "Put on two coats."

An employee is getting to know her new co-workers when the topic of her last job comes up.

"Why did you leave that job?" asked one co-worker.

"It was something my boss said," the woman replied.

"Why? What did he say?" the co-worker asked.

"You're fired."

One day a man goes to a pet shop to buy a parrot. The assistant takes the man to the parrot section and asks him to choose one.

The man asks, "How much is the yellow one?"

The assistant replies that it costs \$2,000. The man is shocked and asks the assistant why it's so expensive.

The assistant tells him, "This parrot is a very special one. He can type really fast."

"Okay, what about the green one?" the man asks.

The assistant says, "He costs \$5,000 because he can type, answer incoming phone calls and takes notes."

"What about the red one?" the man then asks.

The assistant says, "That one's \$10,000."

Curious, the man asks, "What does *he* do?"

The assistant says, "I don't know, but the other two call him boss."

My boss just asked, "Do you think you can come in on Saturday this week? I know you enjoy your weekends, but I need you here."

I replied, "Yeah, no problem. I'll probably be late though as the public transport is bad on weekends."

He said, "Okay, when do you think you'll get here then?"

I said, "Monday."