



## VENTRAX BE TIME WISE

### FEBRUARY 2018 ISSUE

#### WHAT CAUSES LOW SELF-ESTEEM?

Basically, self-esteem is how you feel about yourself and your abilities. Your self-esteem - whether it's high, low or somewhere in-between - can have a pretty huge effect on your life. If you have low self-esteem, an important thing to do is try and figure out what's causing it. It could be related to:

1. Loneliness
2. Bullying
3. Poor Academic Performance
4. Neglect Or Abuse
5. Being Unemployed
6. Something Going On At A Deeper Level

Sometimes it can be hard to identify the causes of your low self-esteem. Perhaps you've never really thought about it, or maybe it's difficult to determine when it first started. Whether or not you know exactly what's causing it, there are steps you can take to build your confidence and improve the way you feel about yourself.

#### LET'S LOOK INTO 10 STEPS FOR IMPROVING OUR SELF-ESTEEM



##### 1. Positive self-talk

If you keep telling yourself you're no good, you might just start believing it, even though it's not true. If you notice that you often engage in negative self-talk, check out some ways you can challenge your negative thinking and build your confidence levels.

## 2. Don't compare yourself to others

It can be tempting to measure your own worth against other people. So what if your friend is awesome at tennis? You just need to figure out what your niche is. Everyone is great at something. What are your strengths?



## 3. Movement and exercise

Moving your body helps to improve your mood. End of story.



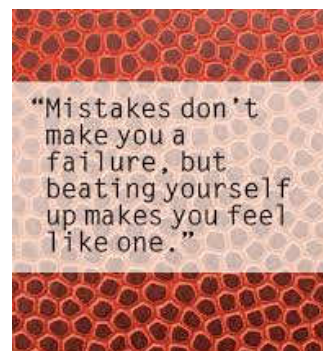
## 4. Don't strive for perfection

It's great that you want to do things well, but keep in mind that perfection isn't realistic for anyone.

## 5. Don't beat yourself up when you make a mistake

Everyone on planet earth makes mistakes - it's basic human nature. Why should you be any different? When you stuff up, don't stress; just

learn from it and move on.



## 6. Focus on the things you can change

There's no point wasting all your energy thinking about things that you can't change. Instead, have a think about some of the things that are in your power to control and see what you can do about those.



## 7. Do things you enjoy

If you do things you enjoy, you're more likely to think positively. Schedule time every day for fun and relaxation.

## 8. Celebrate the small stuff

You got up on time this morning. Tick. You poached your eggs to perfection. Winning. Celebrating the small victories is a great and completely legitimate way to feel better about yourself.

## 9. Be helpful and considerate

Being of help to someone is a great way to boost their mood, but you might also find that you feel better about yourself after you do something particularly excellent for someone else.

## 10. Surround yourself with supportive people

Don't hang around people who bring you down. Find people who make you feel good about yourself and avoid those who tend to trigger your negative thinking.



### If you're really struggling

If you've tried putting these tips into action for a while and you haven't noticed any difference in the way you feel about yourself, talk about it with someone you trust, such as a close friend, family member, GP or mental health professional. Act now and get the necessary help before your low self-esteem turns into something more serious.

## SAYING "I'M SORRY"

### 4 GUIDELINES FOR AN EFFECTIVE APOLOGY



Many people seem to find saying "I'm sorry" an extremely difficult thing to offer, even when they believe themselves to be guilty of some wrongdoing. These individuals either will not or cannot bring themselves to offer an apology even though they may acknowledge partial or complete responsibility for an offense. It seems that *some people experience an apology as a sign of weakness*. Interestingly, when asked if they view it that way when the apology comes from another, they do not see it as weakness at all, but rather the "right" or "responsible" thing to do. Remarkably, some will say it is a sign of strength or maturity when the apology is offered by the other person,

but still feel that it is an unacceptable admission of defeat—or weakness—when the apology is theirs to give to someone else.

Another reason why people fail to apologize is not because they are rude or unkind, but ***because it is not part of their "interpersonal repertoire"***. Perhaps they might have difficulty recognizing apology-worthy situations, or they do not appreciate the value of an apology, especially to a loved one.

I believe there are several misuses of the words "I'm sorry," which on the surface sound like an apology, but may actually be disguising other feelings. For example, the person who apologizes routinely and reflexively when no real offense has occurred because they believe that they have burdened someone, which is a feeling they have difficulty tolerating. Frequently heard examples of this are "I'm sorry, but I need to use your bathroom" or "Sorry, do you know what time it is?" I observed one patient's continuous apologizing for what I believed to be non-offending behaviors that suggested she believed that she was ***imposing on another***. When we explored this in therapy, it seemed that her constant apologizing was traceable to a lifelong belief that she was a burden to her depressed mother who had made it clear that she was overwhelmed by yet another child seven years after deciding that four children was more than enough. This patient, essentially, has been apologizing throughout her life on the assumption that she was unwanted or unwelcomed and had to let everyone know that she was aware of it and appreciated the world's tolerance for her being here at all.

