



MERRY CHRISTMAS
AND HAPPY NEW YEAR

**WISHING OUR READERS A MERRY CHRISTMAS AND A
HAPPY NEW YEAR**

VENTRAX BE TIME WISE DECEMBER 2017 ISSUE

KEEP THE HOLIDAYS JOYFUL AND MEANINGFUL WITH THESE IDEAS

In the hustle and bustle of life, enjoying the holidays with peace, joy and meaning can be a challenge. Fortunately, there are plans we can make now to truly enjoy this season. So, what is on your holiday wish list? Start now with these ideas to help you plan your most meaningful season yet.



REFLECT

Take some time to reflect on holidays past. What traditions, foods and events have made the holidays special for you? As you hold these memories, write down a realistic list of what is most important to you this holiday season. Pick two to three essential things to do. Schedule these things now! Remember, even the little things are important!

BAKE IN SOMETHING SPECIAL

When duty calls and you have to shop, bake or complete other things on your to-do list, add a little something to keep positive feelings going. For example, going out to a special lunch on a shopping day, exchanging cookies with a friend, or a having a bonfire after wrapping can give you something to look forward to.

VOW TO KEEP IT SIMPLE

Let go of perfection. Remind yourself you can't do everything. A few things done well is more valuable and peaceful. Stray from the masses to create a holiday that is truly relaxing and enjoyable for you and yours. Allow plenty of downtime just to enjoy yourself.



SEE THE HOLIDAYS THROUGH A CHILD'S EYES



Children have a way of reminding us of the magic of the holidays. After all, they aren't ruled by a schedule as we often are. Children inherently know how to enjoy a moment. Follow the playful lead of a child for a few hours and then see how you feel. Let yourself play!

TAKE GOOD CARE OF YOURSELF

Rest when you are tired, nourish yourself with healthy food, and move that body. These daily practices are essential to feeling good. Aim to keep your weight stable to avoid feelings of remorse. You can also plan something special just for you like a spa day, holiday movie, hike.....

CHOOSE TIME TO BE MINDFUL

Sit somewhere beautiful and allow yourself to reflect on the present moment. Enjoy the sights, sounds, smells and feelings of being in the now. Reminisce. Allow nostalgia.



SHOW GRATITUDE IN STRESSFUL SITUATIONS

Just stopping and noticing your impatience in a checkout line or traffic helps. Redirect yourself from these moments with practices such as noticing beautiful things, listening to music, or noticing what you are grateful for. Use waiting time to your advantage.

share the gift
of **giving**

MAKE IT A SEASON OF GIVING

Find ways to give back that are meaningful to you. Even the little things such as picking up a coffee for a co-worker or writing a small note of gratitude can make someone's day. Think through ways to give back that are meaningful to you.

CHERISH PEOPLE

The holidays are a time of year to embrace people. Cherish your family, friends and co-workers. Be generous with hugs and words of affirmation. Set aside differences with those you have difficulty getting along with. Aim to look for the positive (e.g., "You sure know how to smoke a turkey, Uncle Joe!") Set boundaries when needed to ensure you are taking care of yourself as well.

ALLOW FEELINGS OF LOSS

Many of us are reminded of loved ones we have lost during this time of year. These feelings are completely normal. Consider a ritual to remember your loved one. Perhaps light a candle in their honour and keep it going for a full day.

Most importantly, create a holiday season that works for you! Be kind, generous and intentional and the goodness will follow. Best wishes for a very peaceful and meaningful holiday season!

THE IMPORTANCE OF BEING CHEERFUL



People who are genuinely cheerful can light up a room, they inspire others to achieve their goals and bring a feeling of happiness and well-being wherever they go. Being cheerful involves a positive perspective on life, a sense that things happen for a reason and that things will work out for the best.

Sometimes though if we have had several knocks or disappointments being cheerful can require a lot of effort. There may well be days when there feels to be very little to be cheerful about. But being cheerful can provide many benefits both to ourselves and to others.

Let's focus on some of the benefits of being cheerful:

It helps us feel better

When we make an effort to be more cheerful life becomes easier. We have more energy, motivation and our general well-being and outlook improves. We can then start to appreciate how much we drag our mood down when we are glum and miserable.



The atmosphere improves

Have you ever been in a room where one person's mood dominates the atmosphere? A miserable person can bring everyone down to their level. Similarly, a cheerful person can brighten a room and make everyone feel lighter and happier. Laughter and good humour can move people through difficult situations with a far better mindset and attitude.

