



ESPERANTO



CHAIRPERSON'S MESSAGE

Dear Friends,

First I would like to say if you want peace of mind - love the people who treat you right and pray for the people who don't - choice is yours.

Secondly, talking of Technology which has given a paradigm shift to the Association, a momentum and a spiraling lift, when we set to sail, with a plan to achieve, chartered a course, weathered storms, rough seas and difficulties, many a Brutus and Cassius came our way – but we stood bound together, all to their dismay; the Association is our family to protect and proclaim and we will always remain steadfast working our way to fame. Every step that we take, recap and review, remains focused and we continue to renew our oath and pledge to accomplish what we set out to achieve - IASAP by far is **BETTER THAN THE BEST!**

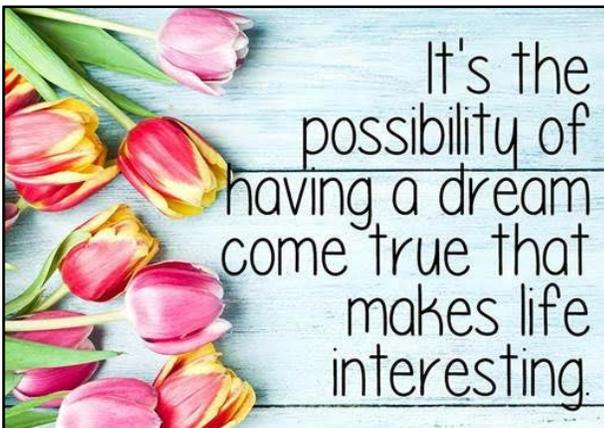
Anita Khosla

OUR MANAGING COMMITTEE



From Left: Jyotsna Pathak, Anita Khosla, Meenakshi Dhanda, Anjana Tandon, Veera Mavalwala, Vandana Kalsi and Gargi Mehta

- | | |
|------------------|-----------------------------|
| Jyotsna Pathak | - Treasurer |
| Anita Khosla | - Chairperson |
| Meenakshi Dhanda | - Imd.Past Chairperson |
| Anjana Tandon | - Secretary |
| Veera Mavalwala | - Advisor, Past Chairperson |
| Vandana Kalsi | - Vice Chairperson |
| Gargi Mehta | - Committee Member |



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FROM EDITOR'S DESK

DEAR FRIENDS,

SEASONS GREETINGS!

I was suddenly taken ill while returning from UK and had to be rushed to the hospital where I learnt I had a heart condition needing immediate medical attention. I spent the next 4 days in a very alien environment and many thoughts relating to what was going around me crossed my mind. I saw misery & pain at one end and joy & happiness at the gates when patients were leaving.

I then realized that the average life expectancy in India has gone up in the last five decades or so. This is because people have become aware of benefits of living healthy. Medical Aid & research have played a pivotal role in improving the quality of life and its longevity.

Each person today understands how valuable remaining healthy means because not only does ill health impact on one's financial well being but also the mental balance and state of happiness.

While Healthcare industry has made rapid strides and today we have clean hospitals and extremely competent doctors, at the same time, falling sick drills a very big hole in the pocket and causes huge anxiety.

Today, the Healthcare in India has moved to becoming a business instead of a social cause that it used to be. This is why, doctors today are looked with disdain for their crass commercialization instead of being seen as an embodiment of God. Doctors seen as Life saviors in our childhood because of the huge service that they rendered to the mankind even at the cost of personal deprivation are now seen as predators hounding the ill.

While recuperating in the hospital, I had an opportunity to witness India becoming a booming centre for Medical Tourism.

I could see Arabs and other nationals who could neither speak English, Hindi or any other local language communicate through Indian interpreters. It is then that I realise how this entire chain leads to expensive treatment for the patients. I came to know for the first time that bringing patients to the hospital was a very rewarding exercise for the intermediaries who could earn up to 30% of what the patient paid for his treatment.

