



SECRETARY'S DIGEST

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LINKS

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and Asian Pacific region

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EVENT

To watch out for

September 2018 – 47th Anniversary
Gala
November 2018 – Annual General
Meeting
December 2018 – Year End
luncheon –
Handing over

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Editor's Note



For those living in South Asian climate summer is a time for the monsoon and changes that dictate precepts of life and alter the state under which humans live and survive. It is also a time for holding fun for hordes of school children and their parents. I hope everyone among you had a chance to take a break from the vigours of life and enjoy a vacation to their favourite destination and in doing so recharge their batteries and come away with fresh experience – ready so to speak for another rat race and office life. In our own special way the DSSP tried to provide a leisure day for its members and their families and guests in the serene surroundings of the Arabian Sea Country Club. This was an ideal time to escape the heat and find solace in the swimming pool and manicured green spaces.

Our country in time of turbulence has just seen the cataclysmic changes wrought by the 2018 elections and the promise of a transformed Pakistan as envisaged by the Pakistan Tehreek-i-Insaf now elected to power. We hope that the winds of change can blow Pakistan right back to the place where its founders had dreamed it would be. This is the goal of every Pakistani and as patriots we share this vision and aspire for the same. The alluring appeal for a Naya Pakistan is just what the doctor ordered. Our elders have seen a country of great promise. Let us return there and excel in all spheres. Naya Pakistan Zindabad – DSSP Paaindabad

~Marina~

DSSP Extraordinary General Meeting (EGM) 2018 - Landmark Decisions

An Extraordinary General Meeting (EGM) of the DSSP was held on Sunday July 29, 2018 at the Movenpick Hotel KHI. Registration of members began at 03:15 p.m. and the meeting commenced on time. Cheryl Mathew, President, was in the chair along with Naureen Rodrigues-Secretary, Clara Dsouza-Treasurer and Natasha Mavalala-Immediate Past President.

At the meeting some important decisions relating to DSSP's par-



ticipation at the upcoming ASA Congress in Papua New Guinea and the website were made.

The program was generously sponsored by the Italian brand Francesco Romero, in Pakistan by the Diners Group. They gave a detailed presentation and exhibited some of their products

and invited us to visit their outlets to avail a special discount for members. They cater to ladies and gents suiting materials and ready to and their items are reasonably priced.

The meeting ended at 5.00pm with a lavish Hi-tea at Al Bustan restaurant.



DSSP LEISURE DAY 2018 – Pleasures by the pool of Arabian Sea Country Club

By Tracy Monteiro

In This was my second DSSP event after becoming a member in March and I was entirely looking forward to it, especially when I got to know that this year's Leisure Day was being held at the Arabian Sea Country Club, one of the favored and desired venues known for its inviting and refreshing pools and lush green landscapes. The day of the picnic, it was a bright and sunny Sunday morning, with clear skies and one could not miss the hot summer weather. The bus was stationed on time at the St. Joseph's Convent School, from where it departed for the Arabian Sea Country Club. There was lively music played in the bus, which all enjoyed and it set the mood for the day. Me and my family and friends were close behind, following in our own car, and being a Sunday, the roads were clear, giving an opportunity to get 'Fast & Furious', which one rarely gets to do, with the traffic congestion in Karachi.

I think we were almost 5 KM far from the venue, when the bus driver took a wrong turn, we raced ahead and were the first to reach the venue, feeling mighty victorious! Once the bus reached a couple minutes later, we all assembled and I could tell everyone was just waiting to stretch their legs after the long ride. We gathered in the main lobby area close to the reception, where hot tea was served along with mouth-watering chicken sandwiches and a slice of cake. After the morning snack, we all headed onward to the pool area, which was the main attraction. The calmness of the blue crystal waters, almost glistening



in the sun, made it simply irresistible that even for a person like me, who has water phobia, I felt drawn to it and was looking for the shallowest spot in the pool to get settled. We thoroughly enjoyed our time in the pool, the kids and adults both floating away in our tubes and splashing around. The hot humid weather didn't bother us much, until after we got out from the pool and literally felt scorched. By that time, it was almost lunch hour, and the lavish and luxurious buffet lunch was arranged for us at the club's indoor air-conditioned dining hall, which was a great escape and comfortable setting. The buffet had an assortment of salads and soup, the main dishes had a good variety of veg and non-veg items, but I remember particularly taking a second helping of the lamb, which was well done and almost melted in my mouth. For dessert, everyone was talking about the delicious chickoo ice cream so I had to give it a taste, and it was certainly delicious.

