



SECRETARY'S DIGEST

A Publication of the Distinguished Secretaries Society of Pakistan

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LINKS

To some of our sister ASA
member associations

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

EVENTS

To watch out for

Leisure Day
Annual Gala
Convention in Mumbai

Website and Email
contact

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

EDITOR'S NOTE



Dear Members,

Life gives us so many opportunities to learn from and explore the wider world around us. There is very little time to pause and reflect on the changes, unfolding and make course corrections. It is with this spirit of spontaneity and adventure that I intend to carry on the editorial stewardship of our most prestigious digest.

Our sense of wonder, I believe should enable us to feel and live every moment as it was the first. Our executive members are gaining strength and exposure with every new event it organizes and I have seen the impact that gynecologist Dr. Luna Vellozo and motivational speaker Mr. Abbas Husain have had on the lives of our DSSP members. Both lectures are covered in subsequent pages of our digest.

I have endeavored to put together some light and offbeat material for your enjoyment and provide you ladies with the latest news and information about ASA Congress members and their activities. I welcome you all to send your feedback, news and other bits of useful information with me.

I wish to express my gratitude to my worthy predecessor Goretti Ali for all her valuable advice and tips and also for sharing a wealth of info about this publication. I hope I can live up to her expectations and those of our readers.

Marina Fernandez



Cheryl Mathew - President

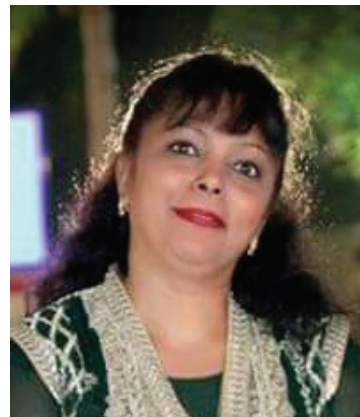
I studied at St Joseph's Convent School, and thereafter at St Patrick's College. During my teenage years I was an active member of the Legion of Mary. When time permits, one will find me reading all sorts of literature; my favorite being the Reader's Digest. I like to travel and explore the outdoors! I am self-confessed event organizer. An event gets me energised, even if it is only a suggestion a friend has asked for. I enjoy experimenting with food! During weekends aromas from my kitchen fill my home. I desire to work with food, and after retirement (from permanent employment) I aspire to bring my dream to fruition. I am pleased to be serving on the Executive Committee once again. Amongst many plans for the association, DSSP Membership Drive tops the list. Many of our members are retired and also some have immigrated. The profession has evolved and whereas the demand for Secretaries has supposedly decreased, the Secretaries who are employed are given a wider range of assignments than the traditional secretary used to handle. Keeping up with these changes we would like to devise our programs making it productive to our members. I am looking forward to your support and involvement in taking further these plans.

Clara Lidwina D'Souza - Secretary

An Executive Secretary by profession: I have been a member of the DSSP since July 1988 and am currently serving for the fourth time on the Executive Committee. Each of these times which were in different portfolios and I've enjoyed every one. I was also a member of DSSP's delegation to the 21st ASA Congress in Dhaka in 2012 and the 22nd ASA Congress in Karachi in 2014.

Currently, I am working as an Executive Coordinator to the GE- Payment Services Group at United Bank Limited Head Office. I have 25-plus years of secretarial experience to my credit. I have also been a part of the Production Team at various plays held at the Arts Council from time to time. The role of the Production team is to make sure everything related to the play happens smoothly without any hiccups.

I reside in Saddar and am married with 3 college going children. My passion is photography and travelling. I am also an active member of my Church and community and take part in various activities being held in my parish. I am a teacher at the Bible class for children in age group from 7-9 years. I am a stickler for discipline but am soft at heart. My motto in Life is: Live every day to the fullest.



Mahnaz Irani - Treasurer

Associated with DSSP for 24 years and on the Executive Committee since 2013. I am fortunate to have worked for organizations known for their standards and professionalism. Currently working for the Chairman/CEO of an advertising agency, and dealing with one boss for the past 21 years. I am grateful of who and what I am today. Assignments / responsibilities given to me are done with enthusiasm and to the best of my capabilities.

