

Be TIME *W*ISE

**HOW TO BE OUTSTANDING
LESSONS FROM FOLLOWING MY
PASSION**

**5 POSITIVE WAYS TO START
YOUR DAY**

**LAW OF ATTRACTION IN ACTION:
START YOUR DAY WITH POSITIVE
INTENTIONS**

**POSITIVE ATTITUDE – 5 STEPS TO
A HAPPY LIFE**

**THE FIRST HOUR OF YOUR DAY
CAN MAKE OR BREAK IT. HERE
ARE SEVEN SUREFIRE POSITIVE
DAY STARTERS**

CHANGING BAD HABITS

CUSTOMER SERVICE SKILLS LIST



HOW TO BE OUTSTANDING

LESSONS FROM FOLLOWING MY PASSION

- ☑ Anything is possible if you want it bad enough
- ☑ When you follow your heart, not only will you contribute more to your organization, you will utilize less energy and you will feel happier.
- ☑ We are all naturally gifted at certain disciplines. You'll know when you find it, because you can quickly grasp new concepts, you find it enjoyable, and doing it comes easy to you; almost like breathing.
- ☑ Doing something that is not natural to our abilities and interests is like swimming against the current. You'll eventually get to the shore, but it will take you longer and will excerpt extra energy.
- ☑ Doing things that come natural to us and align with our interests feels like swimming along with the current. You'll get to the shore smoothly and with little effort.
- ☑ When you are clear about wanting something, take action towards its attainment, and persist until you reach it, the universe will conspire to make it a reality. Your energy and determination will move people, and they will find ways to help you.
- ☑ Insecurities and negative self-talk derived from fear achieves nothing, except to convince us that we are failures and losers. These are lies that only appear real in our imagination.
- ☑ The roadblocks you encounter on the way to reaching your destination are actually gifts. Treat them as challenges that you were meant to experience and learn from. They are like small tests that the universe presents us with, as if asking: "How bad do you really want this? Have you given up yet?"
- ☑ When you listen to your heart, follow your passion, and do what you love to do, it's hard not to be outstanding. You're almost guaranteed to succeed.

5 POSITIVE WAYS TO START YOUR DAY



We go to sleep each night and wake up in the morning to a new day with new opportunities - a day filled with the power and freedom to choose. The minute we wake up, we can choose to get out of bed and make the most of our day or press the snooze button, roll over, pull the blankets over our head, and feel dread about the day ahead. This is nobody's choice but ours. Generally, the way we start our day influences how we feel for the rest of the day. Let's look at 5 ways we can start our day off on a positive note:

When you wake up in the morning, take a few minutes to check-in (go within) Take a few deep breaths and find something that you're grateful for (your children, partner, your health, the warm bed you are in, nature outside your window). Take this time to be thankful for all that you have in your life instead of wasting your energy on thinking about what you don't have.

Instead of pouncing straight out of bed, spend 5 to 10 minutes (or however long it takes) meditating

Simply observe your breath. Breathe in for a count of 4 to 5, allowing your belly and chest to expand, and breathe out also for a count of 4 to 5 allowing everything to drop away. Notice how your breath enters your body, notice how your breath leaves your body, and notice the little pause between each breath. This will allow you to create a sense of peace within and it will also help get you into a good head space before your feet touch the ground.

Take a few moments while in the shower and/or while eating breakfast just to be present

Feel the water on your skin, taste the different flavours in your food. It feels good and it's an amazing way to consciously set your energy and intention towards your day.

Before breakfast have large glass of water with half a lemon squeezed into it and you may even like to add some ginger or cayenne pepper

