



# SECRETARY'S DIGEST

A publication of the Distinguished Secretaries Society of Pakistan

January-April 2018 VOLUME 24 ISSUE 1



## In this issue

- Editor's Note
- New Year Luncheon 2018
- Memorial Meeting in honour of MOK
- Secretaries Day 2018
- SLAAPS: Ruby Anniversary Celebrations
- Women Empowerment – Seminar in Dubai
- Exclusive Article by South African writer Joanie Nel
- The Definitive Guide to Cope with Work Stress (Simple and Effective)
- Introducing New Associate Members of DSSP
- ASA Congress 2018 in Papua New Guinea

*Papua New Guinea*





## LINKS

**Administrative Professional  
Organisations in South Asia  
and Asian Pacific region**

[www.slaapsonline.com](http://www.slaapsonline.com)  
[www.hishokyokai.or.jp](http://www.hishokyokai.or.jp)  
[www.isi-jkt.com](http://www.isi-jkt.com)  
[www.mapsa-malaysia.com](http://www.mapsa-malaysia.com)  
[www.secretarythailand.org](http://www.secretarythailand.org)  
[www.philsecretaries.org](http://www.philsecretaries.org)  
[www.iasapindia.com](http://www.iasapindia.com)  
[www.saap.org.sg](http://www.saap.org.sg)

## EVENT

**To watch out for**

**June 2018 - Leisure Day**

**September 2018 - 47<sup>th</sup> Anniversary  
Gala**

**Our Website & Email Contact**

[www.dssp.org](http://www.dssp.org)  
[dssp.71@gmail.com](mailto:dssp.71@gmail.com)

## Editor's Note



Dear Members,

We have begun an era at the DSSP – an era that will be spent without MOK, but nevertheless, one that is filled with hope and expectation. There are great many challenges that lie ahead and with fortitude and luck we shall overcome these and triumph in all odds.

In recent weeks, we have begun to reach out to less known but deserving causes. So we continue to find worthy causes and do good. May all our good intentions and works bear abundant fruit.

I wish to thank everybody who took the time to share their praise for the designed newsletters. The Executive Committee is delighted to hear the positive feedback of the events and the newsletters are well-received by the members, and is thrilled that the presentation of the newsletter matches the quality of the content produced by our members.

Our summer issue highlights the showcase event of the year 2018 – The Secretaries Day, including articles and a write-up on an international training event attended and reported by one of our member.

I hope our members find some time to relax and enjoy their summer, and look forward to seeing our members out-and-about as our upcoming DSSP events are in full swing before we know it.

We sincerely trust that you will have as much pleasure reading this edition of the digest as we enjoyed compiling this for you, our dear readers, and do let us know if there are any topics you'd like to see covered in the future.

Happy reading to all of you!

**Marina Fernandez**



# New Year Luncheon 2018



**O**n January 07, 2018, the Royal Rodale played host to the New Year's luncheon – the first bash of 2018 for the DSSP. The event partially sponsored by iSave MCB-Arif Habib Bank – was a good opportunity to learn about personal savings and future investments. For all participants, it was a useful interaction with investment bankers allowing them to make informed choices about the kinds of savings and investments that could be made with minimum risk and maximum gain. A de-

tailed presentation was made by the Head of Alternate Channels, iSave MCB Arif Habib Savings & Investments, Mr. Hasan Afzal.

Glenda D'Souza, the emcee of the event, expressed gratitude to Mr. Hasan Afzal, for his interesting talk and valuable answers to our various questions asked by the audience ladies.

To lighten up the atmosphere, a balloon game was a lot of fun under the ministrations of Clara Lidwina D'Souza. All the while some lilting melodious music was played with the expert hands

of Marina Fernandez, the disc jockey for the afternoon.

The lunch gung sounded soon. The lunch menu dishes were extravagant and most health-conscious participants thought that they had overeaten, but – such indulgences are rare and need to be overlooked, right ladies? (wink, wink)

Later the guests were moved into another more spacious hall where the activity “let it snow” was played.