On a personal note, we are a family of four, enjoying quality time, when together. I can indulge myself all day in any sort of needle art, especially crocheting and stitching. Holiday for me is either travelling or time well spent at home with the family and being creative. I love music and cooking.

Natasha Mavalvala - IPP XO

Executive Secretary with Saudi Arabian Airlines since the past 33 years. Mother of three and on three Community Committees. Do volunteer work at our local Community Hospital as well. Under Official responsibilities comes the task of handling four other stations besides Karachi i.e., Islamabad, Lahore, Peshawar and Multan. I am responsible for all Marketing Departments and HR and have to mediate for all problems related to the airport, Cargo, Maintenance and Flight Operations. Am very fond of music, dancing and reading. Am a great sports fan. Also love to travel and the adventure that it can bring forth. I came on the DSSP Committee in 2013-14 as ASA Coordinator and took on the challenge of my first major event - The Congress. It was fun to coordinate all the different aspects of the congress. Made many new friends and learnt a lot in the process. I was then approached by the then President Ms. Maharukh Bhiladwala to take on the Presidency. Though hesitant, as I had never taken on something of this magnitude I decided to give it a try and ultimately took on the mantle of Presidency for the term 2014-15, I had a brilliant team under me (for which I shall always be grateful) and it was pretty smooth sailing with all the professionals on board. Our term ended in 2016 and I go on with the new Committee as Immediate Past President and Ex Officio Member.





Sunnu F Golwalla - ASA coordinator

My career has had a varied path: from an accounting assistant to a marketing officer, to an executive assistant to an HR professional. But the longest stint was spent as an EA - my attachment has been strong to it.

I joined DSSP in 1992 largely to attend the ASA Congress in Tokyo that year. They needed each association member's flag and was pleased to make one for DSSP which is in use even today.

Upon my return, my mind was filled with ideas on how to promote the profession. In 1993 I started a 6-week session for junior secretaries, training some 60 ladies, who were given certificates by the DSSP. Professional Secretary's Award also caught my fancy and was happy to launch it in 1994, with the support and encouragement of then Committee headed by Josephine Alexander.

I then turned my mind to creating a professional magazine for our members in 1995, the 'Secretary's Digest' and on conclusion of my 2-year term I hung up my boots!

Now I am a lady of leisure but wish to plough my time well and hope to promote the profession and secretaries in the best way I can.

Marina Fernandez - Editor

I have straddled two major career paths in my life. After a modest start with a travel agency, I took upon the avatar of a Flight Attendant – a job that I relished and kept for more than half a decade. Today it is hard to believe that I have more than 20,000 flight hours under my belt. It is the stuff that dreams are made of. Till this day it makes me smile.

Next came a stint with a renowned Shipping Company Deflog, the local partner of French Naval concerns, as an Executive Secretary. From there, I moved on to Hinopak Motors Limited serving as the Top Management Secretariat's administrative and marketing professional. This has been my longest stint on any job. And from the looks of it, I may be here for life. Who knows what lies ahead for me or anyone else for that matter? From becoming a speechwriter to serving as a master of ceremonies at top management functions, I found myself evolving into the person I am today. It has been a huge challenge along the way but well worth the effort. I wouldn't want it any other way.



Valentina Fernandes - Social Secretary



I work as Marketing Executive for National Industrial Parks Development & Management Company since 2005. I enjoy my work as it gives me an opportunity to expand my portfolio. I have been a member of DSSP since 2007.

I love reading, which is not so often now, however, "Sydney Sheldon" is one of my all time favorite. Cooking is my much loved hobbies and I enjoy experimenting with new cuisines occasionally. In sports, Netball tops the list and I continue to play at St. Patrick's Parish. I like listening to jagjit Singh Ghazals and Ghalib&Faiz's poetry.

Having gone through some very challenging situations in life, the following quote is befitting as it is the journey that makes us the person we are. "A strong woman knows she has enough strength for the journey, but a woman of strength knows it is in the journey where she will become strong". Anyone working as a secretary knows that her job has evolved substantially to include much more than typing, filing and pouring coffee. But even as admins take on more and more managerial skills and bosses type their own emails, yet old school stereotype still lives on in the workplace.