Others respond better

It is far easier to work with someone who is cheerful. The energy levels are better and things flow much better. Ideas, work, and communications are more comfortable and fluid in a cheerful atmosphere. Less effort is needed to motivate and produce results. Also people relax and are more confident to speak, volunteer and offer ideas and thoughts in a cheerful environment. It feels safer and less tense or judgemental.



The perspective lifts

Mood and optimism can be helped by a cheerful perspective. Seeing the good in a situation, feeling more hopeful and positive can often be achieved simply by looking at it from another viewpoint. Being more cheerful introduces a better way of looking at things. Things are often not as bad as they seemed when looked at from a different perspective.

It provides a respite from stress and tension

Laughter and being cheerful can reduce the symptoms of stress and provide a break from tiredness and lack of energy. Often intense group situations introducing singing, movement and other positive activities can lighten the tension and help people feel better and more alert.

The truth is, even if we don't feel cheerful acting in that way helps us improve our mood and general attitude. And before we know it, we've forgotten that we were feeling down and miserable. Acting cheerful quickly evolves into feeling that way.

THE IMPORTANCE OF TELEPHONE ETIQUETTE FOR YOUR BUSINESS

Answering a business call at your workplace involves a different approach relative to a regular, non-business call. When customers call your company, they expect your undivided attention. They don't want to be kept waiting and they need prompt answers.

When a call is answered professionally, courteously, and warmly, and they are happy with your product or service, they will come back with repeat orders and referrals. For a business, the telephone is often the first and only point of contact with some customers. It can potentially make or break a business relationship. That is why so many companies use professional answering services these days.



Because first impressions are lasting, and often such first impressions are done over the phone, the customer will make an estimation of your business by how his or her conversation went with your representative. If you are able to wow them then you have allowed them to stop shopping around. You have given them a reason and a confidence to do business with you.

Being prepared when you take customers calls shows them that you are serious and you want their business. Keeping the customers waiting for too long, speaking incoherently and illegibly, playing music in the background or speaking curtly/rudely to them can seriously damage your reputation and drive away business.

Telephone etiquette is especially important in competitive industries because if you do not do it right, the customer has other options to choose from. Telephone etiquette is a basic part of customer service. Usually, clients call back for repeat business because they are familiar with the way you function. If you are not courteous, prompt, and knowledgeable you are not giving your client any incentive to come back.

BEING THOUGHTFUL

Being thoughtful and considerate of others is something that many people take for granted. Our lives are very busy and we are often rushed as well. In this fast-paced life, it is often hard to remember that it is important to be thoughtful of all the good that we have in our lives.

As humans, we are fond of focusing on ourselves. Nearly everyone is guilty of not thinking of others as they should. Focusing only on yourself might seem like something that you have to do from time to time, so that you can get what you need to get done, take care of your own business, and really be able to grow in your life. However, sometimes the needs and desires of the people around us are actually more important than our own. And it isn't something that is hard to do, either.

Thoughtful

It only takes a moment out of your day to be thoughtful to others. Just a simple pleasant word, a gentle smile, or a good deed could end up meaning the world to someone else. When we share a moment out of our own lives to be thoughtful to someone around us, it actually helps us live better lives. It makes the world a much better place, too.

Being thoughtful and considerate doesn't always have to be a huge chore. You don't have to make special plans to do something. For instance, if you always remember to say "please" and "thank you", that is being more thoughtful and considerate than many people are. It is just a matter of good manners. It takes little time at all.



There are other ways to be thoughtful. If a friend sends you a gift, send a thank you card. If you haven't spoken to your grandparent or aunt or uncle in a while, just pick up the phone and call them for a quick hello. If you know that a friend or a member of your family is having a rough time, send them a card or stop by to ask if there is anything that they can do for you. These are all ways that you can be thoughtful in the world around you, and make it a better place.

There are also ways to be thoughtful and considerate when it comes to people you don't know. Even opening the door for a stranger or for someone with a large package is a simple way to be kind to someone. Cleaning up a mess that isn't yours, or straightening things that have fallen over are both things that you can do when you in your own home or are out and about. Just doing little things for the people around you can make big differences in their lives. This is what being thoughtful and considerate is all about.



Being thoughtful doesn't even require you to spend any money, or buy anything for anyone else. You can make a card from scratch paper and send it to a friend, or spend an afternoon

picking up garbage on your street. You can ask your parents what you can do to help around the house or you can even do things without being asked first.

