

BE TIME WISE

A Monthly Newsletter On Self-Development



HABITS OF PUNCTUAL PEOPLE

1. THEY'RE REALISTIC THINKERS.

Punctual people know how long things take. Chronically late people, however, engage in wishful thinking. They talk themselves into thinking that there would be no jams on the roads and no delay would occur.

To develop realistic habits, we need to relearn to tell time. Write down how long you think it takes to shower, get ready in the morning and drive to work. Then for a week, track how long those things really take. Chronically late people are often off of their time estimates.

2. THEY GIVE THEMSELVES BUFFER TIME.

Punctual people are usually early. Being late makes them stressed out and they don't like feeling rushed. Late people get stressed out from being late, too, but they don't strive to be early; they tend to time things to the minute."

WHAT YOU'LL FIND INSIDE:

- **IMPORTANCE OF CORPORATE COMMUNICATION**
- **THESE 7 COMMON SPEAKING HABITS UNDERCUT YOUR CREDIBILITY**
- **ELEMENTS THAT MAKE GREAT COMPANY CULTURE**
- **TABLE MANNERS TIPS FOR THE MONTH!**

For a 9 a.m. meeting, for example, a punctual person would try to arrive by 8:45 a.m. or 8:50 a.m., allowing enough time for an unexpected delay, such as traffic or a full parking garage. A punctual person reviews directions online, checks traffic reports before leaving, and some will even drive to a new location the day before to understand the route. To be punctual, plan to arrive early.

3. THEY'RE ORGANIZED

It is said that 45% of everything we do on a daily basis is automatic: Our lives are filled with habits—from the way you brush teeth to how you get dressed and leave for work. If we didn't do things automatically, it would take us forever to get through our day.

The habits of people who are always on time are highly structured. They analyze their daily activities, set routines, and stick to them on regular basis. Chronically late people, however, don't have structure. To become punctual suggests putting more routines and structure into your life. For example, do everything you can to prepare for the morning the night before.

4. THEY'RE COMFORTABLE WITH DOWNTIME

Being punctual often means getting to a meeting or an appointment early. Punctual people use the extra five or 10 minutes as a chance to catch up on emails, read over notes, or simply enjoy the solitude.

Chronically late people, however, hate downtime. They enjoy the thrill of that last-minute sprint to the finish line and crave stimulation. To be more comfortable with downtime, bring along something to fill those spare moments.



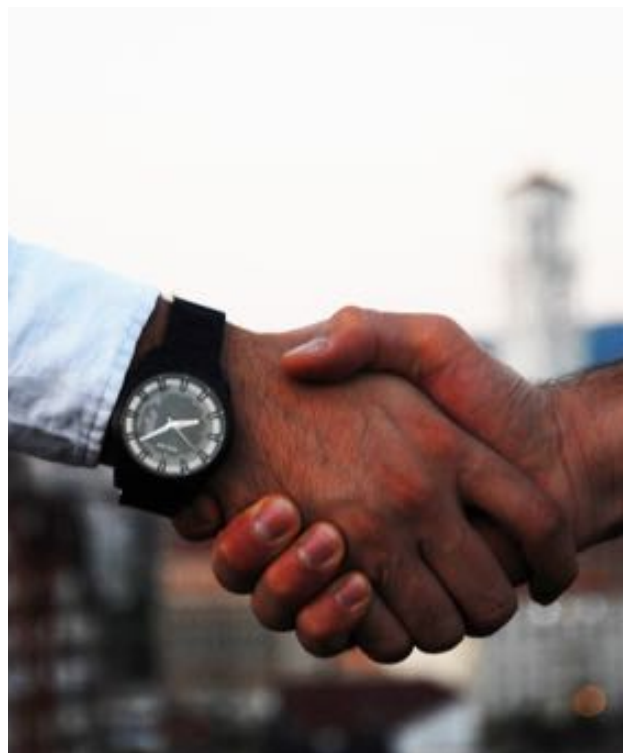
"Be Organized"

Importance Of Corporate Communication

Why is corporate communication important? And what exactly is the corporate communication definition? Communication involves a lot more than just talking to one another. At the corporate level, it refers to all spoken and written interactions, both internally and externally. And in an age in which digital interactions rule, it's easy to create miscommunication or spread unintentional messages that can hurt a business.

Facilitate Transparency Through Corporate Communication

Effective communication creates a sense of transparency. Why is transparency important? Employees are more likely to buy into the company culture when they know what the company is about.



It builds a sense of trust. Employees are more likely to feel that they're a part of the bigger picture when managers communicate clearly with them.

Being transparent is also helpful in building trust with clients. Many people are concerned with what a company stands for, not only what it makes. Customers may be more likely to stay loyal to a company that communicates openly and transparently.