Once we were done with lunch, we were feeling lazy and sleepy and the hot humid afternoon breeze was a contributing factor. The kids were ever-ready and

charged for a second round of pool-time, but we all decided to digest our lunch by taking a tour of the club. We got to check out some of the club's amenities and facilities. At 3PM we decided to have a game of tambola, for which I was given tickets to sell out. At first we had just a few contenders for the game, but soon after, many more joined in and we actually ended up having a total of 6 fun-filled games that had everyone on the edge of their seats. I am glad to announce that I too won a cash prize, which made me feel like a winner! The game almost taken us to the close of our event, after which hot tea and freshly baked cookies were served. Once we all had our fill, we were good for the road.

This was the second consecutive year of hosting the Leisure Day at the Arabian Sea Country Club, and might have attracted fewer members and guests this year due to the event clashing with the St. Anthony's Annual Mela, however, for the ones that did attend, had enjoyable and fun memories to take away with them. A big thumbs up to the DSSP Committee members for yet another successful event.



COMMUNICATE WITH IMPACT

By Michele Thwaites

To be an effective communicator you need to look at how you communicate with others, what the impact your message has on others and regularly assess what you say, how you say it, to whom you say it, when you say it and most importantly how your words are being heard by others.

This quote says it all. Know what you say and how you say it and take responsibility for it, however, you are not responsible for how people understand you. You can be though. You can make sure you communicate more clearly, simply and challenge yourself to communicate in such a way that you are understood clearly.

Here are some ways to help you communicate more effectively and successfully:

- Communicate with significance
Know how significant, powerful and important it is for your message to be clear and concise and the effect it can have on how it is understood.
- Communicate with substance
Your message must have substance – it must be meaningful and important to say. Many leaders today are talking more and more yet have less and less to say. Know what you want to say before you start talking. Plan your communication carefully.
- Communicate with sincerity
Your message should be honest

and authentic – sincere. The more sincere your message is the more impact and the more believable it will be to others. Make sure you wholeheartedly believe and embrace whatever you are going to say. People can tell a fake a mile off.

- Sell it
Believe in yourself and your message. You should have ten times more enthusiasm than other people. You influence people through what you say and how you say it so let your passion and energy (or lack thereof) make an impression (or not) on others.
- Say it
Rule of thumb, tell people what you are going to tell them, then tell them, then tell them what you told them. You need to ensure they leave your company knowing exactly what you wanted them to remember.
- Say it again and again
Be consistent in your message every time you talk to people. People need to be clear about what you stand for, what you believe in and what your vision is. Repeat it. Retell it. Restate it. Repeat it.
- Communicate with your stance
Be aware of your stance. 55% of face-to-face communication is effectively portrayed through your body language, 38% from the tone of your voice and only



7% actually comes from the words you use. Your non-verbal cues speaker louder than words. Manage your body language, facial expressions and make sure they match with your message. There is a quote which says, “People may not tell you how they feel about you, but they always show you. Pay attention”.

- Study
You should know more about your vision, your industry, your plan, your subject matter than anyone else to be convincing. Make sure you have the relevant facts and information to support your message and develop creative ways to share information.
- Communicate with style
There are so many ways and methods of speaking. Find your unique style. Use your personality, your background, your vocabulary and bring that into your way of speaking that uniquely suits you. Practice articulating your vision. Be careful not to put on pretence and try to be something you are not – people will see right through you.
- Communicate with simplicity
Use short, small words that everyone can understand and remember. A simple message that is clear and articulate is more effective than one who tries to impress others with highfalutin language that sounds so pomp-

ous and bombastic. People are not going to be impressed by that – all you will accomplish is a confused people trying to figure out what you were saying or what the words meant.