Doing things that are nice for others can brighten up a whole day, or can help a person change their attitude. Being thoughtful is more than just politeness, it is changing the world for the better, and doing things that you would like others to do for you.

Make an effort to be more thoughtful and considerate to the people around you. You'll be happy to see how others react to the "new and improved" you. Even a small change of attitude can go a long way, so give it a shot. Being thoughtful is free, effortless, and easy for everyone to do. And if everyone does it, the world will be much brighter.

5 REASONS TO BE MORE THOUGHTFUL



February is largely known as the month of love, though mainly of the romantic variety. That isn't the only affection that deserves some attention, though. Experts say celebrating the relationships in our lives—the friendships, the romances, even the co worker-ships—by being more thoughtful and kind can have some serious benefits for us, too. Read ahead for the upsides to being more thoughtful, no matter if it's holding open a door for a stranger or volunteering to help a friend move.

It makes us healthier

One of the major pluses of helping others is that it helps us feel better, too, in more ways than one. "Human beings are social animals". Evidence abounds showing we are emotionally and physically healthier when we are meaningfully engaged with other people. This means engaged with others in compassionate and altruistic ways. Not only does engaging with people in acts of selflessness, kindness and generosity make us happier, it also makes us physically healthier. This results from the lowering of our blood pressure and the release of a host of feel good hormones such as oxytocin and dopamine." So yes, helping a pal edit essays for her grad school applications can boost your own well-being!



It helps us avoid stress

On the flip side, by putting others first, we can avoid some nasty situations that can lead to stress. Just think about the last time you let a snarky or sarcastic comment slip with a family member. Though it may have been a tiny kindness slip, it may have blown up into a larger messy situation. "When we engage in the world through narcissistic acts, we invoke a host of negative reactions from others". "These reactions lead to conflict which causes our bodies to go into stress mode. In this mode, we release pernicious hormones such as cortisol which leads to weight gain, hypertension and a host of other illnesses." Avoiding weight gain and hypertension by being nicer? We're on board!

It boost our worldview

By doing thoughtful activities or contributing to our communities, we can improve our feelings about the places we frequent, and our lives in general. “We gain self esteem by doing esteem able acts. “We also feel better about the world around us and other human beings when we have meaning in our lives. An agenda of kindness, especially in times of political and social disruption, gives our lives meaning. Instead of being paralyzed by fear and anger, we can get out of ourselves and physicalize our intentions.” Don’t think you automatically have to overhaul your life and quit your job to volunteer, however. Even small acts of kindness can “add incredible value to our lives.” You don’t necessarily have to take huge leaps when it comes to thoughtfulness—baby steps are fine!

It reminds us to be kind to ourselves

When putting the needs of others front and center, it’s important to make sure we’re not



completely abandoning self-care in the process. “There’s a thin but significant line between being kind and being co-dependent”. “You want to aim for the first and avoid the latter. Kindness is based on an internal locus of control. You’re self propelled. You’re clear in who you are, what value you bring to the world and what you want to get out of life. In contrast, co-dependency is based on an external locus of control. You feel lost and incredibly vulnerable. You live in constant fear of being punished for making a mistake or of simply not being enough. People who suffer from codependency put other people’s needs and feelings before their own and get hurt in the exchange. Kind people get enriched through their kindness.”



SELF DEVELOPMENT SEMINAR – JANUARY 2018

Topic for SDS at Banker's Club

How to Rediscover Your Inspiration at Work?

Date : 3rd January 2018

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

Time : 6pm - 8pm



Topic for SDS at Puchong Office

The Most Powerful Thing You Can Do Is Be Yourself

Date : 24th January 2018

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

Time : 6pm - 8pm

Timely Inspiration



If you are constantly caught in a crisis, it could be due to lack of planning as well. Perhaps you have not estimated the required time correctly. The next time you embark on a similar endeavour, plan for buffer time. Allow time for interruptions; give yourself more breathing space. If the crisis takes place because your staffs are afraid of breaking bad news, then you should encourage them not to delay this information in future. Promote and reward transparency and openness. Show them that corrective action could be taken if you had received the news much earlier.

Sometimes over committing yourself causes you to waste time. Say no assertively. If you have overcommitted yourself because of confusing priorities, then you must put first things first. Remember that although your activities must be tied to your goals, you need not carry every activity out yourself right away. Do plan and delegate.

