



Chairperson's Message



Dear Friends,

“Leadership and learning are indispensable to each other”

The meaning behind the quote is profound - a leader cannot lead without knowledge and a desire to learn, and must continue learning in order to maintain a position of leadership.

We learn many things on our way to success. Life is composed of ups and downs. Learning to get through the downs is the key to being successful. Without obstacles, difficulties, struggles and challenges, life wouldn't make much sense. You become stronger, more compassionate, and more grateful when you strongly believe in your capacity to persevere. The most successful people know what it's like to persevere and savor victory, personally and professionally--and so can you.

Time flies and two years passed since I took over as the Chairperson of the Delhi Chapter in the year 2018. I faced many challenges during these two years. Collectively, with the team, each time, we tried to raise the flag high of the Delhi Chapter. In my journey of these two years I had some great experience, support from the Managing Committee and IASAP members of the Delhi Chapter. I am proud to share that this has resulted in great bonding amongst all. We organized unique events at different venues each time.

After organizing the training sessions on “How to present yourself” and “Critical Thinking”, we were planning to organize women's day but due to COVID-19, lockdown started and we were stuck and not able to host any event.

March ended and April started with the extension of lockdown. Suddenly one day I thought to give online sessions, to the members, to engage them in some activity, to keep them away from stress and depression. This idea was liked by all MC members and then we planned and started organizing training sessions and webinars. ***It was really a great learning experience during lockdown. I learned how to convert “challenges to opportunities”. Such type of decisions broadened my vision and helped me thinking positive always. I also learned the lesson of “move on in any situation” and “think out of the box”.***

I am grateful to all the Past Chairpersons, Ms. Veera Mavalwala, Ms. Anjana Jacob, Ms. Shirley Samuel, Ms. Anita Khosla and Ms. Meenakshi Dhanda for guiding me throughout these two years. ***“Here is a BIG thank you for never letting me down, for helping me when I ask, thank you for the support when I went through a hard time.”***

I am grateful to Ms. Asha Bhandoola; with her support I was able to release the Esperanto on time.

A big thank you to my team Jyotsna, Yogita Sharma, Savita Alekar, Rashmi Budhraj and Prerna, who always supported me and believed in me and helped in executing the plans and ideas, for the benefit of the Chapter.

A BIG thank you, to all the members, who believed in our team and attended the events, webinars and training sessions, organized by us in past two years. Active participation has always motivated us to do much better.

As I step down, am passing the baton of IASAP Delhi Chapter to the new Chairperson and Management Committee. I am sure; you all will together take the chapter to further heights. Remember, I am always there for guidance and sharing my experience.

Wish you all, a good success.



“Sometime we are tested not to show our weaknesses, but to discover our strengths.”

**With Regards
Anjana Tandon**

Chairperson – IASAP Delhi Chapter

From the Editor's Desk

Dear Members,

The world at the moment is passing through a critical phase of battling the outbreak of Corona Virus Covid -19 which started in December 2019 and continues to spread till now at a rapid rate playing havoc in everyone's life.



Various measures have been introduced to combat this Pandemic, one of them is the Lockdown. The Lockdown has isolated people from family and work which have resulted in having to fill our days. Crises like these bring out the best in us and people have discovered various inventive ways to pass time, we at IASAP did not lag behind. Thanks to our Chairperson Ms. Anjana Tandon's who thought of On-line sessions for the members so as to engage them in various activities.

The ensuing pages highlight all the activities undertaken. Special Kudos to Ms. Anjana Tandon for initiating on line sessions for "Excelling in Excel and Power Point presentation". Another feather in the cap was an incredible session on "Fry and Fly by Hyacinth of Pune Chapter (conducted on all India level). Two wonderful sessions conducted by Ms. Charu on "Self Belief" and Ms. Niharika Verma's "Best practice back to work" were extremely enlightening.

We are very grateful and thankful to our Chairperson Ms. Anjana Tandon for redesigning our Website which encompasses all the aspects of IASAP.

We welcome Ms. Uma Gupta to the folds of IASAP. We wish her all the best.

We are eagerly waiting for normalcy to return; sadly all we can only do is to pray to the Almighty.

"God you are the Creator so we pray for Covid-19 to be destroyed."



Asha Bhandoola

Happenings

Training on Self Presentation –12th Jan 20 (By Anshu – The Image Coach)

People Care about People who care about themselves. Ms Anshu Gupta who is an Image Coach spoke about the importance of Self Presentation. There are many things which we forget in our routine life so this was a refresher.