- Communicate through stories
Use original stories and personal examples which are important to you and relevant to your vision. Stories can definitely have more impact than just facts and figures, ideas or opinions. Don't tell a story that goes on and on and on you will bore people to tears and they will lose interest.
- Communicate with a smile
A smile is an effective way to engage with others when appropriate. It brings transparency to your message and shows warmth and kindness which can so easily put the harshest critic in a more receptive mode. Smiling is contagious.
These are just some simple things to remember when communicating – there is no hard and fast rule to being a great communicator. You can, in your own way, formulate, articulate and communicate your vision with success, effectiveness and confidence. Words without action have no impact. Your whole being comes into play, so use all of you, don't hold back if you want to effectively influence and persuade with your communication.

Traits/Skills of Successful Leaders

Traits

- Adaptable to change
- Alert to social environments
- Achievement oriented
- Assertive
- Cooperative
- Decisive
- Energetic
- Persistent
- Competent
- Inspiring

Skills

- Intelligent
- Creative
- Conceptually skilled
- Analytic
- Good judgment
- Good communicator
- Diplomatic, tactful
- Persuasive
- Motivating
- Socially skilled
- Organized

Tick Tock Tick Tock

By Sunnu F Golwalla



Most of us struggle to complete various tasks in a day, but we can tame the ‘tick tock’ and accomplish a bit more. Before we come to that, you may like to consider the advantages of better time management and if any of these appeal to you, you may consider how to go about it.

As I see it, you can have the following advantages of managing time:

- It will give you time to pursue developmental activities, making you a better officer and a better person.
- It will help you become respectful of other people’s time and get their respect in return.
- You will be able to spend quality time with your family and friends, which is critical for mental health.
- Will have time to develop a hobby which will give you enjoyment in your leisure.

This is how you may manage Old Man Time:

Buy a simple table clock and place it where you can see it easily.

Make a habit of looking at the clock **frequently**: be aware of the minutes and the hours will be taken care of.

Develop a habit of doing all tasks ONLY ONCE. Going back and forth destroys your self-confidence and discipline. Do check and re-check your work, but do it then, and COMPLETE THE TASK.

Of course, exceptions will apply

to above, and you are intelligent to know those.

Interruptions by walk-in colleagues. Greet them but meet them at lunch.

Telephone call that demands a long explanation. If urgent, attend to it. If it can wait, state this very nicely to the caller and call back later.

Urgent versus important. Urgent requires your immediate attention, whereas important is that task which adds value to the company, or to your worth and development.

Constant urgent tasks drain away your energy and time, with nothing to show at the end of the day. Judge them and delegate them to junior colleagues with supervision, it will develop them.

Write down ‘important’ tasks and keep them where you can see them frequently and do them. At the end of the day you will have a smile of satisfaction having done useful work.

Have a go at these, you will find yourself a winner!



'We are Forty' – Sri Lanka Association of Administrative and Professional Secretaries

By Swineetha Jothiraja President – SLAAPS



2018 is a special year for the Sri Lanka Association of Administrative and Professional Secretaries (SLAAPS). We are proud to announce that we celebrate our Ruby Anniversary this year, having completed 40 years of excellence since the Association's inception in 1978.

The Committee has decided to celebrate the Anniversary in style with emphasis on the colour of the 'Ruby', at all events throughout the year.

The special celebrations commenced with the AGM in January

which was held on a grand scale at the Kingsbury hotel, Colombo. It was attended by a large number of members, and all members were hosted to a five-star lunch on account of the 40th Anniversary. The venue was decorated and lit highlighting the colour Red, which is the year's theme colour for the Association. A welcome dance and closing dance were performed as special items of the AGM. The highlight of the event was the cutting of the Anniversary Cake amidst applause, by the President and all past Presidents

who were present.

The APW celebrations in the last week of April were also held on a similar note. It commenced with a full page paper supplement on 20th April and the APW Seminar on 21 April at Hilton Colombo. We also had a Flag Day on the 23rd and the first flag was pinned on His Excellency the Ambassador of Japan in Sri Lanka who was also the Chief Guest for our events. The Secretaries Night was a gala event on 25 April at Jetwing Colombo, the theme being 'Ruby Night'. All participants



were dressed in the theme colour. The event was an opportunity for fun and entertainment. The highlights of the night were the selection of the 'Ruby Queen' and the 'Baile Queen'.