Three rounds of the ever popular tombola were played and prizes distributed for each winning card. Later a lucky draw was held. The

draw didn't disappoint us, as all members went home with a prize. While some picked up useful houseful goods, others bagged handy gift items.

Two members were celebrating their birthdays that day, Sandra Mendonca and ArnawazBillia, the EC presented them with birthday cakes, birthday greetings were exchanged and all joined in singing Happy Birthday!

Amidst much goodwill, we brought the programme to a fitting end.

*Digest Report*





# Memorial Meeting in honour of MOK – Doyenne of the DSSP

## Celebrating a Life

*Memory is a loving thing, it lasts the longest day  
It can never be spent, Never be lent, Never be taken away.*



**I**n a fitting, a heartfelt memorial meeting was organized by the DSSP in honor of President Emeritus Maharukh Bhiladwala, fondly known as MOK, who left us for her heavenly abode on December 14, 2017.

The meeting was held on a bright and lovely morning of January 28, 2018 at the Karachi Parsi Institute. Senior Zo-

roastrians with whom she had worked and her family were our guests.

As part of the memorial meeting, eulogies were given by close friends through the decades. Others spoke about MOK and her life. For many of us who attended, the experience of delivering and listening to the speeches was emotionally overwhelming.

All the picture memories were placed in a file and handed over to the family, along with a book of condolences at the end of the meeting.

We know, MOK, you are up in heaven now, waving down to us with a smile on your beautiful and radiant face.

May your soul rest in peace. Amen!





# SECRETARIES DAY 2018



**T**his year Administration Professionals Day was a departure from the festive celebrations of yesteryear. While the sense of fun and frolic remains, it was memorably toned down in fervor of charitable causes and initiatives for the promotion of education and learning. This change, though not a paradigm shift, is prompted by ASA persuasions – undertaken as a special project.

The event was held on April 15, 2018 at the Royal Rodale Club. One memorable feature of the day was the distribution of a mug inscribed with a photo and verse – exemplifying the life and motto of the late Maharukh Bhiladwala.

At the start of the event, tasty appetizers were served along with a chilled lemon barley drink. President, Cheryl Mathew welcomed all and introduced the guest speaker of the day- Mr. Gerald David, a

motivational speaker and trainer currently employed as a manager for TCS. He made the ladies do an on-the-spot behavior test, which helped determine their personality accurately through empirical data and multiple choice answers. He also spoke about how one's personality is an important factor at the workplace. Using charts, he explained how each one of us has to balance both their lives and work environments; one does not have to suppress their personality, for that would prove disastrous for the individual. Even in a boss-work relationship, the key is maintaining one's dignity and not giving in to your boss. Member Marieanna Croning illustrated during her interaction with the speaker that this was a routine exercise at her own work place. Both boss and worker profit from such a healthy exchange.

For the first time ever, the DSSP

invited a selected few, the distinction holders among the young college graduates who had taken part last year in the training sessions that the Executive Committee members had organized. When invited onto the stage, the college grads spoke in glowing terms about the training programme, highlighting the opportunity of learning office/ admin skills from professional and experienced women deployed in some of the country's leading companies and commercial enterprises.

As a tribute to our dearest MOK, an annual competition was launched "MOKsBOX" five contestants were chosen from respectable tables. Each participant was handed different tasks which had to be completed in a given time-frame such as a quiz, human bingo, filing a set of papers and public speaking on various topics. Scoring

was done by the audience on table scoring sheets. Roshni Shroff was declared winner and Charmaine Fernandes the runner-up.

A gourmet lunch which satiated the hunger of the participants and delighted their taste buds followed by melodious music/ songs of the 80s played in the background. Soon after lunch a line-up of new Associate members were introduced to all on the stage and welcomed to the world of DSSP.

