



## 12 ESSENTIAL EXIT INTERVIEW QUESTIONS



Employees leave. No matter how much time and effort you invest in retention strategies, you simply cannot keep them all. While it can be hard to accept the resignation of a valuable employee, it can also offer a *great opportunity to learn about their employee experience*.

Although they won't want to burn any bridges, outgoing staff are likely to be willing to have an honest conversation about your strengths and weaknesses as an employer.

To make sure you too can make the most of this opportunity we have compiled a list of 12 essential questions to ask your exiting employee.

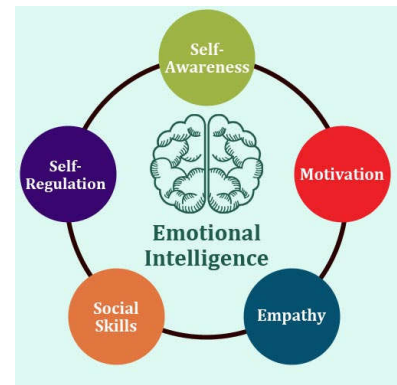
1. What circumstances prompted you to start looking for another job?
2. Under what circumstances, if any, would you consider returning to the company?
3. Do you think management adequately recognized employee contributions? If not, how do you think recognition could be improved?
4. Were there any company policies you found difficult to understand? How can the firm make them clearer?
5. Do you feel your job description changed since you were hired, and if so, in what ways?
6. Did you feel you had the tools, resources and working conditions to be successful in your role? If not, which areas could be improved and how?
7. Do you feel you had the necessary training to be successful in your role? If not, how could it have been better?
8. What was the best part of your job here?
9. What can the organization improve on?
10. Do you have any suggestions for improving employee morale?
11. Do you have any concerns about the company you'd like to share?
12. Is there anything else you'd like to add?

While exit interviews are a great *occasion to get some honest employee feedback*, it can be a case of a little too late. Instead of waiting until the last moment, *use the questions above as a guideline to check in with staff on a regular basis*. Ultimately, *you want your employees to raise any concerns as and when they arrive – not after they've already decided to move on*.

## THE IMPORTANCE OF EQ IN EMPLOYEE ENGAGEMENT AND LEADERSHIP

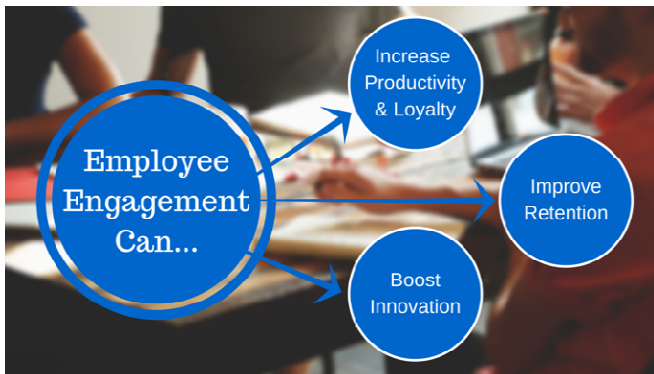
How can we use Emotional Quotient (EQ) to increase employee engagement? How can this increase the bottom line and what is the link between EQ and great teamwork?

“Emotional intelligence is the ability to perceive emotions; to access and generate emotions so as to assist thought; to understand emotions and emotional knowledge; and to reflectively regulate emotions so as to promote emotional and intellectual growth,” according to Salovey & Mayer, 1999.



### The importance of employee engagement, and aligning EQ with leadership

Employee engagement refers to the level of staff commitment and responsibility. Essentially, it is the emotional capital created by employees. Is it possible to increase engagement?



Kabushiki Kaisha Komatsu Seisakusho manufactures construction, mining and military equipment, as well as industrial equipment such as press machines, lasers and thermoelectric generators. In 2012, it partnered with Six Seconds to increase the engagement of people in order to build competitive capability and create a case demonstrating its commitment for innovation.