A very special event on account of the Ruby Anniversary was organized by the Committee this year. The Residential Seminar which is usually held in a resort hotel in Sri Lanka was held for the first time overseas, at the Cosmo Hotel in Kuala Lumpur, Malaysia. It was held from 26- 29 July, attended by 54 Secretaries, members as well as non-members. The facilitators were from Malaysia and Sri Lanka. The evening of 28th was the occasion for the Gala Night. The Ambassador of Sri Lanka in Malaysia graced the occasion as the Chief Guest. Committee Members of the Association of Professional

Secretaries and Administrators of Malaysia were guest invitees for the event. The theme for the night was 'Malaysian Night' and all participants were dressed in the traditional Malaysian National Costume. It was a night full of excitement and entertainment with a live DJ and scintillating dance performances. The selec-

tion of the 'Malaysian Queen' was one of the exciting highlights. It was undoubtedly a memorable event for all participants.

The next exciting event in our calendar, will be the Members Day scheduled for the latter part of November. It will also be organized on a similar note to celebrate our Association's Ruby Anniversary.



How to Use Your Time Effectively if You're Unemployed

The idea of unemployment may sound inviting but those who have been out of a job for a while may beg to differ. It can be very frustrating and disheartening, and tiring! Searching for the right opportunity, preparing and going for interviews, waiting for a call back or sometimes a rejection is emotionally draining and often a long process. It's sometimes difficult to know how to use your time effectively so here are some tips on how you can plan your days to make the task of getting out of unemployment more manageable.

1. Make a schedule and stick to it! Structure your day like a proper working day and maintain these timings throughout the week. Get up at 7am, go for a run or to the gym, get dressed, make yourself a good breakfast and set yourself up for a productive day. Set out a list of tasks for yourself and make sure it's realistic, achievable and works for you. Don't just sit at your computer all day either, get some fresh air and exercise and keep that brain ticking!
2. Be organised. If you are confused about what career path you want to take, make a distinct list of things you want to get out of a job, and the skills you have and want to develop. Use this to find the relevant recruitment agencies and companies that you want to connect with. Call and arrange a time to go in and register with them – don't delay or put it off, they are there to help and you need to get the ball rolling! Keep a list of people you've called, jobs you've applied for and CVs you have sent, it may need tweaking depending on the types of roles they have.
3. Sign up to at least 3 recruitment agencies. Different agencies will have a number of different roles on, in different industries. The more you sign up to, the more likely something will come your way. Remember to keep in touch with them and update them with your current situation, give them a call and remind them that you're still looking for a job.
4. Use the internet. Social media is a great way to market yourself whether it's on LinkedIn, Facebook or Twitter, so make sure you have a professional and up-to-date profile that will attract recruiters and employers. It's also a great way to network and connect with people and keep track of what's out there.
5. Do something different! If you're not interested in finding a job think about other ways you could use your time. What other interests do you have? Perhaps you could write a blog or do a course and learn a new skill. If you then decide to go back into employment you'll be able to impress employers with what you have done rather than having big gaps in your CV. What about volunteering somewhere, for a charity or at a school? This will show you are proactive and are driven, if you say that you've been doing nothing for two months it won't show you in a great light. Maybe you've always wanted to travel, what a great opportunity to do that! Have you had a good idea for a business but not had the time to look into it properly? Maybe this is a chance to do something entrepreneurial and start something of your own. The opportunities are endless!
6. Talk to people. You shouldn't sit at home alone all day – set up meetings with friends or any contacts you may have. They might have ideas you haven't even thought of or they might have other useful contacts for you. You might also be able to help them. This is a challenging but exciting process where everyone should communicate and work together. Unemployment shouldn't be looked at negatively, instead think of it as a time to really think about your future and what you want to get out of life and your career. Take time to make some decisions and don't rush into anything, you want to get it right!

– David Morel

Is There a Secret to Success? 22 Ways Productive People Reach the Top

Whether you are an entrepreneur, business owner or work for someone else, staying productive to reach the top of your game does not have to be a constant challenge. The secret to success is not so much a secret after all.

When you grow a strong grip on what inspires and motivates you as well as what throws you off course, your honed ability to harness your productivity can only set you on the path for success.