Within a short while, tea was served. Valentina Fernandes brought the programme to a conclusion with a game of "give yourself a point", the lucky winner was Conchita Pinto. A few prizes were given away through a lucky draw. Musical arms were played with good music and dancing that concluded the evening.

*Digest Report*



# SLAAPS Ruby anniversary celebrations



**T**he Sri Lanka Association of Administrative and Professional Secretaries (SLAAPS) celebrates its Ruby Anniversary this year having completed 40 years of existence since its inception in 1978.

The AGM on January 28, 2018 was held on a grand scale in a five-star hotel in Colombo hosting members to lunch and presenting all participants with a memento and a group photograph.

SLAAPS celebrated the Administrative Professionals Week with a series of events during the week commencing April 20, 2018. Some of the events were, a newspaper supplement to mark the beginning of the

celebrations followed by a Full-Day Seminar and the Flag Day, and the final event will be the Fellowship Night on 25<sup>th</sup> April which will bring together Secretaries from all parts of Sri Lanka.

# Empowerment: What women need to know

By Afroze Tungekar

**I**nternational Women's Day is an opportunity for women to discover their talents through unified action. This year on March 7th I was fortunate to find myself in Dubai with other women workers from the Clariant Group in Gulf Cooperation Council states and Iran. The experience was enriching for all women participants as there was a conscious effort to set a standard in terms of raising gender and diversity challenges across the region.

This year's theme for Women's Day was "Press for Progress" and the focus for our GCC event was on empowering women to be more self-aware from a holistic process.

Two special speakers were invited during the event held at the Dubai Sheraton Creek Hotel: Carol Talbot, a renowned speaker focusing on NLP (neuro linguistic programming) which is about creating a rapid shift and how to tackle the proverbial glass-ceiling for women. Rana Saab, the second speaker, focused on empowering women on how to demystify non-verbal behaviour and how these cues highlight self-portrayal.

The event was a small step in the direction to bring about gender diversity to drive inclusion. This starts with empowering our own female population first by creating a platform in which they feel they can deliver the absolute best performance.

The role was to ensure that the platform itself is robust and can build a pipeline of women to assume roles not only because they are women but based on merit.

Carol Talbot showed how women can change from the inside out and also how to change their perspective of reality. This is important if women are to reach their potential in order to be successful in their professional life.

If women think of ourselves as a brand, in terms of career advancement or achieving business goals they have to think holistically and more importantly, what can they



do to help themselves on both the outside and the inside. This includes the role one sees one's self in today and the role one would like to get to and how women and their organisation can support this.

Rana showed us how by choosing the right clothes, the right colour shirt or blazer we can bring success to ourselves and how easy it is to make a good first impression with a little makeup.

In our small group of women of 21 the initial aim of this session was to enjoy ourselves, be open minded and utilize the training to think about our careers and think about all the glass ceilings, personally and professionally, that we can break through.

Most of the time we were asked to do exercises to make us more vibrant. It was just a two-hour session with a tea break.

The afternoon was a makeup and dressing workshop. Which all individual had to do individually. She merely came round to check if we were doing well and also did an audit of the makeup that we carried. She even showed us the colors of clothes that would suit you the most. We had to carry our own makeup kit. All participants seemed to do quite well in this class.

## KEY TAKEAWAYS

1. You are more than you think you are.
2. Purpose puts power and excitement in our life.
3. You are born to achieve so choose well. Better is a choice. Grateful is a choice.
4. Confront fear and realize your potential.
5. Move in a direction that maybe you have not gone before. It's an opportunity to expand your awareness, your consciousness, your heart and mind to step into a fuller focus of who YOU are.

## PURSUING SUCCESS

By discovering the power, choice and potential you already possess inside of you and just waiting for it to emerge. So let it go and get your life in flow.

Always know the difference between what you're getting and what you deserve.