Build a Sense of Teamwork

Have you ever worked with people who are horrible communicators? Maybe your co-worker doesn't keep you updated on her part of the project you're doing together. Or your boss forgets to tell you about a new assignment she's giving you. Maybe certain co-workers are always talking, but they leave other team members out of the discussion. Poor communication can create a rift between colleagues.

Effective communication, on the other hand, keeps everyone on the same page. When people who work together know how to communicate clearly and respectfully, they can accomplish things more efficiently. They work together as a unit, rather than as individuals with different information and no clear game plan. Everyone in the office knows that they can count on one another to share important information and communicate well, so all of this together builds the sense of teamwork.

Reduce Miscommunication

When company communication is not clear, the chances of miscommunications are high. If your boss consistently forgets to tell the team about deadlines or changes to projects, no one knows what's going on. If co-workers assume everyone has the same information as them, some people may be left out of the loop. All of this miscommunication can lead to mistakes and reduced productivity.

To work effectively, employees need accurate information. When communication systems aren't in place, that information may not make it to everyone who needs it. An employee may have to seek out the details that he's missing, which takes him away from other work and cuts down on his productivity. In other cases, employees might make mistakes because of lack of information.



"Effective Communication"



If some sales team members don't get information on new pricing, they might give potential customers incorrect price quotes. That can result in unhappy customers or the company taking a loss.

Protect the Company Branding

Corporate communication isn't just how employees communicate with one another. It also involves the communication between the company and customers. The importance of corporate public relations is significant and can affect the company's success. One offensive social media post can generate lots of negative buzz around the business, for example.

Positive, effective external communication starts internally. When the company clearly communicates the values and goals of the company, employees are better able to reflect those qualities as they represent the company. Managers also need to communicate expectations and policies related to communication with the public. If multiple employees have access to the company social media accounts, the company should have expectations in place to guide how those communications are made.

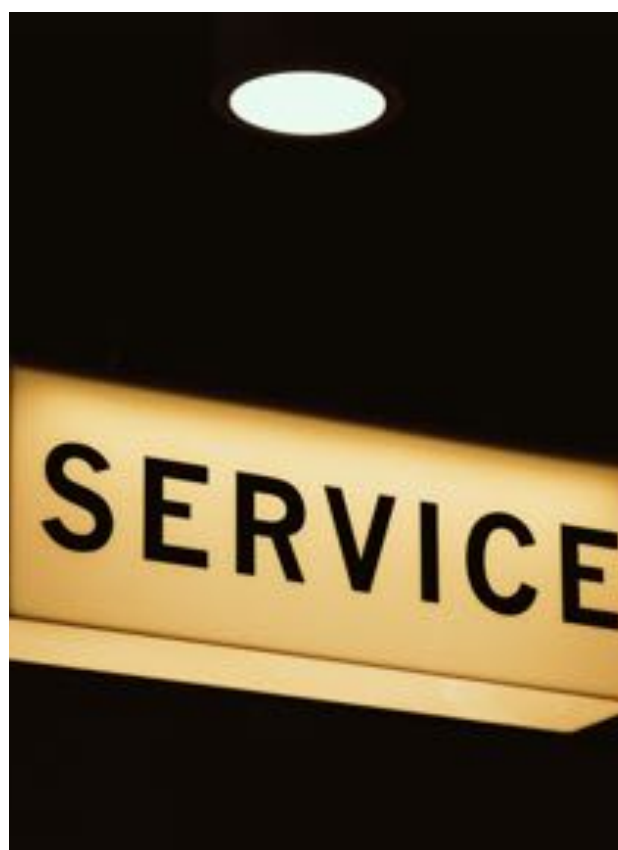
All communications the company has with the public helps build the brand. Negative communication or messages that contradict the company's mission can affect the reputation of the business. A consistent voice for all external communication helps build the reputation and the branding, which ultimately helps the company's success.

Improve Customer Service

Another important aspect of external corporate communication is providing the best customer service. If employees who interact with customers have poor communication skills, the customers may feel like they aren't receiving the best service possible. There can also be miscommunication to customers if internal communication isn't solid. For example, if sales associates aren't familiar with the return policy because it isn't clearly communicated to them, they may handle them incorrectly or give customers incorrect details on what can be returned.



"Positive Communication"



These 7 Common Speaking Habits Undercut Your Credibility

Every speaker needs to be credible. If your audience spends the duration of your talk mulling over whether or not to take you seriously, you can kiss goodbye to any chance of your message resonating. Sometimes your credibility has as much to do with your behaviour as it does with the message itself.

Here are a few common bad habits to watch out for.