If lack of planning is a time waster for you, it could be because you have yet to recognise the benefits. It is important for you to realise that planning takes time but saves time at the end. If you are severely action oriented and do not plan, you need to place some emphasis on the results and not just the activities.

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

THE BENEFITS OF LOOKING ON THE BRIGHT SIDE: 10 REASONS TO THINK LIKE AN OPTIMIST

Having a cheery disposition can influence more than just your mood. "People who are optimistic are more committed to their goals, are more successful in achieving their goals, are more satisfied with their lives, and have better mental and physical health when compared to more pessimistic people.

Research shows that people tend to be optimistic by nature, but what if you're naturally more of an Eeyore? Strengthen your sense of hope: The trick is to act like an optimistic person, even if you aren't feeling particularly hopeful. "If you think that the future can be positive, you're more willing to put in time and energy to make that come about," says Segerstrom. By being engaged and persistent, even if you don't feel particularly positive, the benefits of optimism—like satisfaction and health—will soon follow. In fact, seeing the proverbial glass as half full can pay off in a number of unexpected ways, from improving your work experience to enhancing your relationships and protecting your mind and body. Here are 10 reasons strengthening your optimism is a good idea:



Optimists Feel Healthier

If you think that the world is inherently good, and that life will work out in your favor, you're more likely to rate your own health and sense of well-being as better. Best of all, it doesn't matter where you live or what language you speak: These statistics came from a study of more than 150,000 people living in 142 countries. But optimism doesn't just make you feel healthier—

it can actually make you healthier, as these next few studies show.

Optimists Are Healthier

A recent Harvard School of Public Health study found that positive psychological well-being, which includes self-acceptance and positive relations with others, is linked to improved heart health. However, having an optimistic attitude was the biggest predictor of all: People who tend to look on the bright side have fewer heart problems, such as cardiovascular disease.

They also have better cholesterol readings: In a separate survey of nearly 1,000 middle aged men and women, those who reported higher levels of optimism had lower levels of triglycerides, or less fat in the blood.





Optimists are More Likely to be Centenarians

If you expect that you'll live into old age, you increase your chances of actually doing so. An analysis of the health and hope of nearly 100,000 women by researchers at the University of Pittsburgh found that over an eight-year-period, optimists were less likely to die from all causes than cynics.

Optimists Take Fewer Sick Days

Can hope help you stay cold and illness-free? The results are promising. When a student was more optimistic they fought off infection more effectively than during the times when they were less hopeful.

Optimists Are Less Prone to Freakouts

By nature, optimists don't sweat the small stuff. Those were the findings in a study at Quebec's Concordia University. Not only did optimists produce less cortisol—the stress hormone—during times of stress, they also didn't experience as much perceived stress during stressful times.



Optimists Are the Best Dates

Romantic relationships benefit from a sunny disposition: Optimists and their partners tend to be happier than pessimistic pairings. This theory was put to the test at the University of Oregon, where researchers found that this increased happiness held true regardless if both or just one partner were identified as optimists.



Optimists Have Happier 9 to 5s

People who see a glass that's half full tend to rate their jobs as more satisfying than those who don't. A study from Kuwait University found that people who were the most optimistic were also happiest in their jobs and had the fewest work complaints; the opposite was true for pessimists.

Optimists Get More Job Offers and Promotions

A positive outlook is just as important as a polished resume when it comes to job-hunting. A study from Duke University followed a group of MBA graduates as they entered the workforce: Those who believed good things would happen to them had an easier time finding jobs than those who had a less hopeful outlook. The same Duke University study found that optimists in the workforce often have a reason to be happy on the job: They tend to earn higher starting salaries than pessimists and they also are promoted more frequently.



Optimists Are Better at Bouncing Back

When life delivers lemons, optimists are more likely to make lemonade. Those were the findings in a survey of college freshman in Australia: The students who were more optimistic about their transition to university life experienced less stress, anxiety, and uncertainty and had a more successful first year overall.

Optimists Make Better Athletes

Optimists don't necessarily have more muscle mass or greater athletic ability than pessimists. But what they do have is hope. In a study co-authored by Martin Seligman, PhD, director of the Penn Positive Psychology Center at the University of Pennsylvania, a group of swimmers was instructed to swim their hardest then were told a false time—one that added several seconds. The optimists used this negative feedback to fuel an even faster time on their next swim; the pessimists performed more poorly than before.

reflections