# WHO ARE YOU? CREATOR OF SUCH MASTERFUL ART

**D**id you notice the artwork on the wall? The detail, the technique and the colour? Can you see the artist's passion finely entwined in the picture? Or do you just see a picture on the wall and move on? The artist gave of herself, she perfectly captured the essence of her art. That moment is frozen ... or is it? Look at the detail in the painting that captures the artist's experience, the brush strokes that are evidence of her knowledge and the skill expressed through the colours. There is a story there if you take the time to see, really see, the art. Looking at the picture, the story of how it came to be is forgotten. All that remains is the beautiful work of art that says, "I was here", "Veni", "Vidi", it matters that something beautiful is left where I was. The forgotten story? The hours of often unappreciated dedication, the frustration, exhilaration, challenges and obstacles that were part of the process of creating a beautiful piece of art. The picture may be greatly valued as a fine piece of art but it did not come into being without passion, dedication, knowledge, experience and purpose. "Was it worth it"? Stop and take a moment to consider this. Your heart and soul will assure you with an absolute "Hell YES!" The true artist will always relish the opportunity to "paint again". Each time the artist faces a blank canvas, she will know that there is another opportunity to polish her skills and personally develop and grow through the process. We may wonder why anyone

would give so much of herself for a single artwork, a process that asks much from the artist, a piece of art that is often placed on a wall for the audience to admire. My conclusion is, you and I will never know, we will never know until we find ourselves captured in the centre of that moment, until we are present and until we give of ourselves.

I am not a painter but appreciate art and can only imagine the untold story that brought about the final product and I cannot help but see the similarities to my profession.

## The Blank Canvas

Most people ask me who I am and what my profession is. Many names have been given to my profession, most of these, misleading and false. Give me permission to elucidate and make evident to those that wish to see the full story. I am the artist that often works from my blank canvas to leave behind an artwork of significance. I am the miracle worker, the career professional assistant that must carry many hats, today I am part of Human Resources, Finance, Logistics et al and tomorrow you will see me in the boardroom actively and effectively contributing. I am in the moment, in touch with my inner self and receptive to messages from the Universe. I am human and realise in every challenge there is an opportunity for growth. My canvas appears, to those that look from the outside, blank and stark yet to me I see every grain, every particle, molecule and atom that is within. I see the

possibilities and the opportunities and am connected to those I uplift, serve and assist on multiple levels to create masterful artwork. I realize that without partners (paint, brushes, experience, knowledge, and all other necessary material to create masterful art) the canvas will often not reach its full potential. I connect and embrace networks and hone a skillset to achieve what others perceive to be the impossible. I refuse to take the process personal for the sake of the project as I realize it is much more about the observer than the creator. I actively and efficiently participate, I clearly communicate and I enter every project with the absolute belief that it IS possible.

## The Thought Process

Very few times, I would imagine, an artist to have a clear picture instilled in her heart when it comes to the final project. I would think that it is a process artistically approached to find expression to the particular problem or at least the perceived problem. The ideas, thoughts and emotions develop as the process continues. When executed correctly and successfully with absolute passion, whether inborn or cultivated over decades, it results in a beautifully created masterfully put together piece of art that exudes excellence and enthuses the audience, leaving both the artist and the audience wanting for more.

This is similar to the career professional assistant. An idea or project is not time-dependent, and often

occurs in the unscheduled hour. It does not ask whether you are ready but quite literally demands this of you. There is often no prior warning and if not actioned in that instant can, as a sunset scene to an artist, result in failure. The project needs the career professional assistant to be a strategic thinker.

According to Wikipedia Strategic thinking is defined as a mental or thinking process applied by an individual in the context of achieving success in a game or other endeavor. When applied in an organizational strategic management process, strategic thinking involves the generation and application of unique business insights and opportunities intended to create competitive advantage for a firm or organisation. It can be done individually, as well as collaboratively among key people who can positively alter an organization's future.