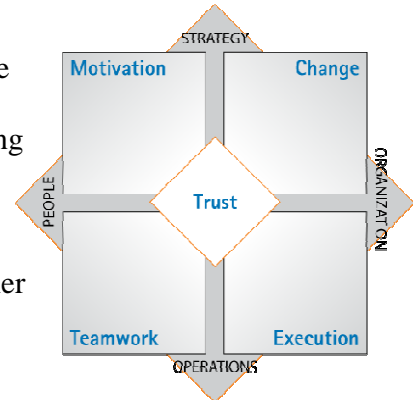
The project blended assessments, training and project-based learning to involve managers in creating a climate for innovation. In a six-month leadership development process at the multinational corporation, using the Six Seconds' Vital Signs framework, engagement increased from 33% to 70%, while plant performance also increased by 9.4%.

### This innovative approach to engaging employees led to three key findings:

1. To create change, people need to change: Involving the managers in a new way of thinking and working, provided them with insights and tools to experiment with alternatives.
2. Build teams intelligently: Powerful, innovative teams have a mix of styles, talent, EQ skills and capabilities.
3. Create choice: When people self-select, they have power. They become more committed to the process, and they feel ownership of the results.
4. People engagement was measured with “Team Vital Signs”, a statistically reliable research process designed to pinpoint areas assisting and interfering with growth and bottom-line success.

There are five key drivers in the Vital Signs model, also known as the drivers of a high performing team climate:

1. Trust: People have a sense of safety and assurance so they'll take risks, share, innovate and go beyond their own comfort zones.
2. Motivation: People need to feel energized and committed to doing more than the minimum.
3. Change: Employees and the institution are adaptable and innovative.
4. Teamwork: People collaborate and communicate with one another to take on challenges.
5. Execution: Individuals are both focused and accountable.



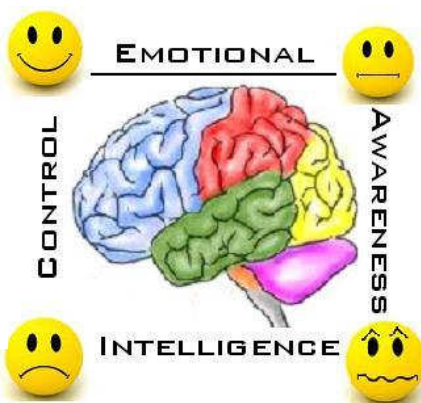
Six Seconds is a global network supporting people to create positive change – everywhere. Its experience and research shows that the skills of emotional intelligence are invaluable for leading change.

Therefore, it conducts research, develops powerful measures and tools for EQ development, and supports a worldwide network of experts to put the learnable, measurable skills of emotional intelligence into action.

“The most effective leaders are alike in one crucial way: they all have a high degree of emotional intelligence. It’s not that IQ and technical skills are irrelevant, they do matter, but mainly as ‘threshold capabilities’; that is, they are the entry-level requirements for executive positions. But research shows clearly that without emotional intelligence a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but he still won’t make a great leader.” (Harvard Business Review).

## EMOTIONAL INTELLIGENCE – 10 WAYS TO IMPROVE YOUR SELF AWARENESS

Self-awareness is the first step of emotional intelligence. It teaches how to identify your emotions and be aware of them, their triggers and their impact.



Emotional intelligence is the skill to be aware of, control and ultimately express emotions. The latest studies suggest that EQ (emotional intelligence quotient) is more important than IQ (intelligence quotient) for succeeding in work, life and having a better health in general. By mastering it, you could be aware not only of your own emotions (and therefore drivers), but also of the emotions of the people around you (and therefore guide them and in general benefit from the extra information).

Self-awareness is the first step (out of four) in improving your emotional intelligence. This skill allows you to spot your emotions as they arise (and not after their devastating effect). It also helps you to anticipate the upcoming emotional reaction by defining and being aware of the things that drive you towards those emotions.

What is emotional intelligence? Emotional intelligence in general is the ability to recognize emotions not only inside yourself, but also inside others.