Clara Ann D'Souza – Joint Secretary

I have been a member of the DSSP since the 1990s. I have served as Executive Member on the DSSP Executive Committee in 2013-2014. I am pleased to serve the DSSP Executive Committee once again as Joint Secretary. I am currently working for Faysal Bank Limited for the last decade. I have a daughter and a son who are both still studying. I enjoy baking, reading, travelling and watching movies. My travel experience is not much; however, what I enjoyed the most while travelling was meeting different peoples from different cultures. I enjoy cooking and baking equally however with passage of time I have developed interest more towards baking. After much practice; I have become quite good at baking and thoroughly enjoy making cakes and other confectionery items for my family and friends.

I wish to learn baking in a more professional way so that I can run my own small business someday in future. My advice to new members is to please volunteer to join the DSSP committee not only to learn but to bring in new ideas to further improve this society. The role of secretaries' has evolved over the years bringing more responsibilities than before. Today's secretaries do not have the traditional tasks of taking dictation and producing letters and filing, they do research, office administration and are also assigned supervisory duties. I would very much like to devote more of my time toward charitable activities.

Caroline Charles - Executive Member

I have been a Secretary for EngroElengy Terminal Limited, EngroVopak Terminal Limited, Engro Asahi Polymer & Chemical Limited, Merit Packaging Limited, Cyber Internet Services Pvt. Limited, Central Depository Company of Pakistan Limited, Fidelity Investment Bank Limited and Eastern Technology Services Pvt. Limited. Total number of years on the job 24 Years.

I love traveling and adventures too, I have been to Sri Lanka, Thailand and Bangladesh. I feel proud to have had my life time experience of Asia's Longest Zip Line in Thailand, Bungee Jumping in Thailand, Water Repelling in Sri Lanka, trekking in Sri Lanka, Water Rafting in Sri Lanka and also has an experience of ASA Congress held at Dhaka Bangladesh and Karachi, Pakistan.

I have been a member of DSSP since 2005. I am a volunteer member of St. Patrick's Church as and when required by them mainly during the advent season, the annual parish mela and the summer programs activities.



Glenda D'Souza – Executive Member

I have been a secretary for the past two decades. Most of that time has been spent with Shell Pakistan Limited, one of the leading oil marketing companies.

I joined the DSSP in 1990 but I was never very regular in attending the monthly meetings. I often wondered how the committee used to come up with such varying topics of interest. And now that I have become an Executive member, I am beginning to understand how much planning and effort actually go into each programme and making it a success.

I have been a member of the Legion of Mary and the parish choir for a number of years. As a member of the Women's Guild and Sodality, I get to meet ladies of my community coming from various areas of Karachi to socialize.

I am very fond of travel and adventure and I've enjoyed visiting Paris, Barcelona and Venice. I hope to catch up with these places again one day.

I would like to invite ladies to come forward and contribute in any small way of your talents or skills to DSSP. It does broaden one's horizon.

Monica John - Executive Member

I have worked with Siemens Pakistan, Karachi Sheraton Hotel & Towers, Adamjee Group Of Companies and currently working for Continental Biscuits Pvt Ltd. It has been almost 10 years for me to work in these renowned organizations in various roles.

I love to read love novels and during the weekends I love baking. I have been a member of the DSSP since 2015. I am a member of Eucharistic Ministers for St. Patrick's Cathedral.

"Live the Life of Your Dreams, when you start living the life of your dreams, there will always be obstacles, doubters, mistakes and setbacks along the way. But with hard work, perseverance and self-belief there is no limit to what you can achieve."



DSSP Transition

Another torch passes

Transitions are usually bitter-sweet but, in the case of the DSSP, they are also smooth and celebratory in nature. One legendary executive committee steps down to make way for another in lockstep fashion. What binds them together is their allegiance to the welfare of the institution and their resolve to emulate the spirit of the outgoing committee members. Thus continuity is assured in the life of the organization.