Increasing your productivity like the Elon Musks and Richard Bransons of the world can be surprisingly simple. Here are 22 of the ways they do it:

1. Be emotionally connected to clear goals

Clarity is a must-have ingredient to being productive. Leading marketing consultant, speaker and best-selling author Simon Sinek explains in his book *Start With Why* that in deciding between manipulation or inspiration as stronger influences of human behavior, inspiration is more powerful and sustainable.

When you have an emotional connection to your goals, you become better at searching for the means to achieve them.

2. Revisit goals daily

Dedicate time each morning before your day starts to review your goals. Stop, think and ask yourself:

"Regardless of whether or not my days are great or challenging, do I still feel emotionally connected to this?"

Look for an underlying, resounding 'yes' and a physical, positive shift of excitement. If you feel this, then your productivity will be greater than if you are forcing yourself to work for a purpose that does not give you a mental nor emotional return on investment.

3. Use visualization to reach targets sooner

Thomas Edison envisioned the concept of the light globe and eventually turned his imagined idea into reality. Much research has shown that physical performance is greatly improved when the time is taken to engage in carefully constructed imagery and visualization that ignites the human senses.

Functional MRIs now showing our brains don't know the difference between what is real and what is imagined. This helps us realize that using visualization techniques can accelerate the efficiency and quality of our work in more focused ways without the same amount of physical effort.

Instead of just imagine what you might have

for lunch, direct your daydreaming toward what you want to achieve, experience and feel from your efforts!

4. Re-prioritize throughout your day

In the best-selling book *The One Thing*, Gary Keller and Jay Papasan advise that by asking yourself constantly:

"What is the one thing I can do, such that by doing it, everything else will be easier or unnecessary?"

Your activity will be focused and aligned to meeting your goals. You will spend far less time losing energy to distractions which take you off course.

5. Create a daily today list, not a to-do list

Being busy does not necessarily mean you are productive. Having a long to-do list can sometimes be quite de-motivating.

Tony Schwartz, CEO of the Energy Project, advises starting each day with one key task and ensuring that completing it (or making good progress on it) moves you toward achieving your goals.

Should the first task be complete early on in your day, move on to the second and third activity. However, if you still don't complete that one task, start the next day with completing it. Only move on to the next task when you have completed the present one.

6. Get up early

We don't all have time or capacity to do a 5km run at 5am, however, research shows the morning is the best time to set your framework for a productive day. Our minds are freshest at this time of day.

Before anything else, dedicate time to review your goals, your key priorities for the day, exercise and nourishing your body.

Top performers allocate their first few hours to projects relevant to their top priorities and delay meetings and appointments until later. The satisfaction alone of seeing what you have accomplished before 10am alone helps you sustain a greater level of productivity throughout the day even though your energy levels may start to wane.

7. Fuel your body according to your activity

Your body is your engine room, so it makes sense to fuel it for the performance you want it to achieve.

Twenty-three time's Olympic gold-medal winner Michael Phelps does not eat the same carbohydrate-rich diet in offseason as when he's competing.

Whilst you may not be an elite athlete, ap-

plying this mindset approach might mean increasing your intake of nutrient-dense, low glycaemic food at planned intervals according to your day's schedule.

8. Treat your mind like an asset

Top performers know their mindset and mental health are the cornerstones that dictate their productivity. They guard their exposure to energy-draining circumstances, people and media, and carefully choose activities and events which are soul-enriching, energizing and relevant to their goals and purpose.

Because they have a strong sense of purpose, they choose reading material, networking and personal growth opportunities that help them grow through the challenges they are facing at those points.

9. Surround yourself with productive people

Identify and surround yourself with people who talk less and do more. Even if those people fail and make mistakes more but still make progress, they are improving and are much more likely to get the results they seek.

This goes beyond simply reading about what top performers do and socializing with those you identify as top performers.

Find programs that incorporate highly productive practices and join mastermind groups where the members are long-term communities that continually reap the results they seek.

Proactively choose to try and spend more time with those people in their activity phases.

Not only will your productivity go through the roof, your learning curve will be exponential.

10. Nourish your mind strategically for your growth and development

Top performers are avid readers. They take charge of their journey by committing to continually learning.

