

VENTRAX BE TIME WISE

DECEMBER 2016

Merry
CHRISTMAS AND A HAPPY
New Year

HAPPINESS TAKES WORK: 5 CHOICES TO CREATE HAPPINESS



All of us have met people who just seem to be happy most of the time. Perhaps you have assumed that these people are just naturally happy or that they are the lucky people who have an easy life or they had really loving parents. Most of the time, nothing could be farther from the truth.

Happy people are making specific choices regarding their thinking and behaviour. Happy people CONSCIOUSLY choose to think and behave in ways that result in happiness. Unhappy people are UNCONSCIOUSLY thinking and behaving in ways that create unhappiness.

Following are five of the specific choices that happy people make:-

OPTIMISM

Happy people see the glass as half full, while unhappy people choose to be pessimistic – to see the glass as half empty. Optimistic thinking does not just happen - it is a choice regarding how you see life. Optimistic people are optimistic because they CHOOSE to be optimistic. Instead of allowing their ego wounded self to be in charge with all its doom and gloom, happy people put their loving adult self in charge and open to the wonderful possibilities that life has to offer. Happy people realize that their thinking is the beginning of a creative process that leads to manifestation. By thinking in positive ways, they move themselves to act in ways that manifest their dreams.



KINDNESS



Happy people choose to be kind and compassionate toward themselves and others. Happy people have learned that how they treat themselves and others determines much of how they feel. Happy people do not wait to be happy before being kind to themselves and others. They realize that their happiness is the RESULT of their caring behaviour, not the CAUSE of it. They are kind, caring and compassionate whether or not they feel like it. They have chosen this way of being and their happiness is the result.

FORGIVENESS

Happy people do not harbour resentment toward others, even others who have been mean and hurtful toward them. They realize that resentment makes them unhappy, so they choose to allow people their humanness and forgive them their hurtful behaviour. Because happy people tend not to take personally others' uncaring behaviour, they don't get their feelings hurt in the same way that people do who take others' behaviour personally. Happy people recognize that another's behaviour is really about that other person, so they move into compassion toward themselves and others rather than into judgment.



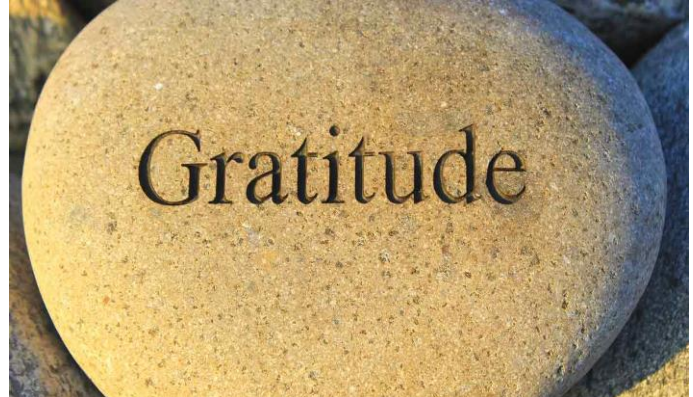
ACCEPTANCE



Happy people realize what they can control and what they can't. They live by accepting the things they cannot change and changing the things they can. Unhappy people are constantly trying to change people and circumstances and do not accept their lack of control. As a result, they are constantly frustrated. Happy people realize they cannot control others and the outcomes, so they focus on what they can control – their own thinking and behaviour. Acceptance of what they can and cannot control leads to happiness and inner peace.

GRATITUDE

Finally, happy people are consistently grateful for what they have, rather than complaining about what they don't have. They notice the many gifts that come their way and they frequently express gratitude for the everyday things in their lives – the beauty of nature, the food they eat, the smile on a friend's face, their ability to see, hear, walk, talk. Even many disabled people who may not have the blessings of eyesight, hearing, speech or legs are often happy people because they focus on what they do have and what they can do, rather than focusing on what they are missing out on.



If you want to be happy, then you need to recognize that happiness is the result of your thinking and behaviour, not the cause of it. If you choose to focus on becoming conscious of what thoughts and behaviour make you feel happy, you can become a happy person – regardless of your present circumstances. Happiness does not just happen – it takes work!