There are generally speaking four loosely defined fields of study:

- Understanding and noticing your own emotions is called **self-awareness**.
- Being able to control your own emotions is called **self-control**.
- Understanding the emotions of others is **called empathy**.
- And being able to influence the emotions of others is called **social skills**



## HOW TO IMPROVE YOUR SELF-AWARENESS?

You could improve the self-awareness part of your emotional intelligence with these 10 steps.

### 1. Get out of the comfort zone



Have you heard that the magic happens outside the comfort zone? The same is true about emotions. People have the tendency to avoid discomforting feelings. But this is not a long term solution. You should allow the feelings to surface and provide the information they carry.

Instead of shoving the emotion away, you should guide yourself to it and through it. Ignoring feelings would only allow them to appear when least expected.

And last but not least, getting out of the comfort zone is not that bad. The great minds of our present have daily tasks to “*do something unpleasant*” in order to expand their frontiers. With practice you will soon discover that it is not that bad.

### 2. Identify your triggers

A trigger is a person, a situation or a condition that makes you emotional and prompts you to certain actions. It could be a show-off manager that feeds like a vampire from the energy of the others in the room. Or a very noisy work environment, particularly when your colleagues like talking over the phone and you cannot concentrate. It could also be, for example, a very technical manager who lacks communication or people management skills.

The typical response to these stimuli is a shut down. Especially if it happens at work, where emotional outbursts are considered taboo. But even if you enclose your emotions inside you, your body language will go screaming and a keen observer will notice



Identifying your trigger leads to improved emotional intelligence, because it would allow you to develop the ability to control the outcome. It could give you the skill to calm down, take control of your actions and maintain your presence of spirit. In order to do that you must find the specific cases and start generalizing from there. If you understand what pushes your buttons that would make the situations more manageable, because the emotions will not come as a surprise.

If you decide to go all the way, you can also try to identify the reason behind the trigger. This means finding out exactly why those people or situations push your buttons. For example, a noisy environment could irritate you, because you are more skilled in writing and reading, than in talking and listening. Or that technical manager you hate, could just remind you of a past manager and understanding that this is not the same person, could help you get along with him or her better.

### 3. Do not judge your feelings



**Do not judge  
your feelings,  
use them as  
your muse.**

A feeling is a feeling, nothing more nothing less. If you try to label your feelings as “good” or “bad” or as “positive” or “negative”, you would lose the ability to regard them and be aware of them. It is in the human nature to judge things and separate them into those two big groups. But it is counterproductive.

The “bad” feelings are automatically regarded as something that should be avoided at any cost. You DO NOT WANT to feel them and you may even want to get rid of them. You feel ashamed when you have a “bad” feeling (and shame is furthermore also labelled as “negative”).

The “good” feelings however are automatically regarded as something that should be sought after. You WANT to feel them and you may even reward yourself for having them. But you also let them run wild and they drain your energy.

All those feelings come to life with a certain information that they carry. You feel:

- ... content because you have achieved something.
- ... mournful because you lost something.
- ... frustrated because the reality is different from your expectations.
- ... excites because that family vacation is just around the corner.

If you allow yourself to regard the emotion just as what it is, you have the opportunity to understand it and find out what your mind is trying to tell you. When you allow yourself not to judge emotions, they will run its course and vanish and they will not take control of you.

### 4. Don't make decisions in a bad mood

Everybody has those situations in life when just everything goes into the wrong direction. Call it “*depression*“, call it “*feeling down*” or just “*being unlucky*“. You feel that you cannot do anything right and a black veil comes down on all your thoughts.



The problem here is that, once a bad mood takes control of your brain, you lose the sight of the good part of your life. Suddenly you hate where you live, you hate where you work and you feel irritated by your colleagues. You could also be frustrated with your family, or just dissatisfied with yourself. Deep inside you know that most of what you think is not completely true, but you cannot help get rid of that thoughts.