1. The Speaker spoke about how to present yourself.
2. She also showcased how to dress and make yourself presentable with minimal resources
4. She spoke about Appearance management, Factors for appropriate dressing, Body language etc.
5. Certificates were awarded at the end of the training to all Participants

A nice spread of snacks was enjoyed by all.

The live link was also shared with other chapters also those who were not present physically got to enjoy it online. This initiative was taken for the first time by the Delhi Chapter.

Annual Charity Event – 1st Feb. 20

Donation in cash and kind were collected from the members of Delhi and the MC team along with members went to different NGO's in various parts of City for the distribution. Involving members in this activity was a totally different experience for all.

1. Anjana Tandon, Savita, Anjana Jacob, Shirley Samuel and Meera Sharma went to Boy's Ngo – Bal Sahyog where steel plates, floor cleaner soaps and sweets were distributed.
2. Anjana, Veera, Gloria and Sheela went to the girl's Ngo – Udyancare, where Sanitary napkins, floor cleaner, Bathroom cleaner, towels and food were distribute.
3. Jyotsna went to the NGO – Earth Saviors and donated clothes(collected by different members) at Faridabad. Kavita Bhatia donated soaps for the same NGO.
4. Perna handed over pen,pencils, white board markers,erasers , notebooks to the needy students to the NGO- Taleem.
5. Harnarindar Minhas supported the NGO – Taleem by donating personal hygiene items like, sanitary napkins and soaps.
6. Yogita distributed tea / snacks to the poor on the streets near her locality





It was really a very different way to do the charity, in which almost all the members were involved either by paying or by going personally and distributing the things to different NGO's. The members of the Delhi Chapter felt it like a festival.

Training on Critical Thinking – 15th Feb. 20 (By Monika Rao Singh)

Critical thinking is the mental process of actively and skillfully conceptualizing, analyzing, synthesizing, evaluating and applying information to reach a decision or conclusion.

- Critical thinking is for problem solving
- Critical Thinking is convergent
- Critical Thinking brings forth probabilities
- The speaker made it clear with examples as to when to use Rational Mind, Wise Mind and Emotional Mind.
- The discussion was done on mind mapping, which is a graphical way to represent ideas and concepts. It is a visual thinking tool that helps structuring information, helping you to better analyze, comprehend, synthesize, recall and generate new ideas. Like in every great idea, power lies in its simplicity.
- The concept beautifully explained explained the use of 5 W's and one H.
- Bloom's Taxonomy was discussed for –
 - ◆ Create

- ◆ Evaluate
- ◆ Analyze
- ◆ Apply
- ◆ Understand and
- ◆ Remember

Keys to Critical Thinking was shared :RED

- ◆ R- Recognize Assumptions
- ◆ E- Evaluate Arguments
- ◆ D- Draw Conclusion



In an activity organized by the speaker on critical thinking she divided those present in groups to find solutions to different scenarios.

The training was appreciated by all those who attended as it was a nice reminder of an Interactive learning.



The certificates were given to all for attending the Training.



An opportunity was given to one of the guests to be an Active Listener for which she had prepared a beautiful document, which was distributed to those who attended the session.

#Lockdownlearnings – Positives of Corona Virus(Covered by Prerna Kumar)