The career professional assistant is acutely aware of this. She must equip herself with the necessary tools and team members to ensure a successful outcome. She continuously networks, always evolving while building mutually beneficial relationships, training her thought processes, staying calm under pressure and remaining resilient to change.

## Artwork in the making

The career professional assistant is an artist. As artwork unfolds with meticulous precision she remains steadfast, her eyes focused on the canvas determining the desired outcome(s). Every component of the project is carefully defined, identifying and selecting each role-player. There is harmony in everything she does and every brush stroke is purposeful as it touches the canvas. Her demeanour is that of total control despite her intense mental activity and high degree of pleasure while the picture flows into life.

And then, when all is said and done the audience appreciates the result as they move on. The career professional assistant takes a silent bow and approaches the next canvas waiting to be brought to life.

*This article was written exclusively for the DSSP*

## JOANIE NEL

Joanie Nel strongly advocates professionalism at all times, and regardless of position, race or gender she believes everyone be treated with respect and integrity, valuing individual uniqueness. She is passionate about her career as Personal Assistant and aligns herself with likeminded professionals to take the profession forward. In 2015 she was honoured with the title of OPSA / Rexel National Office Professional of the Year, an award and event that inspired her to write several articles published in various magazines.

Joanie Nel is the Personal Assistant to the Chief Executive Officer of Samancor Chrome Limited based in Johannesburg, South Africa, a position she has held for the last 10+ years. Her career started in 1996 as a Departmental Secretary and Receptionist and her passion for the profession and her drive to uplift and assist others is what drives her forward in her career. Through continued development, mentoring and a hunger to enhance and improve herself she has held various positions in corporate organisations. Joanie's passion and mission statement is: "To change the world is futile unless you are willing to change yourself and be the catalyst of the change you wish to see".

Let's Connect

E-mail: [joanie-nel@mweb.co.za](mailto:joanie-nel@mweb.co.za)

Twitter: [@JoanieNel](https://twitter.com/JoanieNel)

LinkedIn: [www.linkedin.com/in/JoanieNel](http://www.linkedin.com/in/JoanieNel)

Facebook: <http://facebook.com/joanie-nel>





# The Definitive Guide to Cope with Work Stress (Simple and Effective)



LEON HO

Leon Ho is the Founder and CEO of Lifehack, which he started in 2005 as a way to share his personal productivity hacks to make life easier.

Workplace stress is a modern epidemic. More than one-third of American workers experience chronic work stress. This is estimated to cost American businesses up to \$300 billion a year in lost work hours and medical bills.<sup>1</sup>

Clearly, if you're suffering from work stress – you're far from alone. But, work stress isn't inevitable.

In this article, I'm going to help you identify the root cause of your stress and suggest the most suitable ways to cope with it so you can become a happy and productive worker again.

## TABLE OF CONTENTS

1. Where does work stress come from
2. The negative effects of stress on your mind and body
3. How to cope with work stress
  1. Set aside some time for planning
  2. Align your tasks with your goal
  3. Remove, change or accept the stressors
  4. Create positive relationships at work
  5. Take time out for yourself
  6. Take mindful action towards your health

## Where does work stress come from

Certain factors tend to go hand-in-hand with work-related stress. The causes of stress include:

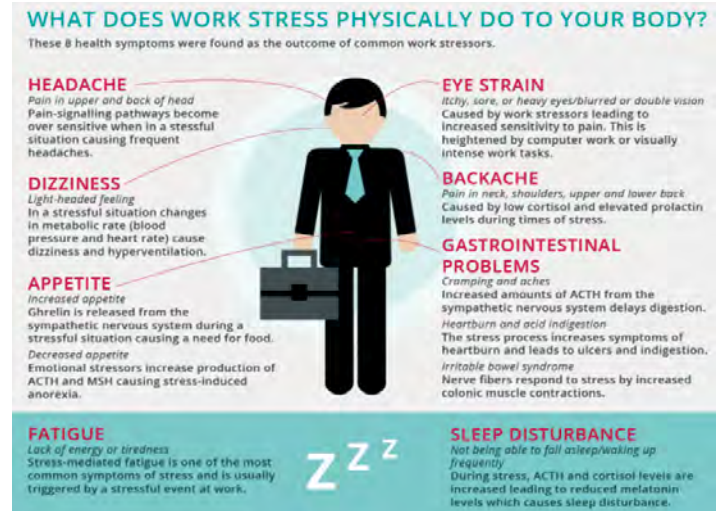
- **Too much work** – you find yourself saying: “There are not enough hours in the day!”
- **The job is too easy, not challenging or inspiring** – this is where boredom (which is stressful) sets in.
- **Pressure from co-workers or lack of social support** – colleagues are not helpful or only care about their own tasks.
- **Little praise and lots of criticism** – this is where a lousy manager uses constant criticism to ‘try’ to motivate you.
- **Very demanding or competitive working culture** – sales departments often fit this category.
- **Not having enough control over job-related decisions** – this is when people try to micro-manage you.
- **High expectations on yourself or seeking perfection** – while it's good to do your best, being a perfectionist can be a

powerful stress generator.

- **Low salary** – if you work hard but receive slim financial rewards, you may start to feel downhearted, frustrated and stressed.

## The negative effects of stress on your mind and body

Chronic stress is bad news for your health. These are some health symptoms of stress:<sup>2</sup>



If stress hormones are triggered in your body for extended periods, they can lead to increased physical aging. This is because stress makes your cells look and act older – and this is reflected in your physical appearance.<sup>3</sup>

In addition to the negative effects on your body, stress also has a significant influence on your brain – negatively impacting your daily performance.

I recommend you watch the 4-minute video below to see just how stress can wreak havoc on your brain and your performance:

## How to cope with work stress

You don't need to be a victim of work stress. Here's how to manage stress in the workplace:

### 1. Set aside some time for planning

If work has become too much for you, and you're constantly falling behind... stop! Instead of trying and failing to catch up, you'd be much better off spending some time thinking about your goals and how you prioritize your tasks.

Learn how to set clear goals with this step-by-step guide:

### How to Set Goals: 10 Steps to Stay Focused

For instance, if your initial goal is just to get on top of your work (probably for the first time in months), then take 10 minutes to think clearly and deeply about how you can achieve this. Most likely, you'll be able to come up with tasks that you need to complete to reach your goal. And once your goal and tasks are clear in your mind, you'll be ready for the second step.

### 2. Align your tasks with your goal

Just knowing your goal and associated tasks is not enough. Many people reach this stage but still fall behind with their work and fail to achieve their goals.

The secret is to understand which of your tasks should be high priority



and which ones can be done when you have spare time.

For example, checking your inbox every 20 minutes may seem to be a productive task for you, but in reality it acts as a constant distraction and productivity killer. Instead, you'd be better off setting aside 30 minutes in the morning to check your emails and 30 minutes in the afternoon to do the same.

By doing this, you'll free up the bulk of your day for tasks that can help you reach your goal. These tasks are likely to be things like: writing a business proposal, creating a PowerPoint presentation, and finishing an important project.

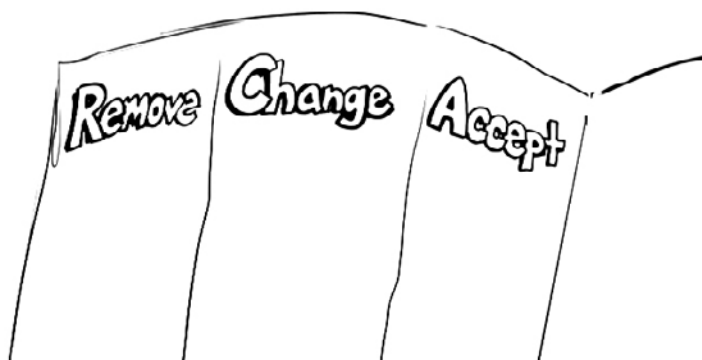
Learn how to prioritize in my other article:

## How to Prioritize Right in 10 Minutes and Work 10X Faster

### 3. Remove, change or accept the stressors

How to tackle specific work stressors? I recommend the following method that *WellCas* introduced:<sup>4</sup>

Take a piece of paper and divide it into three columns. At the top, write remove in the first column, change in the second and accept in the third.