Emotional intelligence through self-awareness teaches that you take notice of the situation and accept it is. You should be OK that you probably can do little to change the current conditions and just let it pass. What is most important here is that you should postpone any possible life-changing decisions until you are out of that zone!

### 5. Don't make decisions in a good mood either



The same is true when you are on the other side of the equilibrium. When you are feeling really, really happy, ecstatic even, it is very easy to do something that you would regret.

The first thing that comes to mind is the methods used by skilled salesmen to sell you stuff that you do not want. They get you excited to the point that you lose control of your mind. And when they offer you the merchandise, you could overestimate its values and pay too much for it.

I am not saying that good moods are “*bad*“, all I am saying is that you should be aware of your good moods just like your bad moods.

### 6. Get to the birds-eye view

Have you heard the description that someone is “*above things*“? Well this is also applicable in emotional intelligence. Imagine if you could let go of your personality and watch yourself from above - Like a bird who flies high above the ground and has the whole picture in sight. If you could let go of your narrow first-person vision and look at your life in general. How many more things would you be able to see and understand that way?

Even though you cannot actually “*look yourself from above*“, you can still develop an understanding of your own behaviour. You should be aware of your emotions and thoughts as the situations comes to life. You should try to inject yourself between the trigger and the reaction in order to allow yourself to process the whole information and to look at things from above. The goal is to remind yourself of the actual feeling below all layers.



For example, if you are a parent of a little boy and you want to serve them something nice for dinner – vegetables and meat. You notice that he does not want to eat them and starts spitting out the food on the floor that you just cleaned. You feel your wrath bubbling inside you. If you “*ascend*” above the situation though, you will just see a parent who is worried that his or her kid should eat healthy and get enough vitamins.

## 7. Look for your emotions in the media

There is a good deal of emotions out there, but they are the same for each and every one of us. You often feel “*unique*” and that “*nobody understands you*“, but that is simply not true.



Look for your emotions in movies, books, songs or poetry. When a movie moves you, this says something about you. If you take a closer look at the situation and the actions of the characters, you might learn something about you. When you feel like a song has been made “*for you*“, that also carries information. Look the lyrics up and see what it is all about. This

would help you find the words to express your emotions.

## 8. Revisit your values and act accordingly

Your life is dynamic, your job is hard, your family is demanding. You try to set aside time to learn, to have fun and to keep your mind and spirit in peace. Replying to emails, having phone calls, commenting on the social media. playing with the kids, doing sports with friends and watching TV.

Just half of that activities would be enough to fill your day. And it also causes you to focus on the outside, not on the inside and on yourself.

If you feel overwhelmed, stop and review your values.

- Does your career go into the direction you want to?
- Does your job require you to do things with which you are not comfortable?
- Do your colleagues treat you the way you would like to be treated?
- Do you have enough time for your family?
- Does your current path lead to where you want to be in 2 years?



These are just a few sample questions that you could use to re-evaluate your life against your values and beliefs.

- Values is what you believe in (*trust, responsibility and sustainability*).
- Mission is how you want to change the world (*I want to make low cost pens available to the poorest people*).
- Goal is what you are aiming at (*in 3 years I want to be VP of sales*).

## 9. Check yourself (especially under stress)

Self-awareness is mostly internal process, but there are external implications of your internal situation. Get into the habit of examining these regularly in order to make sure that everything is OK.

Q. How does your face look like?

- Do you shave your face regularly?
- Do your eyes look swollen?
- Have you done makeup this morning?

Q. What are you wearing?

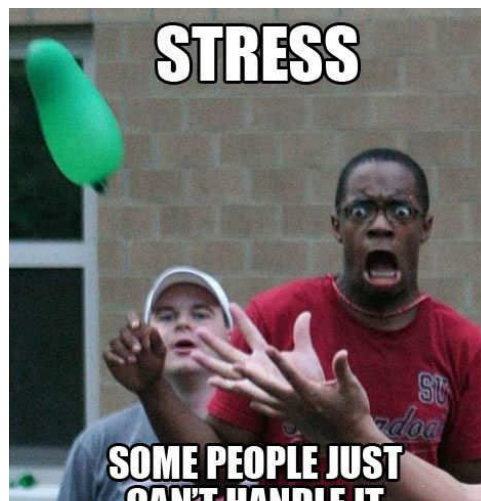
- Do you have clean clothes on?
- Do they have wrinkles?