I saw buildings around hospitals mushroom to cater to the needs of the attendants who came along with the patients. Hotels around such hospitals are now serving Arabic, Mediterranean food to cater to these international patients.

We are at the cross-roads so what ails India is should we go back to sub-optimal health care industry that cannot take care of the population or find a mid-path where the medical industry and its constituents put more regulations for self governance that would collaborate with the needs and the ability of the masses and enable them to be the true beneficiaries of the modern healthcare industry. How does the Government play its hands and be an enabler and bridge between the two at times contradicting sets of objectives. This is a question that has been taxing my mind and I leave it at that for all of us to ponder over...

Keep smiling...stay healthy!



IMPORTANT
HEALTH TIPS

- 🚫 Don't take your medicine with cold water.
- 🚫 Don't eat heavy meals after 5pm.
- 🚫 Drink more water in morning, less at night.
- 🚫 Best sleeping time is 10pm to 4am.
- 🚫 Don't lie down immediately after taking meal.
- 🚫 Answer phone calls from Left ear.
- 🚫 When phone's battery is low to last bar, don't answer the call because the radiation is 1000 times stronger.

Share this with your Loved ones!!



SAPC- SECRETARY & ADMINISTRATIVE PROFESSIONALS CONTEST

August 15, 2015 – SAPC

The finals of Regional Secretary & Administrative Professionals contest for Delhi Chapter were held at Hotel Holiday Inn, Aero City. Here, the final extempore round was held and judged by Veera Mavalwala, Anita Khosla and Anjana Jacob. The two contestants who are chosen to represent the Delhi Chapter at All India Finals at Hyderabad are - Tawleen Kaur Malhotra and Mukta Dutta. We wish both of them best of luck in Hyderabad

As it was 15th August, **the flavor of Independence Day could be felt all around.** The MC could be seen in orange color. As the guests walked in, they were welcomed with tricolor wrist bands. The evening began with a patriotic song followed by **Saint Kabir's couplets sung by Vandana and Anjana. Jyotsna presented a dance on Vande Mataram.** There was a lucky draw and solo songs sung by Anjana and Vandana. All present enjoyed the evening. The programme concluded with dinner.





That's what being an Assistant is all about.

(Contributed by Meenakshi Dhanda)

Gatekeepers ensuring their bosses aren't troubled,
Sorting out plans that have got all muddled.
Booking that last minute trip, no worry,
Typing up documents required in a hurry.

That's what being an Assistant is all about.

Planning this and sorting that,
Greeting everyone with friendly chat.
To avoid that risk, thinking ahead,
Booking the restaurant so clients are fed.

That's what being an Assistant is all about.

Skilled in Office and much much more,
Long hours on the keyboard 'till your fingers are sore.
Taking exams to develop and grow,
A thirst for knowledge is needed, you know.

That's what being an Assistant is all about.

There's so much more than technical ability,
Business and people skills are required and are key,
Strategy, planning, creative negotiation,
Time-keeping, research plus excellent communication.

That's what being an Assistant is all about.

As part of a team or working alone,
Often you think, "I need a clone!"
You knuckle down and cause no fuss,
But under your breath you'll sometimes cuss!

That's what being an Assistant is all about.

Trustworthy, loyal, honest and committed,
Making tough decisions when they are needed.
Using initiative to get the solution that's right,
Keeping eyes on the budget when things are tight.

That's what being an Assistant is all about.

Thanks and praise maybe long overdue,
Because the results achieved are expected of you,
Probably knowing much more than a lot,
About corporate plans and topics so hot.

That's what being an Assistant is all about.

From the shoulders of others, you unburden the load,
You really are worth your weight in gold.
Long gone are the days of, "You're just the typist",
When you're not around, you really are missed.

That's what being an Assistant is all about.

So cometh the challenge, cometh the hour,
Unleash your awesome Assistant's power.
To make the world's offices much better places,
And see the appreciation of thanks on others' faces.