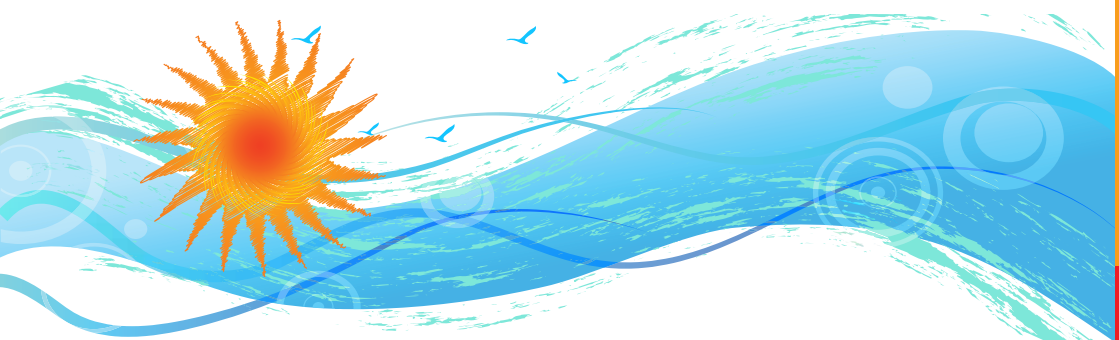
This will assist with digestion and is effective in body cleansing and detoxification - it will help get things moving. Follow this with a nutritious breakfast to kick-start your metabolism and fuel your body to face the day ahead. You have just had maybe ten to twelve hours of fasting - your body needs sustenance and is ready to be refuelled, so skipping breakfast is a big no, no!

Get clear about your intentions for the day

For example you can intend to have a productive day. You can intend to have quality time with your family and friends with no distractions. You can intend to have a fun and brilliant day. You can intend to have a calm and peaceful day. You can intend to learn something new or be helpful to someone. Whatever it is just be clear about what it is you want your day to be. In order to create, manifest, and attract it, you must first align your heart, mind, and spirit with your intention. In other words, you truly need to feel it!

Many people don't understand the power of thoughts, because they live every day on autopilot, doing most things out of habit, and therefore they create their reality unconsciously, as if they're wearing a blindfold. But whether we're aware of it or not, we create our reality with our thoughts and behavior - and this means we have the power to choose to be a conscious, mindful creator and change our reality to what we really want it to be. Remember, you choose your thoughts, you choose your behavior, you choose the outcome. And every choice you make determines how you feel physically, mentally, and emotionally.

Now, let me ask you this: How do you start your day? Is it with gratification and happiness—or doom and gloom? A day is easily ruined if started by holding onto negativity and resentment. So when you wake tomorrow, ask yourself, do I want to think and act like I did yesterday, or do I choose to be a new me today?



Topic For
Apr 2015

SELF DEVELOPMENT SEMINAR

How To Start My Day Positively?

DATE:

13 APRIL 2015

TIME:

6.00PM - 8.00PM

VENUE:

BANKER'S CLUB

Bilik Keluli (Level 21),

Jalan Imbi,

Kuala Lumpur

Getting a positive start to the day is more important than you think. While it's true that things can change at any moment, a ritual of nurturing activities in the morning can help us weather minor annoyances and surprises later. There's no magic formula for starting the day off right but there are steps that can boost your mood. Generally, the way we start our day influences how we feel for the rest of the day.

Find out more at our April Self Development Seminar

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free



TIME MANAGEMENT WORKSHOP

The Time Management Workshop is specially designed to help you understand and use the planner. The better you organise your time with your planner, the better you can use your time for attaining your personal and organizational goals. You're most welcome to bring along your friends and colleagues.

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PLEASE CALL 03-8062 1133 TO BOOK YOUR SEAT.**

Reflections

**"WE CAN COMPLAIN BECAUSE ROSE BUSHES HAVE THORNS, OR REJOICE
BECAUSE THORN BUSHES HAVE ROSES."**

Highlight...
Self Management
with Dr. Venga



You can grow a great life with positive mind programming. Always think positive of yourself and have great confidence that you will achieve all that you can achieve.

As John Greenleaf said in 1849, "for all sad words or tongue or pen, the saddest are these: IT MIGHT HAVE BEEN. For all happy words we speak or write, the happiest are these: I WON THE FIGHT."

Remember that your mind can make a heaven of hell or hell of haven, depending on what you choose.



LAW OF ATTRACTION IN ACTION: START YOUR DAY WITH POSITIVE INTENTIONS



A really good way to have a really good day is to get into the habit of setting intentions first thing in the morning. You don't have to be specific if you're not sure what you need or will get done. An intention to be on a positive path for the day that sets the tone for it. For example:

- "I intend to feel great today!"
- "I will have a very productive day."
- "I will encounter only good people today."
- "My day will be very positive."