Q. How does your desk look like?

- Is everything tidy?
- Is everything in a big pile of mess?

Q. What is your posture?

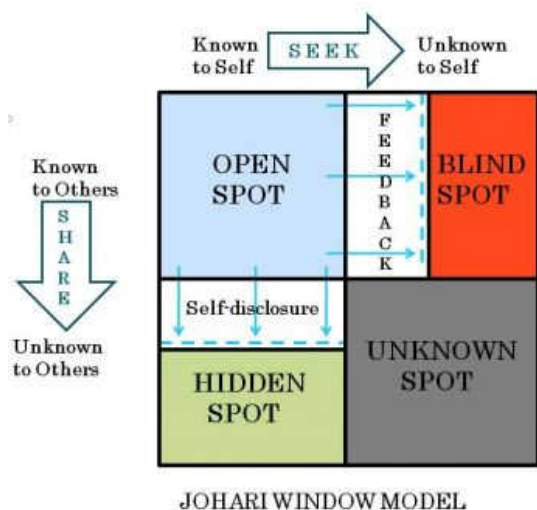
- Do you walk with your face down?
- Do you walk with long steps?



Be aware of your normal self and be on alert for the times when you feel stressed. Notice how everything changes. If you are aware of those changes, it might be easier for you to detect the stress factors in the future, before they reach your conscious mind.

## 10. Fill the blind spot with feedback

And last but not least, *remember the windows of knowledge*. There is an intimate part of you that nobody knows. And there is the shared part which is public. But there is always a spot that you do not see. This spot is called *"the blind spot"*. Your own view of yourself can never be impartial, but the others may see what you truly are.



Do not be afraid to look outside for help. Get your partner to a comfortable location and ask him or her for feedback. Gather your friends and talk to them. Ask even your parents. We all know that most parents are too eager to bestow us with their feedback anyway.

Observe the rules of communication. If you ask for feedback, you should be listening more than talking. Open your heart and be truthful. Do not get defensive, the people closest to you only want to help.

## Summary

One of the foundations of successful life is emotional intelligence. And one of the foundations of emotional intelligence is self-awareness. Emotional intelligence teaches you about your emotions and the emotions of the people around you. And self-awareness specializes in teaching you how to spot your emotions, your causes them and your reaction to them. With time and persistence, you could even learn to control them and use them to serve your mind and its purpose.

Most people go through their lives without paying attention to their emotions. Either completely ignoring them, or letting them control their lives. Emotions are a powerful force that can do miracles with your life, or completely ruin them. It is the job of your mind to learn to spot them and put itself between the emotion and the physical reaction. By learning that skill, you would finally be able to get the reins of your life in your own hands.



## 6 Reasons Why Travelling Is Good for You



Anybody who has travelled outside his or her comfort zone can attest to the excitement that comes from being in a new environment. As research has shown, travel is not only exciting; it also offers the following six health benefits.

### 1. Promotes Heart Health



Travel promotes physical activity, whether it is rushing through the airport, walking the streets of a foreign land, or climbing a mountain. Physical movement lowers blood pressure and the risk of heart disease and stroke.

According to information gathered from the Framingham Heart Study, a landmark study that began in 1948 and spanned over the course of 20 years, women who vacationed only every six years or less were nearly eight times more likely to develop heart disease or have a heart attack compared to women who travelled at least twice a year.