SETTING PURPOSEFUL, PRACTICAL GOALS



At some point we've probably all made a statement like "I want to eat healthier," or "I want to lose weight," or "I'm going to start working out more." While it is great to have these aspirations, how often do we actually follow through with them? The fact is, our goals are often far too vague and lack any sort of plan to achieve them. As a result, we are often left feeling a sense of discouragement or failure. One key to successfully accomplishing the things we want to lies in how we set our goals. Research shows that setting specific goals makes us far more likely to achieve them. And for that reason, this week PPG stands Purposeful, Practical Goals.

A great way to set purposeful, practical goals is to make them "SMART," meaning they are Specific, Measurable, Action-oriented, Realistic, and Timely.

SPECIFIC

The more specific a goal is, the more likely you are to accomplish it. Specific goals should answer the who, what, where, why, when. A specific goal eliminates any ambiguity and allows you to focus on exactly what you want to accomplish.

Example: Instead of saying "I want to go to the gym more often, say "I will go to an hour long spin class three times each week."

BE SPECIFIC



MEASURABLE



What good is a goal if you can't tell whether or not you accomplished it? Every goal you set should have a measurable outcome. This will allow you to clearly see whether or not you reached your goal.

Example: Instead of saying "I want to lose weight, say "I will lose 1 pound each week for the next 10 weeks."

ACTION-ORIENTED

Accomplishing a goal requires action. This action should be clearly stated in your goal statement. Avoid "to be" verbs and instead focus on action words, or the words that describe what you are going to do.

Example: Instead of saying "I want to be healthier, say "I will *drink* 64 ounces of water each day and *eliminate* soda."



REALISTIC



While it is ok and even encouraged, to push yourself and set your goals high, it is important to make sure they are realistic so you are not setting yourself up for automatic failure. Public speaker Michael Hyatt suggests that you “go right up to the edge of [your] comfort zone and then step over it.”

Example: Instead of saying, “I am going to get 12 hours of sleep each night, say “I will go to bed by 11pm each night.”

TIMELY

Every goal should have a date or some element of time associated with it. This will help you stay on track and appropriately plan out the action steps you will need to accomplish this goal. A goal without a deadline is likely to get pushed aside or lost completely.

Example: Instead of saying “I am going to run a 5k this year, say “I will run the 5k race on October 17th.”



THERE IS NO MAGIC WAND. AT THE END OF THE DAY YOU WILL STILL HAVE TO PUT IN THE WORK. HOWEVER, MAKING PRACTICAL, PURPOSEFUL GOALS WILL HELP SET YOU UP FOR SUCCESS. CONTACT US TODAY TO SEE HOW WE CAN HELP YOU ESTABLISH YOUR PRACTICAL, PURPOSEFUL HEALTH GOALS.



LISTENING FOR DOLLARS CUSTOMER COMPLAINTS CREATE PROFIT



Customer complaints are like medicine. Nobody likes them, but they make us better. Actually, they are probably more like **preventative medicine** because they provide **advanced warning** about problems. Financial statements, in contrast, provide a historical perspective. By the time problems manifest in the financial statements, forget the medicine. It's time for emergency surgery.

Studies from the Technical Assistance Research Program in Arlington, VA suggest that the root cause of customer complaints can be traced back to one of three areas: **individual employees, the company, or the customer**, with 80% of complaints traceable to the last two categories.

By listening carefully, we can **identify opportunities for training employees, improving products and services, and educating customers.**

Individual Employees

Business is becoming increasingly **complex and fast-paced**. Customer service professionals have to **know their product or service, their company information, the technology that supports it, and how to communicate all of this to savvy, demanding customers.** Even a small gap in knowledge or skill could cause **huge repercussions in terms of lost business.**

Companies should not let their employees' lack of knowledge or skill get in the way of their success.



The Company

More often, the **culprit is the actual product or service we provide.** There may be an **inherent flaw** in the design. There could be a **glitch in the distribution channel** that causes dissatisfaction. Even if everything is perfect, marketing pieces, advertising campaigns, and salespeople **could inflate value** and create customer expectations that are impossible to satisfy.