That's what being an Assistant is all about.

You'll never be alone with your troubles or fears,
With your supportive communities and helpful peers.
So Speak Up, be proud and let everyone know,
From the newest of colleagues to the CEO.



THE MAN WHO SHAPED MY LIFE

(CONTRIBUTED BY VANDANA KALSI)

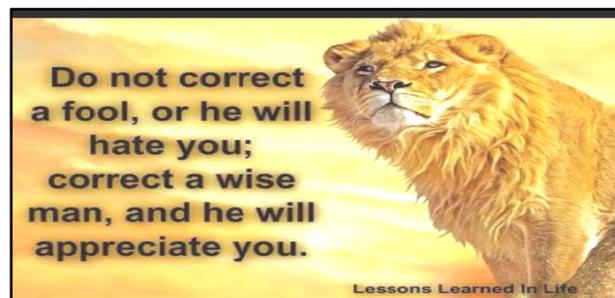
When I think of the person who shaped my life, I can say with conviction, it is my Father. Born and brought up in a middle class family, we struggled our way to school and college while facing lots of financial problems. But throughout, I never heard Papa ever saying no to anything. Whenever I demanded anything, he would show me a list he always kept in his wallet. "See, your demand is at the top of my priority list". He would never break my heart by saying he could not afford it, he would give me hope that one day my wish would be fulfilled. Despite all the problems we faced in our day to day life, he never let his enthusiasm wither. He was always active, a power house of action, whether at home or in office. His colleagues wondered at his speed and agility at work, his efficiency and high level of integrity which he maintained despite all kinds of temptations and gracefully ignored manipulations by his colleagues to run him down, they could never dampen his spirits.

Papa is always very positive in his approach. Whenever I was nervous before an interview or stage performance, he would always say, " , . " That implied I could always come back home despite a bad performance. Trials and tribulations were a part of his daily routine but nothing affected his enthusiasm, the undying hope in his heart, the spirit in his gait, affection for his family and regard for our mother and his mother. Mummy too was a very understanding spouse, and together, with lots of patience, they gracefully taught us the many advantages of simple living and high thinking.

Papa always took care of stray animals and birds when they were wounded and I am continuing his noble work. He is concerned about plants in our garden the same way as he is about his children. He can feel their craving for water as his own thirst. Whether it's a rickshaw puller or dhobi or man collecting waste and litter from houses, he shows respect to all.

There is no gainsaying that for a daughter, Father is her first Hero. He is her ideal of a Man of Substance. The same holds true for me. There were many circumstances, many situations, many happenings, when I saw him wavering for a while, but then came a determined look on his face. He was ready to fight back. He may have faltered sometimes, as any human would do, but his greatest quality was to bounce back and even greater attribute was to gracefully accept the will of God, when the situation went beyond his control. Today he is old, not too healthy, but the spirit behind his lean body remains robust, he is still more active than all of us put together.

The qualities I instinctively imbibed from my father have stayed with me and helped in my personal struggles too. Simplicity in behavior, zest for life, passion for work, enthusiasm in all I do, love for animals, speed in gait, bold when speaking the truth, standing tall even in the face of failures and defeats – all these qualities came to me through my father and have made me what I am today. What inspires me the most is his oft repeated compliment, "You are not my daughter, you are my son." He feels very proud of me but I know, if it hadn't been for his consistent support and eternal hope that things will definitely be better one day, I would have succumbed to circumstances long ago. It is he who shaped my life and I am proud of him.



Quotes by Abdul Kalam



Failure will never overtake me if my determination to succeed is strong enough.

“Don’t take rest after your first victory because if you fail in second, more lips are waiting to say that your first victory was just luck.”

“All Birds find shelter during a rain. But Eagle avoids rain by flying above the Clouds.”

“Man needs difficulties in life because they are necessary to enjoy the success.”