## 2. Keeps the Mind Sharp

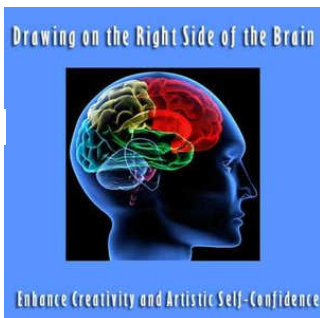
Travel also can promote brain health and keep the mind sharp. When your brain is introduced to new experiences and environments (which happens during travel, essentially) it becomes challenged and builds resilience at the cellular level so degenerative disease is potentially delayed. This increase in cognitive stimulation due to exposure to novelty has been shown to improve both memory and concentration, particularly in individuals with dementia. Similarly, when you travel, you interact with novel stimuli in the form of new people, cultures, situations, and experiences, which can contribute to the delayed onset of degenerative disease.



**Note:** While you may like to frequent the same vacation spot every year, switching up the destination will allow your brain to reap the benefits that result from different activities and location.

## 3. Enhances Creativity

Turns out writers have good reason to travel to a different country in search of inspiration and motivation for their next novel. The brain's neural pathways are influenced by environment and experience (the brain's adaptability is also known as neuroplasticity), which leads researchers to believe that travel can spark synapses in the brain and enhance creativity.



A 2012 study published in the *Journal of Personality and Social Psychology* found a strong link between creativity and travellers' immersions into cultures different from their own. According to the study, the better you are at engaging and adapting to new cultures, the more creative and professionally successful you will be. In order to actually enhance creativity, the author stresses the importance of immersing yourself in new cultures, rather than simply changing your physical location.

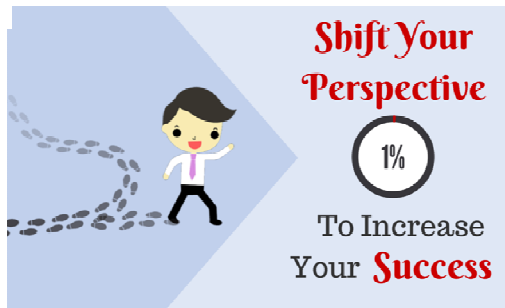
## 4. Relieves Stress and Boosts Mental Health

Stress reduction is one of the most important benefits of travel, according to the Global Coalition on Aging. According to a 2012 Expedia survey, 89 percent of vacationers found they could let go of stress and just relax after only a day or two into their trip. Pulling yourself out of your daily routines and into new surroundings resets both your mind and body, resulting in significant stress relief.



Moreover, leisure activities, such as travelling, can lower levels of depression and improve psychological functioning, according to a 2009 University of Kansas study. You can experience a boost in happiness even while planning a trip (up to eight weeks before setting off to your destination). Having something to look forward to, even if it's a two-day trip, can feel rewarding. Vacationers also likely experience less stress and more satisfaction with their overall mood and outlook after returning from a trip compared to non-travellers.

## 5. Shifts Perspective



Travel ***broadens your perspectives, not only of the world but also of yourself.*** When travelling you may often find yourself in situations that you wouldn't be in otherwise. You are faced with the reality of living outside your comfort zone, which, as uncomfortable as it is, gives you the opportunity to transform how you see things. Psychologists point out that people often have epiphanies while travelling, as they are able to view their problems from a more detached view.

Watching how other people live, almost like viewing the world through someone else's eyes, can also broaden your view. Watching how other cultures live can force you to challenge your own assumptions and free your mind to experience alternative ways of being.

## 6. Increases Connection to Others and Self

Travel offers opportunities to meet new people that you otherwise wouldn't have the chance to connect with. When you are outside of your comfort zone in a different country, you may have to look to others for guidance, which can create a sense of connectedness. Whether you obtain this connection by engaging with the locals, other travellers, or even those you are travelling with, making social connections, or deepening the ones you already have, can improve your mental and physical health.



Moreover, the social aspects of travel can enhance your sense of self. Research has shown that when you get out of your social comfort zone and immerse yourself into cultures different from your own, you strengthen your personal identity, including your values and beliefs, and increase your confidence.