Think about what you want to do or how you want to feel and express it as an intention. You can use the same thing more than once, or every day, as long as you don't get into a rut of saying it by rote instead of declaring it as an intention with feelings. That's another big key. When you set your intentions, do so with enthusiasm. Say it aloud. I sometimes scream it out with excitement if no one is here. Whatever works for you to put a strong positive emotion behind the intention will help make it happen.

The Universe will pick up on your intentions so the Law of Attraction can get behind them. It helps you have a much better day than you might have. I often add fuel to setting my intentions by expressing what I'm grateful for. Gratitude always helps attract good stuff. When I open my blinds I give thanks for the sun or my view or something I'm happy about and for my good health. That keeps those blessings coming! Once you get into the habit of setting an intention right after you get up, it becomes a habit that helps attract good stuff. And it doesn't have to take more than a minute to just state a positive expectation for the day.

Then let the Law of Attraction help you live in a more positive world!

POSITIVE ATTITUDE – 5 STEPS TO A HAPPY LIFE

We all want a happy life, and we all know that having a positive attitude feels better than a negative one. But for some reason, we are all attracted to and can be easily drawn to the negative side. How do we go about to establish a more positive attitude as a daily habit?

Even for someone like me, who thinks about and writes about positivity on an almost daily basis, having a positive attitude is not always easy.

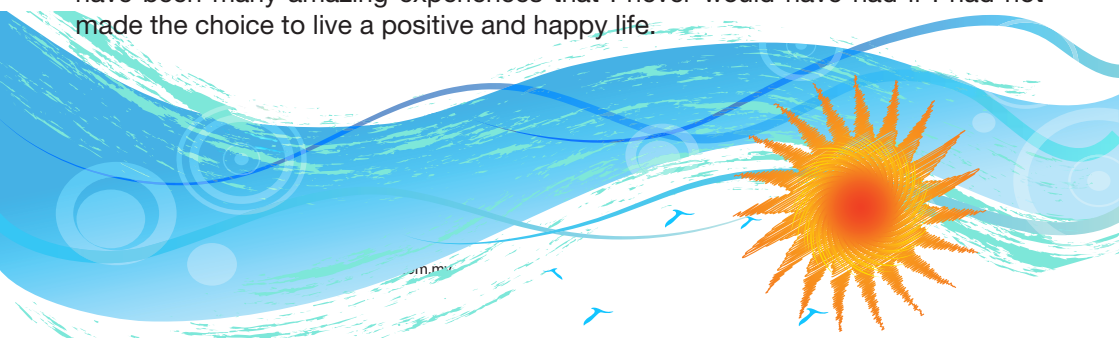
I still sometimes see the world through a negative perspective, focusing on the bad and ignoring the good — especially when things aren't going the way I had hoped. As I've been struggling with this lately, I've been reminding myself that it really is possible to change my perspective.

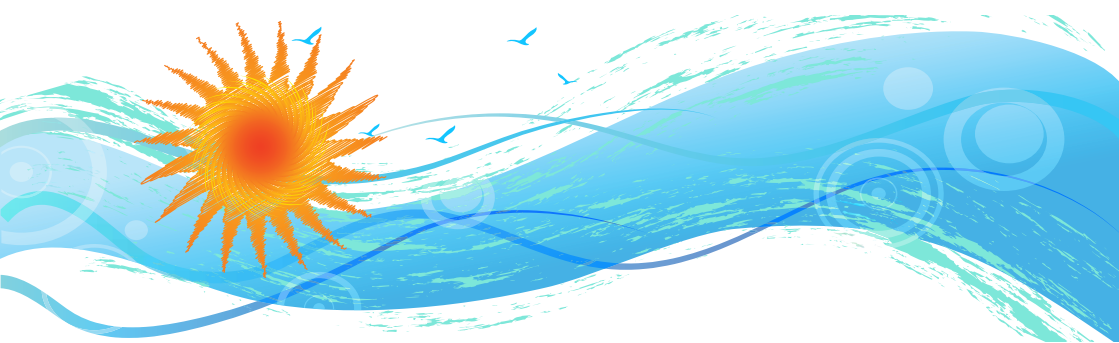
About a year and a half ago, I decided I was going to make a change in my life. I was going to start looking for the good, seeking the positive, and striving to make every day a joyful experience.