Next, think of the stressors that are getting to you the most. Perhaps it's your paycheck; it might be way smaller than you'd like or feel that you deserve. Don't worry, this is your chance to break free from the stress surrounding your low pay.

Think for a few moments, which would you prefer:

- To remove yourself from the company
- To try to change your salary by asking for a pay rise
- To accept that your salary is okay for you

You may be surprised at what thoughts come into your mind. Don't reject them, but allow yourself time to be clear on how you'd like to proceed.

If the status quo feels good to you, then write "paycheck" in the accept column. If you decide you want to increase your salary but stay in the same company, write "paycheck" in the change column. And finally, if you decide the time is right to seek a new opportunity at a different organization, then write "paycheck" in the remove column.

By being decisive in this way, you'll immediately feel freer and in control of your destiny. And your stress levels will begin to trend downwards. All that remains is to set yourself a clear goal of what you want to achieve and how you're going to do this. (Luckily, steps #1 and #2 above will help you out!)

Of course, if you have multiple work stressors, then use your remove, change or accept sheet to work through all of them. It will be time VERY well spent.

### 4. Create positive relationships at work

One key to improving your ability to manage stress is being able to accept help from others. Not only does it alleviate negative circumstances by simply distracting you and creating a buffer between daily tasks and their negative connection, it will provide a sense of support and relief.

Make an effort to create friendships with your colleagues. Go to the after-work happy hour or just ask a colleague out for coffee at lunchtime. Not only will you have someone to confide in, but you will start to associate positive feelings to work.

Forming a healthy relationship with your manager or supervisor is also a good way to alleviate stress. Positive, two-way conversations about where you stand in your job, being honest about how you feel, and working together to make a plan of action in terms of improved work conditions and expectations are paramount. This will lead to opening up and receiving the necessary resources you need to support or help you.

### 5. Take time out for yourself

Anyone can get overwhelmed when stress occurs at work, and this can spill into other areas of your life. This is why it's important to clock out mentally from your job from time to time.

Take time off to relax and unwind in order to regain your energy and come back to work invigorated. Make sure you actually do something you enjoy like spending time with your kids or partner, or visit that country you've always wanted to explore.

If taking time off work isn't possible in the midst of your stress, take scheduled breaks throughout your day. Sit quietly somewhere or do some stretches to get your blood flowing like in the example below:

### 6. Take mindful action towards your health

The irony of stress is that your healthy habits can take a backseat. Maintaining and even improving your health will keep your stress under control. Here are some ways to keep you physically fit:

- **Eat healthy foods.** Make sure your diet is full of foods that provide your body with sufficient nutrients. Eat more fruits and green vegetables, whole foods, omega-3 rich fish, and seeds such as flax, chia and hemp. These types of food ensure your body is working optimally to cope with its stress mechanisms.
- **Avoid unhealthy foods.** This is obvious, but it's these kinds of food you reach for in times of stress and negativity. High fat foods such as cheese and red meat cause sluggishness and tiredness. Foods high in refined sugars like biscuits, chocolate bars, and bread can be convenient snacks, but they cause you to crash and burn. Same with caffeinated drinks such as coffee and sodas – these are just 'band aid' habits that interfere with your ability to sleep.
- **Exercise regularly.** Endorphins are the best for counteracting stress, and what better way to release them than doing physical exercise. Exercise creates a distraction and helps you get your thoughts back together in an orderly way. Start a new exercise regime – whether it's running, swimming, cycling or walking to work. Getting your blood and endorphins flowing will make you feel happier.
- **Get enough sleep.** Make getting 8 hours sleep a priority. When we're stressed it can sometimes feel hard to get to sleep but sleep deprivation only exaggerates our current stress. A well-rested mind is able to find solutions to problems more easily and reacts better to daily stressors.