But it's important to recognize that whilst others have found certain literature to be extremely helpful for themselves, this does not mean it is directly relevant to you or maybe it is....just not right now.

Pick and choose considerately and steadily what is relevant to you right now and put aside the other content for later. You can always come back to it.

11. Choose mentors wisely

Even if you don't work in an industry that requires you to commit to professional development and gaining supervision from an expert, it is wise to seek out mentors.

Personal or professional mentors should not have any invested agenda in helping you in order for you to get the best objective advice and wisdom.

Seek out and ask for opportunities that allow you to learn experientially or shadow them in action. Also, seek a couple of different mentors. The more variety, the better and faster quality of learning you will have.

12. Always seek detailed and constructive feedback

No top performer is satisfied with general or wishy-washy feedback. If you get no feedback – positive or negative – ask for it.

Being told to simply do a better job next time does not help you to improve. Invite and tease out instructions for change. Gaining this will help you to accept failings and mistakes as well as give you clear plan to already start moving forward.

Licking your wounds of disappointment will be short-lived and any memories of receiving negative feedback will quickly become yesterday's news.

13. Plan your day the night before

Closing your previous day recognizing what you have achieved and planning what your next day will entail does for reducing anxiety and experiencing better quality sleep.

Your plan does not have to be too detailed but putting pen to paper and reflecting this back to yourself gives your mind a sense of closure on the day. It also acknowledges unfinished items that will take priority the next day.

14. Perfect practice makes perfect

World renowned Grand Prix dressage trainer Maria Gunther would teach her students that it wasn't just practice that makes perfect; perfect practice makes perfect.

It's ok to make mistakes but even in practice, we are always aiming to achieve our personal best.

Improving any technique or skill involves constant refining and tweaking. It can also involve feeling discomfort which is often a misunderstood sign of stretching and growing.

Top performers know and have a healthy acceptance that there is no such thing as perfection but use their practice opportunities as wisely as if they were in a once in a lifetime situation.

15. Efficiency and effectiveness are not mutually exclusive

The best outcomes are achieved when the right processes and techniques are executed to the finest detail.

When the steps that need to be taken are clear, your focus on executing each of those steps well can only lead to better results.

Ensure you're not under pressure when choosing a course of action to undertake and honor your own decision-making process.

Then concentrate on doing each step well.

"Efficiency is doing the thing right. Effectiveness is doing the right thing." ~ Peter Drucker

16. Use the Four Ds for effective prioritization

Having meetings and sorting emails at the expense of finalizing and sending a new business proposal is clearly non-productive. The four Ds are an extremely quick way to identify time-wasting activities and enrich your focus to things that truly matter:

- Do – do it straight away
- Delay – schedule a time to come back to it later
- Delegate – allocate the activity to someone with better capacity to complete it
- Dump – discard it permanently

Whenever you have difficulty deciding what needs to happen, make it a rule to apply one of the four Ds and you will make decisions more quickly, easily and effectively.

17. Invest in developing resilience skills

Top performers have excellent emotional regulation skills and have become skillful in observing and mastering regulating those of others.

Through learning coping and stress management techniques such as meditation and mindfulness, top performers strengthen self-awareness, which helps them to quickly identify what they need to do to heal, recover and bounce back better and stronger.

Top performers invest in personal development, knowing that they need to become and behave like the person who produces great results before they start to see those results.

18. Monitor and manage your energy

The amount of time we spend sitting each day is a far cry from the 12 miles an average human used to walk daily. Research quantifying the effects of physical inactivity has found that reducing inactivity by even 10% could avert 533,000 deaths globally.[1]

In reviewing such research, Silicon Valley-based author and speaker Nilofer Merchant has resorted to having 'walk and talk' meetings.[2] Merchant reports not only does she feel the physical benefits of walking 20-30 miles a week, she says she has become a better listener as the activity forces her to concentrate on what is being discussed.

The next time you take a break, consider having a walking meeting or undertake five minutes of yoga poses or mobility stretching.