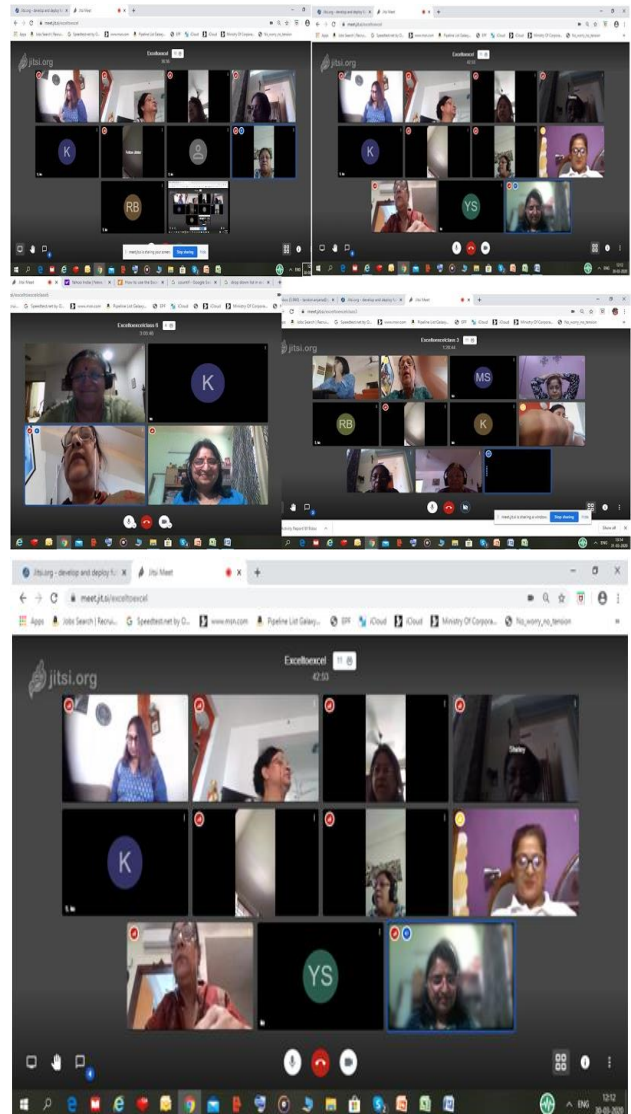
‘Covid19’ is an alpha numeric word which has united the entire world. While it has caused world-wide panic, illness for a large number of populations, irrespective of cast, colour, creed, religion or nationality it has impacted all and many have lost their loved ones.

Truly a trying and testing time for people all around.

While, we would want to eradicate the virus from our lives, it has also bought certain positives to all of our lives. During this time, we have met a lot of people who with their courage, determination and conviction have opened new doors for fellow members.

One such initiative has been taken by our Chairperson, Ms. Anjana Tandon. With her technological background, she took the pivot step in initiating the online learning for members across chapters. A high-spirited leader, she ensured that IASAP members remain connected with each other, as a support and strength of each other.

#Lockdownlearnings is a great step towards this. A summary of our #Lockdownlearnings: Online sessions for ‘Excelling in Excel’ and ‘Making a point with PowerPoint’ were very well presented and received by members of the Delhi Chapter.



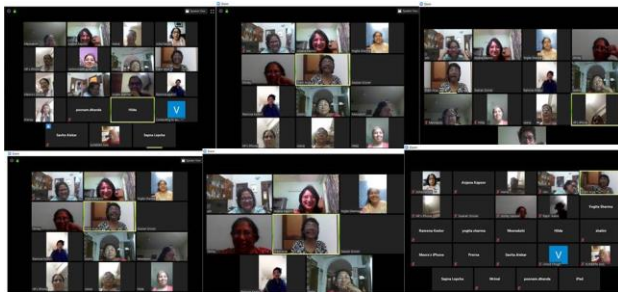
Anjana conducting the session at All India Level once and then on request of individual Chapters specifically for the chapter members at Mumbai, Pune, Hyderabad, Tamilnadu was a big hit.



Technology bit taken care off.

The #Lockdownlearnings did not stop here.

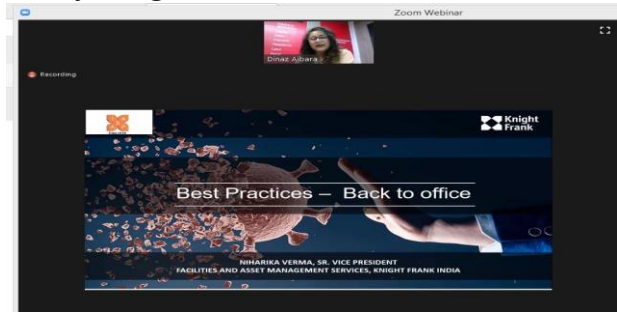
A wonderful session by Hyacinth, Pune Chapter on 'Fry or Fly' was conducted for the Delhi Chapter. What a soulful session. Touching upon the trying times and the way forward. Gratitude on what we have and adapting to the new normal.



Ms. Charu took us through the art of influencing others, how to have self-belief and conviction to promote oneself, influence and manage peers, subordinate and bosses. Important aspects of an Admin Professional's life.