“If you want to shine like a sun. First burn like a sun.”

“All of us do not have equal talent. But , all of us have an equal opportunity to develop our talents.”

“Be more dedicated to making solid achievements than in running after swift but synthetic happiness.”

“Thinking should become your capital asset, no matter whatever ups and downs you come across in your life.”

" Without your involvement you can't succeed. With your involvement you can't fail. "

TWELVE TIPS TO REDUCE STRESS

The average business professional has 30 to 100 projects on their plate. Modern workers are interrupted seven times an hour and distracted up to 2.1 hours a day. And four out of 10 people working at large companies are experiencing a major corporate restructuring, and therefore facing uncertainty about their futures. This may be why more than 40% of adults say they lie awake at night plagued by the stressful events of the day.

How do you keep cool under so many demands?

Act Rather Than React

Identify the aspects of the situation you can control and aspects you can't. Typically, you're in control of your actions and responses, but not in control of macro forces or someone else's tone, for example. "Be impeccable for your 50%," and try to let go of the rest.

Take A Deep Breath

If you're feeling overwhelmed or are coming out of a tense meeting and need to clear your head, a few minutes of deep breathing will restore balance.

Eliminate Interruptions

Accept the interruption, cut it off, or diagnosis its importance and make a plan. You want to have preset criteria for which response you want to make, You can also train those around you by answering email during certain windows, setting up office hours to talk in person or closing the door when you need to focus.

Schedule Your Day for Energy and Focus

Scheduling breaks throughout the day to walk, stretch at your desk or do a breathing exercise.

Eat Right and Sleep Well

If racing thoughts keep you from falling asleep or you wake up in the night and can't get back to sleep, a simple breathing trick that will knock you out fast: Cover your right nostril and breathe through your left for three to five minutes.

Change Your Story

Your perspective of stressful office events is typically a subjective interpretation of the facts, often seen through the filter of your own self-doubt. However, if you can step back and take a more objective view, you'll be more effective and less likely to take things personally.



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Cool Down Quickly

When you feel frustrated or angry, it's a heated feeling in your body that can cause you to react. Instead of immediately reacting—and overreacting breathe in through your mouth as if you are sipping through a straw, and then breathe out normally through your nose.

Identify Self-Imposed Stress

Learn to stop self imposing stress by building your own self-confidence rather than seeking other's approval.

Prioritize Your Priorities

With competing deadlines and fast-changing priorities, it's critical to define what's truly important and why. It is important to understand your role in the organization, the company's strategic priorities, and your personal goals and strengths. Cull your to-do list by focusing on those projects that will have the most impact and are best aligned with your goals.

Reset the Panic Button

For those who become panic-y and short of breath before a presentation, you can quickly reduce your anxiety with the right acupressure point. Positioning your thumb on the side of your middle finger and applying pressure instantly helps regulate your blood pressure.

Influence Others

Even if you're responsible for your behavior and outlook, you are still left dealing with other people's stressful behavior. Constant negativity might be addressed in this way: when you speak in a critical tone, it makes others uncomfortable and less likely to see you as a leader. Request to bring concerns directly, and talk them through. By transferring the ownership of the problem, it is more likely to be resolved.

Be Your Own Best Critic

Some 60,000 thoughts stream through your mind each day, internal negativity is just as likely to stress as an external event. The fix? Instead of being harsh and critical of yourself, try pumping yourself up. Encouraging thoughts will help motivate you to achieve and ultimately train you to inspire others.

STORY OF THE DAY

(Contributed Anjana Tandon)

Struggle of our life

Once upon a time a daughter complained to her father that her life was miserable and that she didn't know how she was going to make it. She was tired of fighting and struggling all the time. It seemed just as one problem was solved, another one soon followed. Her father, a chef, took her to the kitchen. He filled three pots with water and placed each on a high fire.