Movenpick Hotel's Bela Room served as the venue of the simple yet touching transition from the outgoing 2015-2016 executive committee to the incoming 2017-2018 executive committee.

Before the programme could begin, Charmaine, Arnawaz and Persis navigated all the members through the registration desk, the process made more exciting by allowing members to pick lucky numbers from two bowls. Everyone was a winner, drawing gifts — one a glass dish/bowl as well as giveaways from the 23rd ASA Congress — against their numbers.

Natasha Mavalvala, the outgoing president, was unstinting in her praise for her executive committee members, recalling their hard effort and dedication during their tenure. A minute of silence was observed for Gool Driver, a senior DSSP member, who passed away on 25th January.

As the doors were shut, MOK steered through the official programme, with the president honouring the Execucom 2015-16 with certificates of service. Each of the outgoing members then lit a candle and held it up in a style reminiscent of the lamp lighting initiation of Florence Nightingale-nurses. As the 2017-18 committees joined the others on stage, the outgoing members handed their lit candles to the incoming members. Many a tear rolled down the cheeks of old and new committee members as ceremony continued. Natasha administered the oath of office to the incoming president



Cheryl Mathew and her committee. They jointly pledged to work towards the promotion and enrichment of the secretarial position in Pakistan. In a solemn and moving ceremony, the DSSP flag was folded by Liana Lobo and Zainab Hakimuddin with Goretti Ali's assistance and handed over to new president Cheryl Mathew along with the office keys and USB. The doors were then swung open and the entertainment began. Members were engaged in an enjoyable quiz in which they had to identify a series of pictures of landmarks. Francesca Fernandez picked up the first prize while Goretti Ali was the runner-up.

The video of a comedy skit "The Hapless Robber" which was presented by the DSSP on the closing night of the ASA congress in Manila was screened to the delight of the members. The skit was written by MOK and starred Natasha, Liana, Natalia Fonseca, Marina Fernandez and Afroze Tungekar.

A scrumptious hi-tea followed at the Al Bustan, capping the event.

Special Digest Report



Awareness programme

How to keep your health in check



In our debut event, the new Executive Committee of DSSP celebrated International Women's Day with an awareness programme focusing on the health of women.

The event was held on Sunday March 12, 2017 at the Pearl Continental Hotel in Karachi. DSSP President Cheryl Mathew welcomed all the respective members and introduced the theme "Be Bold for Change". She encouraged women to rise up to the challenge and help support the poor and needy in various ways. At the same time she urged fellow DSSP members not to neglect their health. All the Committee members were individually introduced and called on to the stage, so that the other members would become more familiar with them and interact with them in future.

The Women Health Awareness Program was 100% sponsored by Jubilee Life Insurance, courtesy of Sunnu Golwala, one of our Execucom members. Thanking Jubilee Life Insurance Company for its generosity, Ms. Mathew voiced appreciation for the company's support for women.

The main feature of the Women's Day pro-

gramme was a lecture by Obstetric Gynecologist, Dr. Luna P. Vellozo.

Dr. Luna lucidly outlined all the health issues that women face from puberty to menopause. She explained in detail the different threats to women's health. Such as Thyroid Disease, Diabetes Risk factors, Complications, Food Pyramid for Diabetes & Treatments. Breast Diseases, Risk factors Signs & Symptoms, Screenings, early detections, List of various cancers and their treatment.

Once the presentation was over, Dr. Vellozo fielded a flurry of questions from different women in the audience. In addition, she patiently answered all the queries posed anonymously through the questions bowl placed at the programme's reception desk.

Next, Ms. Mathew invited Jubilee Life Insurance, Mr. Ali Shahzad, Marketing Executive - Corporate Business Distribution to take the podium and explain the benefits of insurance schemes for women. Mr. Ali Shahzad's presence created a stir - as women participants showed keen interest in some of the insurance plans.

A photo session was organized at the end of the lecture. All Executives along with the guest speaker and the Sponsor posed for a group photograph.

Immediately after, the organizers invited participants to a delectable Hi-tea served at Chandni Restaurant. A smorgasbord of dishes was available on offer to the delight of all. The view of the restaurant was thoroughly enjoyed. The ambience from Chandni Restaurant was captivating and its service was appreciated.