<p>Webinar 6th in the Complimentary Webinar Series</p> <p>TOPIC: Art of Influencing 5 PM – 6 PM, Sat, 25th April</p> <p>How to register</p> <ul style="list-style-type: none"> Send an email stating your CELL NAME and NAME OF ORGANIZATION to charu@delhi@knfrank.com Receive a link to the webinar ONE day in advance. <p>Facilitator's published article: Managing Yourself: The Natural Science (Part 2)</p>	<p>Webinar 6th in the Complimentary Webinar Series</p> <p>TOPIC: Managing Upwards (Developing constructive relationship with your boss) 4:00pm to 5:00pm, Wed, May 20</p> <p>How to register</p> <ul style="list-style-type: none"> Send an email stating your CELL NAME and NAME OF ORGANIZATION to charu@delhi@knfrank.com Receive a link to the webinar ONE day in advance. <p>Facilitator's published article: Managing Yourself: The Natural Science (Part 2)</p>	<p>Webinar Complimentary Webinar Series</p> <p>TOPIC: Promoting Yourself: The rules of success 4:00pm to 5:00pm, Wed, May 6</p> <p>Please confirm if you want to attend, so that a link to attend the webinar will be shared a day before the seminar.</p> <p>Facilitator's published article: Managing Yourself: The Natural Science (Part 2)</p> <p>Thanks</p>
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Ms. Niharika Verma took session on “Best Practice- Back to Work”, a wonderful session as many offices opened and it was a must attend session to take care of many things before and after joining the office.



#Lockdownlearnings has uniquely equipped us to be self-confident both on the art of managing people and skills to manage work efficiently while keeping heart and mind grounded, at the same time being thankful and appreciative of what we have. It also enables us to have strength to make the most of even the worst situations.

As it is, I have always believed, that an Administrative professional is like Ganesh Ji. Big ears to know and learn more and big stomach to digest the ills, and laddoos in hand to offer happiness, sweetness to all. And narrow eyes to focus on the goals. Administrative professionals are back-bones of any organisation. It is imperative that we keep the back bone strong.

#Lockdownlearnings has ensured that we emerge from this pandemic situation much stronger to be able to support a post covid era in a better way.

Thank you, Anjana.

“The earth once again has healed itself. The damage done by man-kind has been undone and we have been given a chance again to live a life which is sustainable and beautiful. Both for us and for the planet.

**It is on us now.” – Prerna Kumar,
ChaiVeda**

The Launch of the IASAP Re-designed Fully Optimised Website

Purpose to redesign the website

The new design with all the relevant information was launched on 30th May 2020. The purpose was to redesign the website for visibility by secretaries and Administrative Professionals in corporates.

We added the details of all the events on the Landing page which gives the information about IASAP and its events without surfing other pages, making it easy to use.

Uploading details of events and certification programs will make professionals aware about the quality and benefit of joining IASAP.

We added a separate page for all APC (Administrative Professional Contest) winners which can create a very good impression about the contest and encourage others to participate and become members.

We added all Past Chairperson’s detail, which again enhances the quality of IASAP and throws light on learning during the tenure of each Chairperson.

We added visuals to make it more attractive.

The details of National Convention and ASA Congress are added, to make everyone aware about the expansion of IASAP, by uploading the details of the National Convention and ASA Congress.

The most important feature added which was - mobile friendly. As everyone uses mobile these days to do any type of search, so we made it mobile friendly.

Fully optimized website, to suit any of the devices. Making it easier for people have the best look and feel irrespective of their viewing medium, laptop, computer, I-pad, tablet or mobile.

The Membership form MOA can now be downloaded on mobile too.

Newsletters give the detailed insight of all the events and eminent speakers.

We added all sponsors’ details which creates a good impression, as we all know brand always matters, it also increases the value of the Chapter.

We linked all social media like LinkedIn and Facebook with website to make it more visible.

www.iasapindia.com/Delhi

New Members



Hello everyone, I am proud to be part of an association that is recognized as one of the best place to work for women. I joined Tata group in March 2012 with a prior experience of Big 4s like Ernst & Young, PwC and UB Spirits. I am extremely grateful to Tatas for giving me such great career progression and offering me roles beyond EA profile. In my current role, I facilitate group level events. Some of the events, which I have handled so far are: Aero Show, Def Expo Show, Make in India – Mumbai, Mobility Summit – New Delhi.

My family consists of me, my parents and an elder sister. My father is 84 years old and has been living a life of a retired businessman since 1990 after he met with a major accident. My Mom is a housewife and 79 years old.

My personal life is quite similar to a famous movie 'Piku', having ageing parents, especially my father who suffers from chronic constipation and traces every problem to his bowel movements.



Frankly I am not liking this lockdown as there are a lot of household chores which are never ending. I am quite hopeful that this difficult time shall pass very soon and we will be back to our regular lifestyle.

I am a big fan of Munshi Prem Chand stories and all of his stories are great. Another book I like is 'You can heal your life' by Louise L. Hay.