## SDS – Banker's Club

**Date** : 6th September 2017

**Time** : 6.00 pm – 8.00 pm

**Venue** : Banker's Club Kuala Lumpur  
(Amoda Building), Jalan Imbi  
(Opposite Berjaya Times Square)

**Topic** : Strengthening Your Emotional Intelligence

## SDS – Puchong

**Date** : 13th September 2017

**Time** : 6.00 pm – 8.00 pm

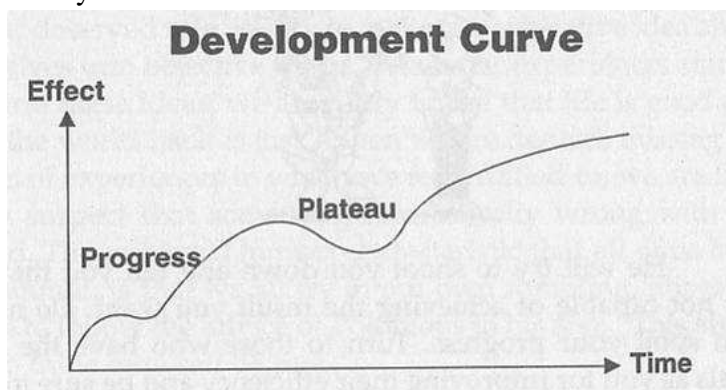
**Venue** : Ventrax Management  
37 & 39 Jalan TPP5/17  
Taman Perindustrian Puchong  
47160 Puchong  
Selangor Darul Ehsan



**Topic** : Motivating People Starts with Having the Right Attitude

### **Timely Inspiration**

When we talk about self management in time management, we are basically targeting to finish the task you have to do with minimal time wasted. While doing this, you aim to improve the



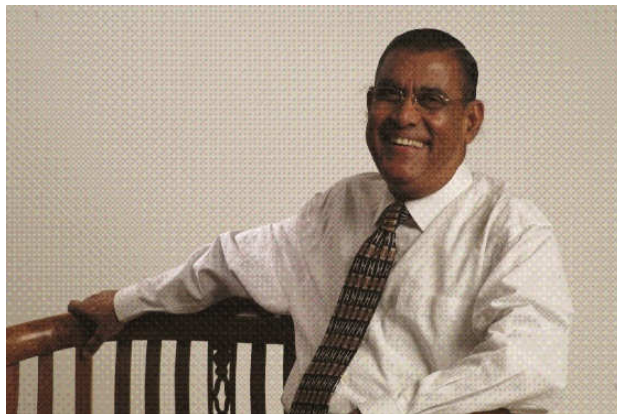
organisation of your work, thus giving you better results. If you are able to manage yourself well, you should be less frantic, attain greater satisfaction with your work, generate higher motivation for yourself, increase your qualifications for more difficult tasks, face less pressure at work, make fewer mistakes while finishing your tasks, gain better results and enjoy better quality of life. Your biggest advantage

is that you will control your most precious and important resource – your time.

In the process of improving on your time management habits, you will have to make changes to your everyday thinking, habits and “the way things should be done”. Any change follows the same law of nature which is indicated in the diagram below. The Development Curve shown below illustrates the fact that you will start out being enthusiastic and will quickly progress. Without warning, you will suddenly fail to see any further progress. You might even begin to see things moving backwards. When you realise this, you will try to push harder with the hope that you will begin to experience progress again.

This curvature applies not only to your work development but also to people trying to lose weight, to athlete’s training or to a person practicing for their driver’s license. In all these endeavours, it will be completely natural to plateau at some point. It is therefore vital to persist in development, and it is crucial that you have people who will be able to support you and encourage you on. Just remember that if you believe that you will be successful – then you are that much closer to *being* successful.

If on the other hand you are one who dwells on past failures, you may be thinking “I probably won’t finish it,” “it’s too difficult,” or “it’s impossible!” Charles Darwin put it well when he said, “Survival depends on the ability to change,” and you will need to change to succeed today. Future challenges and demands on business forces everyone to re-evaluate the way things have been done in the past. You have to change. You must develop!