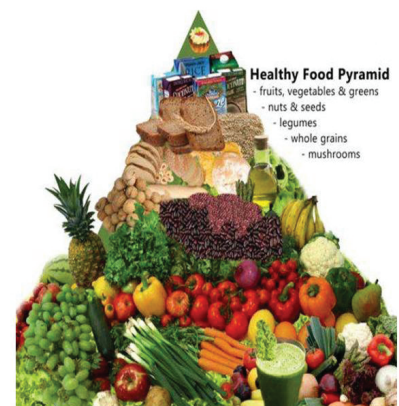
Special Digest Report

Diabetes Food Pyramid



Key Messages

- ▶ Assess your risk for a particular disease.
- ▶ See a specialist for when a problem is identified.
- ▶ Insist on investigations before treatment.
- ▶ Consider screening if risk for a particular disease is high.



Celebrating who we are



Administrative Professionals Day is perhaps the most eagerly awaited event for secretaries and administrative professionals in the world. More so, in Pakistan where under the aegis of the DSSP, Secretaries receive their richly deserved recognition as the movers and shakers whose presence ensures both efficiency and success in an office. This year's Secretaries Day event held on Sunday 23rd April at the Avari Towers Hotel brought a cornucopia of delights ranging from an insightful session to entertaining games and from a comedy sketch to a bonanza of prizes. There was some impromptu dancing as well – and our DSSP members were at their sporting best, living in the moment and letting their hair down. Upon entering the main hall after completing their registration, each member was presented a memento for the day, a USB device; itself is an icon of back-up storage, as a token of tribute. By the time all our admin professionals filed in, a head count showed that 75 Secretaries were in attendance. DSSP President Cheryl Mathew, presented the introduction and spoke about the evolutionary changes in the

office and how computers had made typewriters and devices obsolete. She introduced the guest speaker, Mr. Abbas Husain, a well known International trainer and motivational speaker and read out his rich list of credentials. Mr. Husain gave a lecture on the 21st Century quest for work-life balance and how to achieve the same while making it meaningful. In the rat race to earn money and achieve a certain status in life, many sacrifices have to be made. But these pursuits should not be made at the expense of personal fulfillment and family. Using the paradigm of volatility, uncertainty, complexity and ambiguity, he explained how each of these elements presents the context in which organizations view their current and future state. At the end of this talk, Mr. Husain was presented with a token gift in appreciation.

A group photograph was taken just before the service of a scrumptious lunch. Immediately after lunch, Natasha Mavalvala, Past President, read out the prelude to a comedy sketch. Limited to six characters, the play left the audience to stitches. The confusion over the use of words was a source of

laughter and fun.

A lucky draw session followed, in which there were prizes galore. Another segment that brought rip-roaring and hip-busting fun was the musical chair game. Everyone from the oldest members to the youngest were coaxed into participating and showing nimble footedness and their skill at finding a seat where there were none. In the battle royale, two ladies emerged as winners. The next game Encore, Antakshri-DSSP Style, was enjoyed by many. Everyone knew the drill; President Cheryl provided the cue word and each table was given 15 seconds to pick up the cue word and sing at least two lines of the song. We had successful four rounds of evergreen songs sung by members. The table number 1 was the lucky winner to this game and all 10 members on that table were rewarded prizes.

Finally, after hours of fun, laughter, lots of table talks, music and dancing, everyone had to say, "So long for now". Hence, Our Secretary Day 2017 event came to an end at around 04:00 p.m.

Special Digest Report

How Elizabeth Gilbert Learned to Transform Suffering Into Growth

You can let life's inevitable torments cut you down—or you can use them to grow.

Many years ago, I met a man named Jim MacLaren, who had one of the most extraordinary life stories I'd ever heard. Jim had come into manhood with all the promise in the world: He'd been an ambitious student at Yale and was a talented athlete and handsome young actor in training. Then one beautiful fall evening in New York City—one of those shimmering, velvety nights, he said, when everything seems possible—he was hit by a bus and lost part of his leg. But Jim was a survivor, and so he overcame his loss and transformed himself into a champion marathoner and Ironman athlete.