This was something I would have never imagined myself doing, but it's something that has impacted my life every single day since then. I've had to do a lot to get to where I am right now, and I still believe I have a long way to go.

I'm not searching for any particular end point, however. All I want is to be happy, to live a life that focuses more on the good than the bad (though I do believe you need both to have a happy life).

On this road — this twisting, turning road to happiness — there have been many ups and downs. There have been challenges. There have been inspirations. There have been many amazing experiences that I never would have had if I had not made the choice to live a positive and happy life.





Recently, as I struggle to be positive about certain challenging situations in my life, I've been giving some serious thought to how I transformed my outlook from negative-focused to a more positive-focused one. (Note: I don't always see the good. Like everyone, I have good days and bad days, but, for the most part, there has been a BIG shift in my attitude over the past year or so).

Though I have to admit that there are many, many factors involved in my personal development — such as my therapist, the countless books and blogs I read, creating my blog, and surrounding myself with happy, supportive people — I can say that, at the most basic level, choosing to be positive has helped me the most in terms of becoming the person I want to be.

When I think back on my transformation now, I recognize that the following five steps are the best ways to begin stumbling down that path to happiness by establishing a habit of positive attitude.



THE FIRST HOUR OF YOUR DAY CAN MAKE OR BREAK IT. HERE ARE SEVEN SUREFIRE POSITIVE DAY STARTERS

Some people find mornings filled with optimism, while others would just as soon stay in bed until the clock passes the noon hour. For most, however, the workday beckons and the morning is a mad rush to get everyone ready and out the door. By the time you reach the office, you've probably already dealt with the stress of family, weather, traffic and other distractions. Unless everything goes perfectly, you'll carry all that stress into your office and share it throughout the day with your employees and colleagues.

Fear not, it is possible to get the day started right, no matter what comes your way. Try one of these tips each day of the week or combine them. Either way, you'll start out on your terms and be prepared to make it a great day.

Plan the night before. Why start your day unorganized? If you organize your to-do-list, breakfast menu and your clothes the night before, you'll wake up feeling in control and relaxed. Taking 20 minutes to lay out everything can save you a 30-minute fashion crisis or search for the car keys. With a little efficiency, you'll save the frustration and scrambling, leaving you ready to tackle more important issues.

Try 15 minutes of meditation. Some might be afraid that a meditation session early in the morning could just put you back to sleep. But genuine meditation actually stimulates the brain in a deep and thoughtful way. It allows you to clear distractions from your mind and purge negative energy. Center yourself with thoughtful introspection or prayer and be open to the positive energy the world brings your way.



Begin with inspirational reading. Part of my morning ritual ~~early~~ allows for reading first thing. Many read the news, which can be a sad way to start the day. Buy a few books that are uplifting, inspiring, or even humorous for your first brain stimulus. This will give you positive, fun thoughts to keep you energized throughout the day.

Open your eyes to fresh flowers. If the first thing you see when you wake up is a dingy wall or barren winter yard, you can certainly improve those critical few minutes with a pleasing splash of color. Research suggests that exposure to bright colors in the early morning raises your spirits and energy. So pick up a pleasant bouquet every few days and set it right in your view.

Trade coffee for green tea. Coffee is a great stimulant, but sometimes it can over-stimulate and the acid can make your stomach uncomfortable. Try a soothing cup of green tea to start instead. You'll still get the caffeine you crave (just a bit less), plus healthy antioxidants. It's cheaper and healthier than a double caramel mochaccino, too. You can still get the java mid-morning if you want it, but you may find you don't even need it since the crash won't be as severe.

Do some yoga. Exercise is a great stimulant to wake you up, and make you feel good. It's good for the body and pumping those endorphins makes your mind happy and alert. Cardio is great, but for the whole body approach, add a little yoga into your routine. You'll control your breath, stretch your muscles and generate energy. Your body and mind will be one and ready to conquer the world.

Schedule a hopeful appointment. I never feel more energized getting out of bed than when I have an important meeting about an exciting opportunity. The prospect of a fun and productive encounter usually wakes me with a smile and often without an alarm clock. I purposefully schedule as many meetings like this as possible. That way I get as many great days as I want.