*(Extracts from “How long can you wait for results”)*



#### **NEWS....AT ....VENTRAX.....Venga's journey**

**Dr Venga this year has endeavoured into a journey to meet his clients from time to time. These are mainly the users of the planners for more than 15 years.....**



**Rafidah Bt Latif**



**Raymond Perera**

## HOW CAN WE ENCOURAGE THE YOUNG TO DEVELOP GOOD READING HABITS?



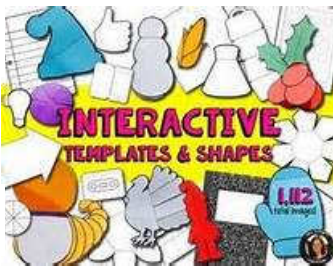
Children of any age can appreciate works of fiction, and even if they aren't ready to recognise the written word, they may still be able to improve their language skills as they listen to books that are read to them. There are a number of ways that parents and teachers can help foster children's love of learning.

### Make reading enjoyable

There are a variety of books on the market that are tailored to different age ranges. Choose pop-up books or other creatively published texts and if you are reading to your children you can vary your tone of voice to maintain their interest. Setting up a reading tent or mini-library in your child's bedroom may also encourage them to read more frequently.



### Use interactive books



Interactive books may have sound buttons and pull-out facts that will serve to bring stories to life. Children can also hear a story being read out as they follow the words on the page.

### Expose them to books from a variety of genres

Reading doesn't have to be limited to traditional stories. Children may also enjoy reading non-fiction books, including encyclopaedias, as well as newspapers targeted at children. Comic books may also stimulate their interest in reading.



### Read each night



Reading books together as part of a child's night-time routine will ensure that children associate reading with relaxation. Children can also point out any words they are familiar with and read them out. For those children who have not yet begun reading, asking questions about the story such as 'What do you think is going to happen next?' will help them familiarise themselves with story structures.

## Use drama

Children love nothing more than acting and trying out different roles. If your child is a reluctant reader then encouraging them to play a character from a fictional tale, complete with dialogue, may help to motivate them to read a text.



## Take them to the local library



Local libraries are a treasure trove for young children, and they regularly host story-time sessions and summer reading contests. Being surrounded by other children who love reading may be just the thing to cement your child's enjoyment of reading.

## Encourage your child to read out loud

Reading confidently out loud is a skill for anyone and developing this in children from an early age hugely benefits them later in life.

Reading to your children from a young age is thought to be an important activity leading to language development; it also builds memory, motivation and curiosity.

Hearing stories read aloud helps children connect the written word with speech, makes the experience of reading and storytelling enjoyable and is proved to help develop concentration skills. Developing an enjoyment of stories and literature also exposes children to different experiences they may not otherwise have.

In hearing books read expressively, they will learn to imitate this and see a connection between the written word and creating a performance in the story being told. It also brings the story to life, helping them understand the narrative.

Once a child grasps how to interpret the text in order to perform the reading expressively they will make conscious decisions about what to emphasise to effectively communicate the wider meaning. Once they have made the decision about what emotions and attitudes are being depicted they have to choose the appropriate tone of voice to convey this.

Reading aloud is not just for confident readers either, it has been proven to significantly help struggling readers too. By rehearsing to read aloud and reading aloud regularly, the repeated practice begins to improve their accuracy and word recognition.



**Make them read in every opportunity:-**

- i. Get your child to read the back of the cereal box as you are making breakfast in the morning.
- ii. Give them the shopping list and ask them to read it to you as you go round the supermarket.
- iii. Have them read a film review from the TV guide.

Short snippets of reading out loud on a regular basis can make a huge difference and in this way the child is practicing without realising.



# Reflections

**Great Minds discuss Ideas;  
Average Minds discuss Events;  
Small Minds discuss People.**

*- Eleanor Roosevelt*