Once the three pots began to boil, he placed potatoes in one pot, eggs in the second pot and ground coffee beans in the third pot. He then let them sit and boil, without saying a word to his daughter. The daughter, moaned and impatiently waited, wondering what he was doing. After twenty minutes he turned off the burners. He took the potatoes out of the pot and placed them in a bowl. He pulled the eggs out and placed them in a bowl. He then ladled the coffee out and placed it in a cup. Turning to her, he asked. "Daughter, what do you see?" "Potatoes, eggs and coffee," she hastily replied.

"Look closer", he said, "and touch the potatoes." She did and noted that they were soft.

He then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg.

Finally, he asked her to sip the coffee. Its rich aroma brought a smile to her face.

"Father, what does this mean?" she asked.

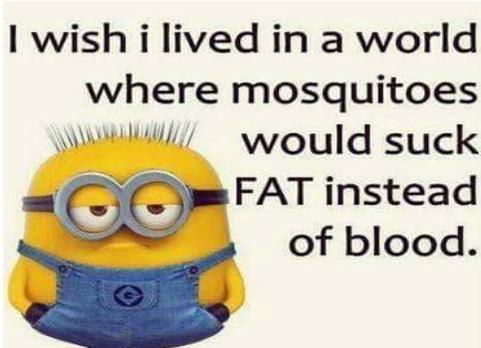
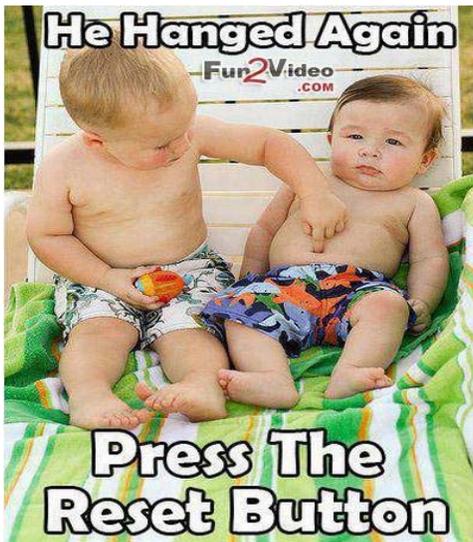
He then explained that the potatoes, the eggs and coffee beans had each faced the same adversity—the boiling water. However, each one reacted differently. The potato went in strong, hard and unrelenting, but in boiling water, it became soft and weak. The egg was fragile, with the thin outer shell protecting its liquid interior until it was put in the boiling water. Then the inside of the egg became hard. However, the ground coffee beans were unique. After they were exposed to the boiling water, they changed the water and created something new.

"Which one are you?" he asked his daughter. "When adversity knocks on your door, how do you respond? Are you a potato, an egg, or a coffee bean?"

Moral: *In life, things happen around us, things happen to us, but the only thing that truly matters is how you choose to react to it and what you make out of it. Life is all about learning, adopting and converting all the struggles that we experience into something positive.*



FUN TIME



KNOW YOUR MEMBER



Gloria Joseph

I have been a member of IASAP since the 1990s, first in New Delhi, then when I relocated to Chennai and then finally to Gurgaon. It has been a beautiful journey for me with this association in each city and I have learnt so much through this organization, not only to mingle with the members and open up during the monthly meetings, get-togethers and celebrations but also to contribute and make some lovely friends and have loads of fun. Where else can we let our hair down and be ourselves except with the people who are in the same role as us.

I also had the opportunity to keep myself abreast of the technology in the market, the many job openings, the issues being faced by other Administrative Professionals but most important of all, the evolvement of a Secretary to an Executive Secretary and finally to an Executive Assistant only through IASAP.

My 20+ years of experience as an Assistant to top management has also helped the organization to utilize my skills in a productive way. It has definitely been a valuable, fun filled and fruitful experience for me as a Life time member of this association. I wish the Delhi Chapter all the very best for continuing to uphold IASAP.

Kudos to all the committee members !!