CHANGING BAD HABITS

Habits are those routine things that we do every day, often without thinking twice about them. Brushing your teeth in the morning, putting on your seat belt when you get in a car, and grabbing your purse or wallet before you head out the door are all 'habits.' What changes a habit into a bad habit is when the action has a negative impact on your life, your feelings about yourself, your health or your relationships.

Bad habits may cause you to miss opportunities, avoid certain situations and even give others misleading information about your personality (such as viewing you as insecure because you have a habit of not making eye contact).

Of course, bad habits can take on many forms, such as:

- **Smoking / Drinking**
- **Cursing**
- **Biting your nails**
- **Procrastinating**
- **Twirling your hair and fidgeting**
- **Overeating**
- **Lying**
- **Interrupting people**

How to Turn a Bad Habit into a Good One

All bad habits are compensations for unresolved emotions that motivate us to do, say or be something that we later regret. The best way to break any habit or addiction is to release the motivating emotion. The Sedona Method, a simple, scientifically proven system, has been helping people successfully change bad habits using the releasing principle since 1973.

The Method shows you how to tap your natural ability to let go of any negative thought or feeling on the spot including the motivators for all forms of bad habits. Once you let the negative feelings go you will no longer feel the desire to engage in the bad habit.

Dwoskin explains:

'Focus on the feelings that are motivating the behavior. For instance, if you bite your nails when you are nervous focus on letting go of the nervousness and notice that your desire to bite your nails will drop away. Once the motivating emotions are released it is much easier to decide to break the patterns of thinking and behaving that are holding you back.'

Once you learn the power of letting go, you will notice that it will positively affect other areas of your life as well. For instance, if you have a tendency to overeat because of emotional reasons, letting go of those negative emotions will not only help you to stop overeating, it will help you to feel happier and probably to lose weight as well.

CUSTOMER SERVICE SKILLS LIST



Some people may have a natural flair for customer service, while others may have to put in special efforts to ensure they develop the necessary customer-handling skills. The following list of skills highlights the qualities that are necessary for a customer service representative, who is entrusted with the responsibility of providing superior service.

Providing good customer service is mandatory for any business that aims to promote customer loyalty by ensuring the highest level of service that one could possibly expect. Customer delight should be the focus of every going concern, since customers are the biggest assets of any organization.

Required Skill Set

Empathy

"Ability to empathize with the customers can go a long way in creating a positive and credible impact." -- This skill, especially is useful, when the consumer feels cheated on account of having purchased a defective product. Sometimes, consumers may feel let down, and blame the store, if the said product does not deliver all that was promised. In a situation like this, a customer service representative may not always be able to resolve the matter, since store policies may not allow a refund. The customer may only be given the option of exchanging the product for a different item. This may anger the consumer who may prefer hard cash. In this situation, a skilled representative should be able to empathize with the consumer and try his/her level best to resolve the situation.

Tact and Patience

"A satisfied customer can help promote the business through word of mouth." -- The aforementioned situation can be considered in order to understand the importance of being tactful in uncomfortable situations. A representative, who finds himself/herself at the receiving end, should be tactful and patient. Being defensive is not advisable, since this may further annoy the consumer. The appropriate approach would be to have a word with the store manager, and convince him/her of the prudence of retaining a customer even at the expense of bending a few rules.

Attentive and Courteous

"Customers want to be welcomed in the store they visit." -- It's not just about the buying-selling transaction they look forward to, it's far beyond this. Customers appreciate attention, and being deficient in this department would deprecate the goodwill of your store. For a customer service representative, it is important that he deciphers between 'paying attention' and 'overpaying attention'. It is the former they want and the latter they dread. Customers hate being hounded around the store. Give them the required space, but be there for them when they need you.

Effective Listening

"Customer, after all, is the King, is he not?" -- A majority of customers dropping in at the store carry a mind map of what they are looking for. In sober terms, it is the so-called "just the basic idea" they bring along. However, there are a few customers who have an eidetic picture of what they want to pin on to, making their way quickly to the cash counter. We are, but talking about a customer who falls under the former category. The customer visiting your store might have an incomplete, even faulty information about the product they intend to buy. Due to this, they may fall short of expressing themselves to a T. A customer service representative must put the customer at rest and solve his queries by lending a patient ear. In a way, you train yourself to decode the customer's questions, and if you fail to do it, chances are, you may lose out on a hefty buyer.