Regards

UMA GUPTA

Do good for
others. It will come
back in unexpected
ways.

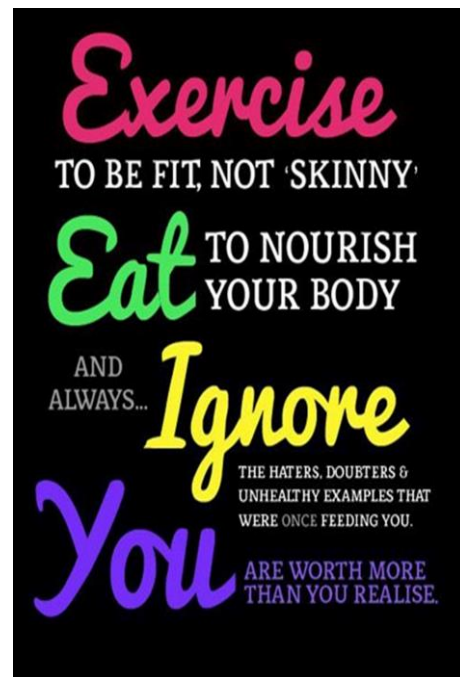


Japanese surprising research

1. Acidity is not only caused by diet errors but is dominated by stress.
2. Hypertension is not only caused by too much consumption of salty foods but also because of errors in managing emotions.
3. Cholesterol is not only caused by fatty foods, excessive laziness or a sedentary lifestyle.
4. Asthma is not only because of the disruption of oxygen supply to lungs, but due to sad feelings which effect the lungs.
5. Diabetes is not only caused because of too much consumption of glucose, but selfish & stubborn attitude which disrupts the functioning of the pancreas.
6. Kidney stones are not only caused by Calcium Oxalate deposits, but pent up emotions and hatred.
7. Spondylitis is not only caused by L4L5 or cervical disorder; but overburden or too many worries about the future.

If we want to be healthy then :-

- 1) Fix your Mind.
- 2) Do regular exercise.
- 2) Move around.
- 3) Pray.
- 4) Laugh and make others laugh too.
- 5) Make Friends.



These activities will help you to strengthen your mind , body and soul.

Asha Bhandoola

Memories of a young girl.

I am just penning a few thoughts. We are now at the moment living in uncertain, unpredictable and a somewhat dangerous time. In 1962 the Chinese war broke out and I was 10 years old. There were large number of Chinese living in Calcutta. There was no animosity between our people and them. Whenever the Chinese mothers came to pick up their children from School they came dressed in saris rather than their traditional dress. As children we sympathized with them unlike now.

The Bangladesh liberation movement was going on, we were in Kolkata, my sister was doing her Final Year in medical college and had to work in the Bangladesh women's refugee camps. To this day I cannot forget the horrifying stories my sister used to narrate of countless poorest of the poor women who were raped.

At the time of the 1971 War we were at our ancestral home close to the Pakistan border, just before the war started we had saw army convoys and troop trains heading to the border and soon thereafter the shooting started, we saw the horizon lit up like as if crackers were bursting and dog fights in the skies, we also saw wounded and dead soldiers and hordes of displaced people. Those were trying times and there was always fear in the air.

I also experienced what terror is, when I was in London, and the IRA was active there were warning signs in public places and trains, telling you to stay away from packages left unattended. Strangely at present the danger is very much there but there is no evidence of it which is more ominous, leaving us with a feeling of helplessness we all hope and pray that normalcy returns soon.

Harnarindar Minhas



Life is beautiful with Friends in a Group

A man, who regularly attended meetings with his friends, suddenly without any notice stopped participating. After a few weeks, one very cold night the leader of that group decided to visit him. He found the man at home, alone, sitting in front of a fireplace where a bright and cozy fire burned. The man welcomed the leader. There was a great silence. The two men only watched the dancing flames around the logs that crackled in the fireplace. After a few minutes the leader, without saying a word, examined the embers that formed and selected one of them, glowing most brightly of all, removing it to the side with a pair of tongs. Then he sat down again.

The host was paying fascinated. Before flame subsided, until momentary glow & a short time what was and heat had become black & dead piece of been spoken since the



attention to everything, long, the lone ember there was only a the fire soon went out. In previously bright light nothing more than a coal. Very few words had greeting.