Inspiring, right? But wait—it doesn't end there. Several years later, Jim was competing in a triathlon. Despite his prosthetic leg, he was far ahead of many of his more able-bodied competitors, leading a pack of speeding bicyclists down a stretch of road that was supposed to be closed for the race. A van, which was mistakenly allowed to pass through the intersection, hit Jim and instantly broke his neck. Now the amputee was a quadriplegic.

Suddenly it's not such an inspiring story. Suddenly it's a horrifying story, one that raises all sorts of unanswerable questions about life and suffering and injustice. After the second accident, Jim awoke in the hospital enraged at God: It wasn't enough to throw a bus at me? You had to break my neck, too? Jim's story goes so far beyond the realm of "fair" that it knocks the breath right out of

you. Why would a good man be put through such torment?

We've all seen this happen. Destiny starts raining down hammers on somebody and will not let up. Just when your friend's cancer is in remission, her house burns down. On the same day your sister gets fired, her husband walks out on her. The surprise tax bill arrives just a few

Jim MacLaren taught me never to waste my pain—he taught me to enter straight into it with divine curiosity instead of running from it

hours before your mother's funeral. Sometimes it's one catastrophe after another. You don't know whether you should duck, weep, run screaming, or just start punching in all directions. When I face a catastrophe of my own, I remember Jim MacLaren. After he broke his neck, he fell into depression and drug addiction. But a spirit in this man kept reaching for the light—a spirit of divine curiosity, which pushed him to ask, Who am I now, after I've lost everything? By the time I met Jim, he'd answered that question. Peaceful in his wheelchair, he radiated certainty that his entire purpose (indeed, his entire identity) was to live in a state of uncon-

ditional love. I asked him whether he thought his suffering had transformed him into a better person. "Absolutely," he said. I asked whether suffering always transforms people into a better version of themselves. "Not necessarily," he said. Jim explained to me that suffering is one of the most powerful energy forces in the universe—but only if you use it as an instrument of change. People must be willing to journey all the way to the bottom of their pain and experience full catharsis—to completely break apart so they can then rebuild themselves anew. As Jim said, "Suffering without catharsis is nothing but wasted pain." He said the world is filled with people who have suffered horribly and crawled away broken. They never reached catharsis; they just got shattered and stayed shattered. And then there are the great masters (Gandhi, Mandela, King) who used their suffering as an incredible engine to transform into something better.

Jim MacLaren taught me never to waste my pain—he taught me to enter straight into it with divine curiosity instead of running from it. And if you can learn to do that? Honestly, my friends, you can do anything

I do believe that suffering transforms a person; however choice is ours how to cope with our pain.

Contributed by Valentina Fernandes

SOB or ESP: What's Your Communication Style?



Tracey Jones

An individual strikes up a conversation: "Where are you from?"

Second individual replies: "I come from a place where we do not end our sentences with prepositions."

First individual replies: "Okay -- where are you from, smart aleck?"

We are rapidly losing the art of communication. The very trait that separates us from the animals is about to be our downfall, but fear not! There are ways we can rally. First and foremost, ask yourself: Do I communicate to serve myself, or do I communicate to serve others?

In other words, when you communicate, are you an SOB (self-oriented behavior) or an ESP (emotional, spiritual, personal)?

Mind and Heart

In order to get to the heart of the issue, you have to get to the heart. Communication is not simply the external circuitry of words transmitted from your mouth to others' ears, but rather an internal reverberation of thoughts between your mind and your heart.

Communication is simply the golden rule. It's part etiquette, part ethics, and part just being a decent human being. That means delineating boundaries for your emotional side so everyone can play in the sandbox nicely without getting into fights.

You can't expect people to see your point of view if you can't see theirs. When we get squeezed, what's inside comes out. All too often this takes the form of uncivil discourse.

People are polarized by their tendency to see communication as a battle: somebody wins, somebody loses; too bad, so sad; in your face; suck it up. It seems to be forgotten that for every action, there is an equal and opposite reaction. And if you can't get comfortable floating in the fluidity of humanity, it's sunk.