Recently, I was providing a service that involved a series of facilitated sessions. I allowed the customer to choose the dates of our sessions. Even though there were very few sessions, they occurred over a long period of time and the customer complained that the project took too long to complete. I made reparations to the client and decided to restructure the service and the pricing so that in the future I would control the timing of sessions. Now sessions always happen over a shorter period of time and the service has a higher value and is more profitable. I have fixed the delivery process of my service.

The Customer

As many of us have always suspected, customers actually cause most of the problems they complain about. It's not our fault. It's not our employees' fault. It's the customer's fault. Yet even here there is profit to be mined. Customer education and innovation are the possible solutions.

I always send out a pre-program questionnaire to customers in order to tailor their seminars. If customers have email, I send the questionnaire via email. Recently, I had a customer who did not know how to return the email questionnaire to me with responses filled in. I sent back brief instructions on how to work the email, which could be classified here as customer education.

Afterwards, I started wondering if there could be a better, easier, cleaner way to collect information, in other words, innovate. From that complaint, I decided to create hidden web pages on my website, customized to each customer with their company logo and questionnaire. Customers just click a link from an email, type their responses into a form on the web page that appears, and hit a submit button. This approach is much simpler and more impressive. I do this with all of my customers now and advertise it in my marketing.

Customer is
NOT always
right.

Summary

Customer complaints are never easy to hear. If we shift from being defensive to opportunistic, complaints can be our best friend. If we do not listen, rest assured, the financial statement will communicate the news eventually.



SELF DEVELOPMENT SEMINAR

TOPIC for January 2017

How to Start Managing Your Money?

Date

4th January 2017

Venue

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

Time

6pm - 8pm



Timely Inspiration

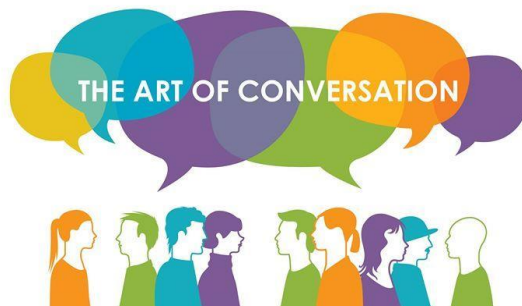
When we talk about self management in time management, we are basically targeting to finish the task you have to do with minimal time wasted. While doing this, you aim to improve the organisation of your work, thus giving you better results. If you are able to manage yourself well, you should be less 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.

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



THE ART OF CONVERSATION OR IMPROVE YOUR CONVERSATION SKILLS

When it comes to the art of people who seem to have anybody about anything and complete ease. And while it's who are born with the gift of us, conversation skills can be



conversation we've all met knack for it. They can talk to they seem to do it with true that there are those gab, luckily for the rest of developed and mastered.

QUICK-TIPS FOR THE ART OF CONVERSATION

- ❖ Do not dominate a conversation or make it all about you. A monologue is not conversation.
- ❖ Show interest and curiosity in others.
- ❖ Strive for a balance of give and take.
- ❖ Be an active listener by maintaining good eye contact and asking pertinent questions.
- ❖ Train yourself to relax by using visualization, meditation, or other relaxation methods. Being relaxed is vital for good conversation.
- ❖ Do not interrupt and cut in with your own ideas before the other person is finished speaking.
- ❖ Maintain an open mind; everyone has a right to express themselves even if you don't agree with what they are saying.
- ❖ Although this is cliché, try to avoid topics such as sex, religion and politics. You would be surprised at how many people get trapped by them and end up in verbal battle, not conversation.
- ❖ Be prepared by staying on top of the latest news, developments and world events.
- ❖ Be approachable by staying relaxed, smiling and maintaining a friendly attitude.

Possessing the art of conversation improves personal, social and work relationships. It gives you the opportunity to meet interesting new people and introduces you to various new topics and subject matter. With practice and application anyone can improve their conversation skills.

reflections

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

“Life isn't about finding yourself. Life is about creating yourself.”

George Bernard Shaw