Another example of “I’m sorry” may be used to give the apologizing person permission to say or do something that he or she believes ***might be objectionable to another***, but to be able to do it anyway. Somehow, it seems, saying “I’m sorry” softens the blow or reduces the likelihood of consequences. Examples might be the person ***who makes or answers a call on their cell phone at the dinner table which, generally, is considered rude***. “I’m sorry, I just have to take this call” enables the action to occur and assumes that the other person will be understanding since an apology was offered in “advance of the action”.



The ***reluctant “apology”*** is another type that is frequently given in a way that makes clear that it is not a “heartfelt offering”, but ***an obligatory and disingenuous expression instead***. An early example is the young child who is ordered to apologize to the friend he just conked on the head with a toy, and angrily yells “SORRY!” to satisfy the parent and avoid punishment for both the misbehaviour and not obeying mom’s or dad’s demand. Common examples of the reluctant apology that I hear are “I’m sorry that you felt that way about what I said,” or “I am sorry if anyone was offended by my actions.” These are designed to calm the waters and avoid condemnation, but are obviously insincere and just tactical manoeuvres. They include the word “sorry,” but really suggest that the fault lies with those who were too sensitive and, therefore, offended for little reason.

**A true apology is designed to help repair both a relationship as well as the reputation of the wrongdoer.** The guidelines for an effective apology are quite simple:

- (1) Accept responsibility for the negative impact of your action so that your apology will be sincere and, therefore, well-received.
- (2) Be specific in your apology so that you are directly acknowledging what you did wrong and not generalizing or being vague.
- (3) Be empathic, i.e. let the offended person know that you understand and appreciate the impact of your wrongdoing on them.
- (4) Offer assurance that you will make every effort to ensure that your offensive words or actions will not be repeated. This, hopefully, will enable the hurt or offended person to not be wary of you and trust that the offense will not be repeated.



## SELF DEVELOPMENT SEMINAR MARCH 2018

### TOPIC

HANDLE YOUR STRESS BETTER BY KNOWING WHAT CAUSES IT

### DATE/TIME

7TH MARCH 2018/6pm – 8pm

### VENUE

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



### TOPIC

DECISION MAKING – HOW TO MAKE BETTER DECISIONS?

### DATE/TIME

21ST MARCH 2018/6pm – 8pm

### VENUE

Ventrax Management Sdn Bhd  
No. 37 & 39 Jalan TPP5/17  
Taman Perindustrian Puchong  
47160 Puchong  
Selangor Darul Ehsan



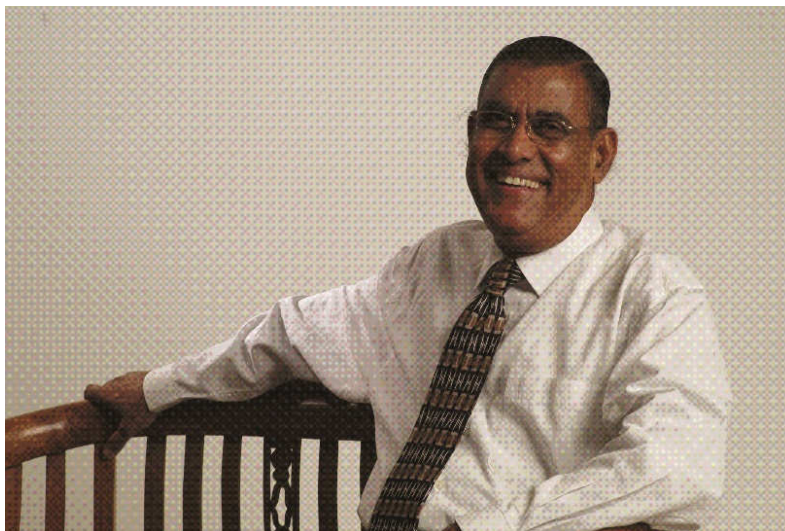


## Timely Inspiration

If you find yourself spending time on non-essential tasks, then it is time that you sit down and plan. Everyone has a plan – most have it in their mind - but many are not willing to sit down and write it down. That makes a tremendous difference as one with a plan is able to focus better and achieve more results. If your boss is the one who is causing you to waste your time on non-essential tasks, then you need to clarify your objectives. Delegate the non-essential tasks to other people who are capable of doing the task as well as you can, if not better.