1. OVERSMILING

Speakers are frequently coached to smile, but many overdo it. Rather than smiling continuously, just smile spontaneously—as a natural reaction to a certain part of your message or based on audience feedback. Over smiling comes across as fake, definitely costing you credibility points.

2. TOO MUCH ENERGY

Every speaker needs to show a level of ease in their delivery. Talking fast, gesturing quickly, any jerky movements—these behaviours project anxiety rather than enthusiasm. They make your energy seem too sharp, like a jackhammer. You might be worried about punching things up a bit to avoid putting your listeners to sleep, but it's possible to go overboard. With too much energy, you'll come across as talking at your audience instead of to your audience.

3. WINKING

Whenever you wink, you're sending a "Get it?" message. It invites your audience to hunt for some sort of unspoken meaning, which introduces ambiguity you probably don't want. You might think that winking once or twice at a key moment helps makes you seem clever or intriguing, like some kind of impresario, but in most professional settings it costs you credibility points by suggesting that you're not being clear or transparent.



"Speaking Habits"



4. RAPID PACING

Don't pace continuously back and forth. If you keep moving while you speak you'll drive your audience to distraction. They'll start to focus less on what you're saying than on watching you move. One principle I learned as a theatre director was to avoid having actors walking and talking at the same time, unless they're saying throwaway lines. As a speaker, you don't necessarily need to stay perfectly still, but pacing too much suggests that everything you're saying is essentially a throwaway line. Listeners will miss your key points and begin to doubt your credibility.

5. FIDGETING

You already know not to fidget, but it's sometimes hard to avoid making small adjustments when you speak—especially when you're nervous. Fiddling with your hair, your jewellery, or your clothes may help you feel more comfortable, but they make you look uncomfortable, and the audience wonders why you're so jittery. They'll see a disconnect between what you're saying and what you're showing them—they feel the anxiety you're feeling.

6. VARIABLE PITCH

As a speaker, your pitch should stay level or go down very slightly as you finish your sentences. It's true, as critics have noted, that if your pitch rises at the ends of sentences, everything winds up sounding like a question. That can sap some of the conviction from your voice. From your listeners' standpoint, too much variation in your speaking pitch is like a roller-coaster ride—a distracting experience rather than a compelling one.

Your credibility as speaker always hinges on what you're saying, but it also has a lot to do with how you say it. When you're nervous, these common bad habits are easy to miss, but paying a little more attention to how you look and sound can help you come across as someone really worth listening to.



"Be Credible"



SELF IMPROVEMENT SEMINARS IN

THE MONTH OF NOVEMBER



**TO SOUND LIKE A LEADER, THINK ABOUT
WHAT YOU SAY, AND HOW AND WHEN
YOU SAY IT**

7th November 2018 / 6PM - 8PM

**TO BE A GREAT LEADER, YOU HAVE TO
LEARN HOW TO DELEGATE WELL**

28th November 2018 / 6PM - 8PM

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Timely Inspiration

If you find that you are not delegating enough it may be because you are afraid that your subordinates are not capable of doing the task. In my organisations, I have always allowed my staff to make mistakes as long as they were not repetitive. I would spend time training them and as a last resort, replacing them if necessary. Nobody knows how to get something right the first time. Unless you try, you'll never know. When delegating, be sure to delegate fully. When your subordinates do well, don't forget to give where credit is due.

You need to ensure that there is growth in your organisation or risk not being able to meet the challenges in the marketplace. If you feel that you are unable to delegate to your subordinates for any reason, you should try to ensure that you balance their workload. Work with them to reorganise their priorities by first helping them to tie their work into your company's goals. Eliminate work that does not support the goal.

(Extracts from "How long can you wait for results")

Elements That Make Great Company Culture

Culture guides discretionary behaviour and it picks up where the employee handbook leaves off. Culture tells us how to respond to an unprecedented service request. It tells us whether to risk telling our bosses about our new ideas, and whether to surface or hide problems. Employees make hundreds of decisions on their own every day, and culture is our guide. Culture tells us what to do when the CEO isn't in the room, which is of course most of the time.

Universally, culture is about the employees and making sure they have a fun and productive working environment. You want happy employees because happiness means more productivity. And when a business is more productive, that means it is working faster; and when it works faster, it can get a leg up on the competition. So, it's worth the investment for companies to build and nourish their culture.



Culture is also a recruiting tool. From the minute people walk in the office, they should know that this is a different place with a unique culture. When you put a focus on culture, you'll have guiding principles. People will know you for this. Employees will live by it. It'll help get you through difficult times. You'll base hiring and firing decisions on the principles. It'll help get all employees working on the same company mission. In some sense, it's the glue that keeps the company together.