Everyone encounters stress at work. It's a natural and normal human reaction. The difference between letting the stress overcome you and coping with it is getting a head start by creating a positive environment and lifestyle.

Counteracting stress is both an inside and outside job. Focusing on improving your health will create a positive mind able to react better. Forming positive relationships with certain people around you will give you emotional support.

Beat stress with the right mindset.



# Five things I've never regretted doing at work



**R**egrets, I've had a few. As we know, I've been working for [mumble mumble] years. Some of them good, some of them spectacular, some of them really, really painful. Along the way I've sabotaged myself on projects, committed grave public typos on behalf of respected institutions, and prematurely sent sale emails to thousands of people because I didn't double-check the list. I've accidentally insulted the boss's wife, and I've fallen asleep in meetings. I'm basically the best. But here are a couple of things I've never regretted doing at work:

## Saying "thank you"

No one hears it enough, it costs nothing, is inoffensive (unless offered ironically). There was a great article a few years ago about the power

of positive reinforcement in animal training. The best way to get, say, an elephant to do what you want isn't by yelling at it. It's by praising it for doing the right thing. Encouraging the behavior you want to see - is more effective than negatively reinforcing undesired behaviors.

## Asking for a raise

I didn't get a raise every time I asked, and I may not have deserved them. But I did get them more than those who didn't bring it up in the first place.

## Owning a mistake

Come clean early, apologize sincerely. If you own a mistake promptly, you can probably mitigate the damage. Your colleagues or manager may be able to help, and are more likely to be sympathetic if you admit culpability.

It's way worse to try to cover up an honest mistake and get found out later.

## Asking someone privately if they're okay

If it occurs to you that it might be a good thing to do, then they're probably throwing off despair vibes. Even if nothing's wrong or they choose not to open up to you, it's good intel for them to know the impression they're making.

## Sharing a laugh

Work is hard. Life is complicated. If you can't laugh at work, you can't do your best work. Even serious work benefits from good humor. Keep it clean, non-religious and apolitical. Videos of baby goats in pajamas are (almost) always a winner. You know your workplace best.



# Welcome New Associate Members

Celine Vaz



Conchita Pinto



Elena Hayat



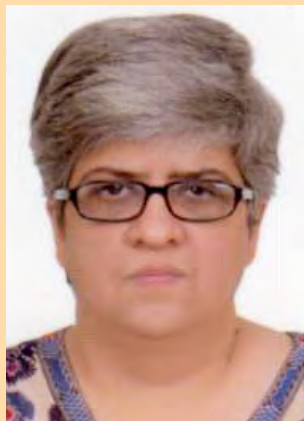
Farah Anthicques



Janice Samson



Jehanara Mulla



Monica Michelle Francis



Sheilane Joseph



Tracy Monteiro



Maryanne Nicholas



Sakina Isfahany



Sandra Sequeira



# See you in Papua New Guinea

Papua New Guinea Association of Administrative Professionals (PNGAAP) will be hosting the 24<sup>th</sup> ASA Congress in Port Moresby, Papua New Guinea – a first for them!

A five-day programme at the Gateway Hotel has been drawn up, from September 24 to September 28, 2018.

Congress Registration Fee - USD 650.00 per member and USD 950.00 per non-member, based on twin sharing basis. This cost is inclusive of hotel accommodation, daily breakfast, meals, educational tour, evening entertainment program, group airport-hotel-airport transfers and Congress Sessions.

The official brochure and registration form will be shared when received from PNGAAP.