Opinions are not a competitive sport. They are deeply held convictions. So here's a quick and easy way to assess if you are practicing great communication skills or if you are just being an SOB.

SOB: Self-Oriented Behavior

Let's face it: A lack of compassion is downright distasteful and has nothing to do with who or what is right and wrong. If you constantly feel the need to seize and to preach the "ministry of me," then you are an SOB communicator.

SOBs exhibit these traits in their communication:

- Aggression
- Seeking sympathy
- Manipulation
- Clowning or mocking tone
- Competition
- Domination
- Labeling
- Bullying/cyberbullying.



If you're an SOB, you view communication as a battlefield. Your level of indignation grants you the right to go from silence to thermonuclear in your content and tone. You have a hard time with dissenting points of view because you assume anyone who doesn't agree with you is a bigot.

This type of behavior has been amplified by technology and mainstream media, which grant unfiltered, unchecked, and ample coverage to an unending parade of poltroons. Winston Churchill said it best, "A fanatic is one who can't change his mind and won't change the subject."

Now let's look at the flip side of the coin: How can you best communicate with another in a way that affords the respect and civility that binds you to others in deeper and more knowledgeable ways?

Here are the ways to win friends and influence people and ensure that you can talk to someone's heart, thus guaranteeing an open and honest dialogue sure to leave both parties enlightened and valued.

ESP: Emotional, Spiritual, Personal

It's like extrasensory perception on steroids. People use the term "It ain't what you say, it's the way that you say it." Truer words were never spoken.

The manner in which you connect is the most important factor in communication. If you do it well, the details are superfluous. Someone can completely disagree with everything you say, but still totally respect you as a person. The truth, no matter how hard it is to hear, should always have

an element of love accompanying it. As the saying goes, a spoonful of sugar helps the medicine go down. The person who can accomplish this is a leader of unparalleled magnitude and a true uniter, not a divider.

ESPs exhibit these traits in their communication:

- Individuality
- Respect
- The Golden Rule

- One-on-one
- Private
- Peacemaker
- Acceptance
- Civility.

ESP communicators also understand that strongly held convictions do not necessarily classify someone as a "hater." They respect the other person's emotions and personal beliefs. Communication isn't some sort of Darwinian survival of the fittest.

ESP communicators firmly believe that we are not to trample one another out of existence with the butts of our heels and the slices of our tongues, but rather to be kind to one another, especially during disagreements.

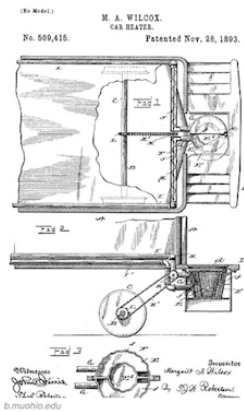
Churchill had another great quote about this type of communicator, "Tact is the ability to tell someone to go to hell in such a way that they look forward to the trip."

Beautiful people see beauty; hateful people see hate. Someone once said, "Those who spend their time looking for the faults in others have no time to correct their own." Once you get serious about discussing and not just cussing, you'll take your communication to a new realm.

Be kind to humankind because it's all you have.

*Tracey Jones is a U.S. Air Force veteran, speaker, and author of **Beyond Tremendous: Raising the Bar on Life, Boiling Springs, Pennsylvania** (www.TremendousTracey.com).*

Inventions Created By Women



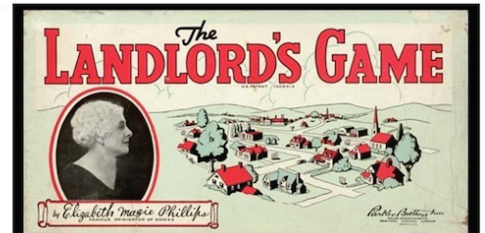
Magnus Manske via commons.wikimedia.org/8516891322.jpg

1. The Car Heater

We all owe our thanks to Margaret A Wilcox who invented the car heater in 1893! (Margaret also invented a combined clothes and dishwasher.)



commons.wikimedia.org



magisterrex.wordpress.com

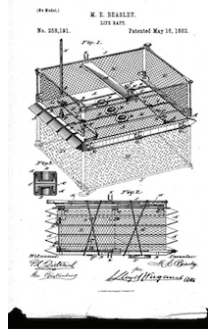
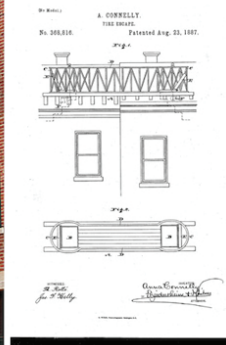
2. Monopoly

This popular board game was designed by Elizabeth Magie in 1904, originally called the Landlord's Game.