A company culture that facilitates employee happiness means lower turnover and better company performance. Employees are loyal and companies perform better. It's a win-win.

Table Manners Tips For The Month

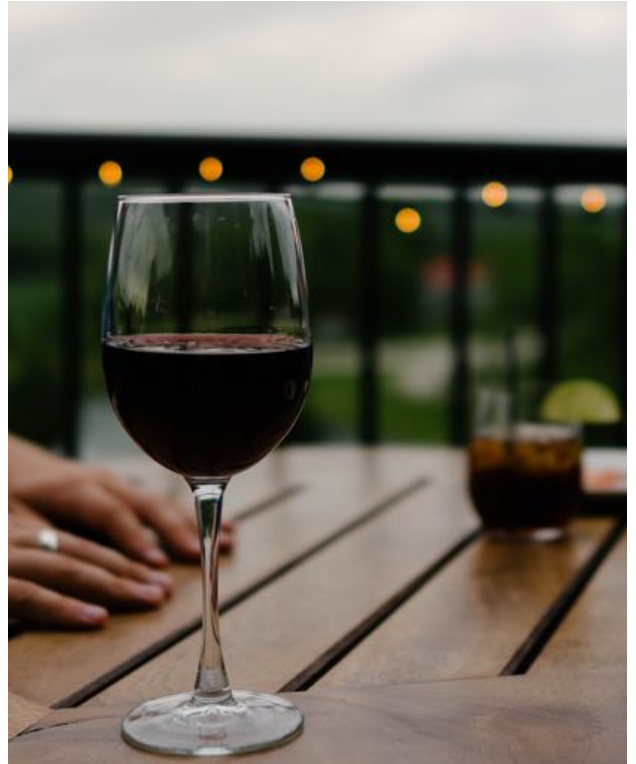
Table manners have evolved over centuries to make the practice of eating with others pleasant and sociable. With so many table manners to keep track, keep these basic, but important, table manners in mind as you eat:

1. Chew with your mouth closed.
2. Keep your smart phone off the table and set to silent or vibrate. Wait to check calls and texts until you are finished with the meal and away from the table.
3. Don't use your utensils like a shovel or stab your food.
4. Don't pick your teeth at the table.
5. Remember to use your napkin.
6. Wait until you're done chewing to sip or swallow a drink. (Choking is clearly an exception.)
7. Cut only one piece of food at a time.
8. Avoid slouching and don't place your elbows on the table while eating (though it is okay to prop your elbows on the table while conversing between courses, and always has been, even in Emily's day).



9. Instead of reaching across the table for something, ask for it to be passed to you.

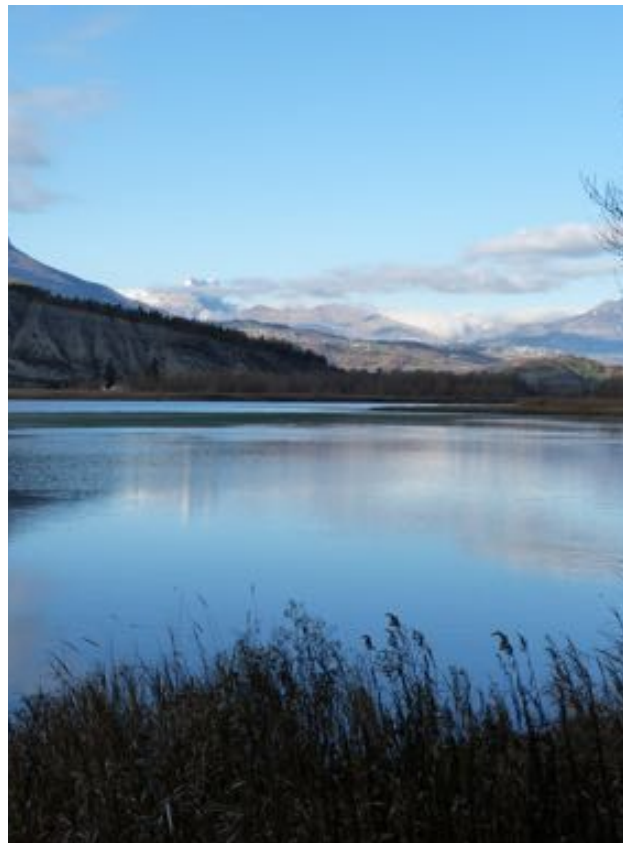
10. Take part in the dinner conversation.



Reflections

“Give me six hours to chop down a tree and I will spend the first four sharpening the axe.”

– Abraham Lincoln



SOFT SKILL TRAINING

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THINKING, PROBLEM SOLVING &
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NOV - DEC 2018