19. Develop and strengthen your mindset

When we are faced with tough challenges and feel stuck, Carol Dweck, Psychology Professor at Stanford University advocates the practice of regularly asking ourselves if there are other perspectives and possibilities we cannot see yet.[3]

By asking ourselves this question, we

stop thought rumination and downward thought-spiraling, and start activating a part of our brain that helps us claw our way back toward finding solutions.

20. Work with performance psychologists and coaches

Highly productive performers seek the support and help of a team but not just employees and work associates. Collaborating with a coach to develop your future goals and action plans increases your accountability.

The added advantage of working with a performance psychologist means you can understand and uncover unexplained blockages, resistance and behavior that have kept you stuck.

You can develop emotionally intelligent goals as well as mental fitness techniques and strategies to skyrocket your productivity, performance and results.

21. Have less and shorter meetings

Facebook COO Sheryl Sandberg recommends having a meeting of a small number of people, a succinct agenda and closing a one-hour meeting early if the key agenda items are covered in the first 15 minutes.

CEO and Chairman of the Renault-Nissan-Mitsubishi alliance Carlos Ghosn recommends giving people less time than they request for a meeting, saying it drives them to be more effective, punctual and direct with the agenda.

Free up valuable time if you don't really need the full hour that was scheduled.

22. Become masterful at saying no

When success starts to mound, people take notice and new requests come knocking at your door. As flattering and validating as this is, invitations, requests for help and support can quickly derail you.

Developing several responses which respectfully appreciate but generally explain why you cannot honor those requests will help you maintain good relationships whilst protecting your time, energy and resources. You'll actually feel good about saying no and keeping your productivity wheels turning.

Focus on one small thing first

After examining the 22 ways productive people reach the top, you might be feeling a bit overwhelmed.

The secret to success here is to **simply pick one area to focus on at a given time until it has become your second nature.**

For example, you might start going to bed an hour early to rise an hour early to do some kind of physical workout activities. Once you have mastered this, you might move on to working on to surrounding yourself with positive productive individuals.

The point here is it takes continuous practice to reach the top.

— Malachi Thompson

Welcome New Associate Members

BARBARA D'CRUZ



DENISE D'MELLO



The Cookie Thief

A woman was waiting at an airport one night, with several long hours before her flight. She hunted for a book in the airport shops, bought a bag of cookies and found a place to drop.

She was engrossed in her book but happened to see, that the man sitting beside her, as bold as could be... grabbed a cookie or two from the bag in between, which she tried to ignore to avoid a scene.

So she munched the cookies and watched the clock, as the gutsy cookie thief diminished her stock. She was getting more irritated as the minutes ticked by, thinking, "If I wasn't so nice, I would blacken his eye."

With each cookie she took, he took one too, when only one was left, she wondered what he would do. With a smile on his face, and a nervous laugh, he took the last cookie and broke it in half. He offered her half, as he ate the other, she snatched it from him and thought... Oooh, brother. This guy has some nerve and he's also rude, why he didn't even show any gratitude!

She had never known when she had been so galled, and sighed with relief when her flight was called. She gathered her belongings and headed to the gate, refusing to look back at the thieving ingrate.

She boarded the plane, and sank in her seat, then she sought her book, which was almost complete. As she reached in her baggage, she gasped with surprise, there was her bag of cookies, in front of her eyes.

If mine are here, she moaned in despair, the others were his, and he tried to share. Too late to apologize, she realized with grief, that she was the rude one, the ingrate, the thief.

Recipe For A Happy Life

Take a couple of whole months, clean them thoroughly of all Bitterness, Rumors, Hate and Jealousy; in other words, make them as fresh and as clean as possible.

Now cut each month into 28, 30 or 31 different parts.

But don't make up the whole batch at once Instead prepare it One Day At A Time.

Mix well each day:

One part of Faith,
One of Patience,
One of Courage,
One of Work,

Add one part each of:

Hope,

Faithfulness,
Generosity
Kindness;

Blend with:

One part Prayer,
One part Meditation
Good Deeds.

Season the whole with:

a dash of Good Spirit,
a sprinkle of Fun,
a pinch of Play
a cupful of Good Humor.

Pour all of this into a Vessel Of Love, Cook thoroughly over Radiant Joy Garnish with Smiles serve with Quietness, Unselfishness and Cheerfulness And you are bound to have a Happy Life.