The purpose of this game was to expose the injustices of unchecked capitalism.

Her game was ripped off by Charles Darrow who sold it to Parker Brother's 30 years later. However Parker Brothers later paid Elizabeth \$500 for her game.

Gee Thanks!



3. The Fire Escape

The fire escape was invented by Anna Connelly in 1887.

4. The Life Raft

The life saving Life Raft was invented by Maria Beasley in 1882. (Maria also invented a machine that makes barrels.)



5. Residential Solar Heating

Solar heating for residential housing was invented by Dr. Maria Telkes in 1947.

Dr. Telkes was a Psychiatrist in addition to being a Solar-Power Pioneer.

Contributed by Maharukh Bhiladwala

WELCOME, NEW ASSOCIATE MEMBERS BETWEEN JANUARY-APRIL 2017



Villy Framroze Guzder



Serena D'souza



Sharon John



Charlene Pascal



Catherine Francis

LAUGHING MATTER

The Shredder

The new employee stood before the paper shredder looking confused.

"Need some help?" a secretary asked.

"Yes," he replied. "How does this thing work?"

"Simple," she said, taking the fat report from his hand and feeding it into the shredder.

"Thanks, but where do the copies come out?"

Telemarketer

Listen a job is a job, we all need to find a way to put bread on the table, don't we? To make a long story short I'm a telemarketer that's my job and that's what I do. It's not a job everyone appreciates, but it's a job I enjoy and am proud of. The other day I called a house and a real nice lady answered the phone, she was really helpful and friendly, she was the type of lady that helps a telemarketer get through a long day. After some pleasantries, I asked if Mr. Smith was in, "I'm sorry", she answered "I'm afraid he doesn't live here anymore." Now that was a real disappointment being that she was a nice lady and all, but I took it all in a stride, "I'm sorry to hear that ma'am. Do you happen to have his new number?" "Sure thing!" The woman cheerfully replied, listing off his new number. I hung up the phone and quickly called the new number and was surprised to hear a recording. "Thank you for calling Green Acres Cemetery..."

Ethics

"So, Russell", said Grandpa, as they stood on line at the local grocery store. "What did you learn in school today?" "To tell you the truth", answered young Russell, "I'm not exactly sure". "My teacher was going on and on about something called ethics, and I still don't know what she was talking about!" Russell replied. "Ah, ethics" responded Grandpa, "very important indeed". "Well, let's say the cashier gives me back too much change, ethics would be whether I keep the change for myself, or if I give it back to Grandma!"

TALES FROM THE OFFICE

By Sunnu Golwalla

I worked for a boss who laid great stress on appearance of a letter when it arrived at the recipient's desk and he also had a humorous way to convey his message.

Once a department head brought him a letter to a client with attachments in varying sizes of paper. He quipped, "yeh toh banyan kameez may say nazar aaraha hey!" (the vest is sticking out of the shirt!).

The guy was so amused he told everyone about it. In effect, no one ever sent out letters with 'banyan' sticking out. The power of humour!

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Once the boss was urgently looking for an executive. I tried contacting him at various numbers but got no response, so I informed him of the difficulty.

He remarked, "I am glad you did not find him. It is five minutes to 5pm. Imagine if I'd fire (scold) him now, it would spoil his entire family's weekend." I had a quizzical look, so he went on to say, "He would go home and shout at his wife without a reason, she would smack a child for a small reason. Maybe the 'bachha' would kick their dog, and everyone would sulk for two days. When he returns on Monday I will have forgotten what I was mad about!"