Good Memory

"A good customer representative is courteous, and takes all the effort possible to make the customer feel comfortable." -- Customers are an irrefutable investment of the organization. It, indeed, is the customer service representative, who bears the onus of weaving a healthy relationship between the customer and the store. Remembering details of the last conversation with them and picking it up from that point when they visit you next, is a credible way to make them feel valued.

Positive Persuasion

"Understanding their views and heeding them is what consumers expect of you." -- There are times when customers have grievances. You know your product has failed to touch the spot of satisfaction somewhere. There is nothing more annoying for a customer than to be left aggrieved, and it's worse when the status of their complaint stands unresolved. You don't want to lose them, do you? And, if you have, serious work is demanded to get them back. A customer service representative is deemed successful when he works toward winning the customer with his skill of positive persuasion. Persuasion needs some degree of tact; if overdone, it may prove counterproductive.

Good Negotiation Skills

"A customer service representative should have good negotiation skills." -- For instance, let's assume that a person works at a car dealership and is negotiating the price of the car with a potential buyer. The buyer should not feel as if he/she is being ripped off. Sometimes, this may be inevitable, especially when both parties are trying really hard to push forth their case. A good negotiator will make the customer feel that the latter got the better deal despite driving a hard bargain for the dealership. This brings us to the importance of being able to understand the needs of the consumer.

Good at Assessment

"A skilled representative is able to understand the needs of the customer by asking just the right kind of questions." -- Probing questions should be avoided, although one needs to ask just the right questions to assess the needs of the buyer. A customer service representative, who knows what the customer desires, will be able to market the product effectively. The customer will also feel comfortable with someone who knows exactly what he/she wants and will be amenable to parting with more money than what was actually planned.

Hopefully, the above article would have helped the readers get acquainted with good customer service skills. Tips and pointers can only guide one in the right direction. Ultimately, it's up to the representative to figure out whether he/she has the right skill set.

EFFECTIVE SELF MANAGEMENT

PROGRAMME OUTLINE

1

Productivity Improvement

- Productivity: You, Your People, Your Company
- Ingredients To Increase Productivity
- Self Development Audit
- Time Management In Perspective

2

Your Vision, Values And Future

- Making A Difference For Yourself
- Organising Your Company And Personal Goals
- Maintaining Motivation During Tough Times
- The Link Between Your Company Goals And Your Success

3

Your Mind And Productivity

- Understand The Fundamentals Of Our Brain
- Learning How To Organise Your Brain To Increase Output
- Organising Your Activities In A More Effective Manner

4

Increasing Your Performance

- Principles Of Prioritising
- Managing Your Thoughts And Information For Effective Decision Making
- Dealing With Electronic Mails, Paperwork And Files Effectively

CUSTOMER'S TESTIMONIALS

The contents are very useful for me to manage myself as a student.

It is Great!! Fun and interactive, provide chances for improvement.

The facilitator includes organising for personal goals and objectives.

Relevancy of topic relating to daily life was good.

BENEFITS OF THE PROGRAMME:

Benefits for the Company:

- Increase productivity, accountability, ownership & commitment.
- Improve overall efficiency & effectiveness.
- More effective communication throughout the organisation.
- Ensure important deadlines are met.
- Improve customer relations.

Benefits for Attendee:

- Make better decisions & take more proactive action by becoming more responsive rather than reactive.
- More control & value for your time and your life.
- Reduce stress and more enjoyment of everyday life.
- More focused on important tasks and projects.
- Achieve a more balanced life at work and home.

PACKAGE 1:

RM 900

- VPlanner (Management Tool)
- 1 Complimentary Book:- From Ordinary to Extraordinary



PACKAGE 2:

RM 700

- Compact Planner
- 1 Complimentary Book:- How Long Can You Wait For Results



PARTICIPANTS WILL RECEIVE

- 1 Day Effective Self Management Program
- Time Management Workshop at Ventrax office
- 12 Months of Public Self Development Seminar at Bankers Club, KL
- 12 Months of E-Zine (Ventrax Views)
- Training Handout
- Certificate of Attendance

This program can also be conducted in house

**16 Apr 2015 & 14 May 2015 / 9AM - 5PM / Ventrax Training Centre,
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