Before preparing to leave, the leader with the tongs picked up the useless coal & placed it again in the middle of the fire. Immediately, the ember was rekindled, fueled by the light & heat of the burning coals around him. When the leader reached the door to leave, the host said: Thank you for your visit and for your beautiful lesson. I'll return to the group soon.

Why is the group extinguished.....? Very simple:

Because each member that withdraws takes fire & heat from the rest. It's worth reminding group members, that they are a part of the flame.

It's also good to remind us that we are all responsible for keeping each other's flame burning & we must promote the union among us so that the fire is really strong, effective and lasting.

THE GROUP IS ALSO A FAMILY

It doesn't matter if sometimes we are bothered by so many messages that reach the chat. What matters is to be connected. We are here to meet, learn, exchange ideas or simply to know that we are not alone. Let's keep the flame alive.

THANK YOU FOR BEING A PART OF OUR FIRE

Life is beautiful with friends...
xxxRamona Keelor

DID YOU KNOW?

- Rain water contains Vitamin B12.
- Vitamin B12 helps protect against cancer s like breast, colon, lung and prostate
- Pineapple juice is five times more effective than cough syrup. It also prevents cold and the flue.
- Carrots contain 0% fat
- Cucumbers are 76% water
- Drinking black tea prevent lung damage from smoking
- Sucking a piece of clove after a meal helps in reducing acidity.
- To produce 1 pound of honey a single bee would have to visit two million flowers
- Wearing headphones for just an hour will increase the bacteria in your ear by 700 times.
- An egg contains every vitamin except Vitamin C
- Our brain uses same amount of power as 10 watts light
- Eating chocolate while studying helps the brain retain new information
- Stomach acid (concentrated HCL) is strong enough to dissolve razor
- If you are coughing uncontrollably raise your hands above your head and it will stop

Meera Sharma



Punjabi don't say,

"Oh my God"...

They say "Hi O Raba". And that is more Emotional. ☹️

Punjabi don't say, "are you happy now?"...

They say "pay gayi thand hun?" and that's beautiful!☹️

Punjabi don't say 'buzz off'

They say 'dhoor fittay moo' that's beautiful.☹️

Punjabi don't say "get off of my back"

They say "Maghron leh ja "" and that's just hilarious.☹️

Punjabi don't say 'to each their own',

They say 'sanu ki' and it is cute.☹️

Punjabi don't say 'What's up?',

They say 'hor koi navi taji?' and it is cooler.☹️

Punjabi don't say "behave yourself"

They say " banda ban" and I its really funny ☹️.

Punjabi don't say "that's more than sufficient",

They say "horr ki chayida" and it's savage!☹️

Punjabi don't say "All the best",

They say "Cha..."



Shirley Dcruz Kakkar: God bless you.

The self-reliance



The world is undergoing a pandemic COVID-19 a virus which has rapidly spread, so far no treatment has been found for this disease. The number of confirmed cases & deaths due to this infection are increasing in numbers and the world is still counting. People are not only struggling with the prevention of the virus but also with the economic downturn. During lockdown it is necessary to quarantine yourself, but once there is an understanding of the behavior of the Virus it becomes easier to cope with it and pace your of life style accordingly and stay safe.

Self-Reliance is the best method of dealing with this situation. As there is lot of awareness about social distancing in the spread of virus and its home remedies it is important to also understand the physiological changes taking in place in our body. This virus is closely linked to SARS virus (severe acute respiratory syndrome).

On set of this disease is indicated by acute respiratory distress, sepsis, septic shock and multiorgan failure causing breathing irregularities, low oxygen saturation. There are various stages requiring oxygen therapy, next stage Intensive care unit and then mechanical ventilation. It's important to fight against the virus and its cure through yogic exercise like Kapalbhati, Anulom vilom, Nadi – Shodhana & Ujjayi Pranayama. But for those who need space for these activities & are free from cardiovascular diseases, can do aerobics exercises with music. Children can do exercises like hops, skipping, jumps, stair climbing. These exercises can be taken from friendly video challenges and done with fellow mates.

Exercises are important for Staying Healthy and Staying Fit for new India.

Tushar Alekar

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AGM

Date: Sunday 26th July

Venue: Online

Time: 11 AM

The details about the link to join the online AGM meeting will be shared in due course of time

Esperanto Team: *Anjana Tandon, Asha Bhandoola*

Disclaimer: The views expressed in Esperanto are those of the authors and not necessarily that of IASAP. Please send your feedback /comments to AnjanaTandon (tandon.anjana@gmail.com) and to Asha Bhandoola (skbhandoola@yahoo.com).

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