If you think that the decisions that you make are ineffective, then you need to question the kind of decisions you are expected to make. Ask yourself if someone else can or should make that decision? It is not that you want to run away from making decisions, but if you feel that someone else is in a better position of doing so, then delegate those decisions over to them. On the other hand, if you need to make the decision, then you should make it more carefully. Weigh the pros and cons and understand the potential risks and consequences of each decision. Often in business, there is no clear cut option. Ask yourself how will you benefit from that decision? Is it a fair decision? Is it legal? Will others suffer from the consequences of that decision? Can you make it a win-win situation? Once you've made the decision, communicate the decision clearly. Do not hide behind any criticisms or emotional situations.

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



## IMPORTANCE OF SAYING THANK YOU IN THE WORKPLACE

A few moments out of your day to say thank you to employees, co-workers, managers, and customers can make a huge impact on a workplace. It is often key to a company's success. There are many ways to express gratitude in the workplace - it's a small gesture that can mean so much.



### Employee and Manager Appreciation

As a manager, you should thank your staff to let them know you appreciate the job they're doing and you value their dedication. As an employee, you should also thank your manager when he helps you. Spending a few moments expressing your gratitude not only boosts a person's self-esteem in the workplace, but may also lead to increased productivity, better attitudes, improved workplace relationships and increased opportunities.

### Boosting Workplace Morale

Morale can play a big part in the success of the workplace. Poor morale slows productivity and can turn off customers. Treating co-workers with respect and appreciation is necessary in the workplace. Thanking a peer for his assistance shows appreciation -- and will likely motivate him to help you again in the future. If someone takes time from his job to assist you, or does an exemplary job, you should also take the time to notify his manager of your appreciation.



### Thanking Clients

Without clients, most businesses cannot exist. Clients provide the revenue, new referrals and continuing business that allow companies to thrive. Besides saying thank you to your internal staff, thanking clients that help your workplace stay in existence is essential. In addition to providing excellent products and services to your clients, you should also thank your customers verbally and through appropriate cards and gifts. Your clients will appreciate the gesture and consider it when deciding if they will become return customers.

### Ways to Say Thank You

A simple “thank you” verbally or via email, though appreciated, may become routine. While email is easy, take the time to send a handwritten thank-you card to your employee, supervisor or co-worker. Those extra few moments of purchasing or writing a card will show you truly value whomever you are thanking in the workplace. Additional ways to thank someone at work might include giving a gift card, taking him out for lunch, or publicly thanking him at a staff meeting.



## EARLY TO BED EARLY TO RISE

Good sleeping and waking pattern have positive impact on the physical health, mental health and career of a person. Poor-quality sleep and sleep deficits have been linked to obesity and a countless of health problems, but one study shows that when it comes to promoting healthy hearts, it's not a matter of getting more sleep. It's a matter of getting adequate sleep at optimal time.

The study, published in the Annals of Behavioural Medicine, evaluated the approximate timing and duration of sleep to see effect of smoking, poor diet and sedentary habits on sleep pattern. These three behaviours have been blamed for about 40 percent of cardiovascular deaths.

The study defined **short sleep as less than six hours, adequate sleep as seven to eight hours, and long sleep as nine hours or more**. Respondents were categorized by their self-reported sleep-timing, whether they considered themselves a morning person, more morning than evening, more evening than morning, or an evening person, the end result of this study suggest that it's not just sleep deprivation that relates to cardiovascular risk behaviours, but too much sleep can relate as well. Going to bed earlier and getting adequate sleep was associated with better heart health behaviours.

To ensure that your body and mind get proper rest, you should go to sleep in time. If you go to bed late at night, and wake up early in the morning, then you will feel fatigue and dull during the entire day. It is good to develop the habit of going early to bed and rising up early in the morning. The fresh breezy air is for the early riser when he can go out for a walk or take some exercise. Discipline with regard to the sleeping and waking time plays an important role in the overall development of a person.



## HOW TO GET MORE SLEEP? STOP MAKING THE COMMON MISTAKES THAT SABOTAGE A GOOD NIGHT'S REST



Anything less than 7 hours a night is considered sleep deprivation. Almost half of us get less than 6. In my dual roles as both a physician and coach, I get a unique glimpse into what's happening in people's lives. I know why, as a culture, we're not sleeping.

Here are some quick, simple things you can do to sleep more, and sleep better:

### **1) Don't use your phone in bed**

Activities like reading emails or texting require a level of thought and attention that wake up your brain. You should be winding down and turning your brain off. Not to mention your phone.

### **2) If you must have your phone in your bedroom (as a clock and alarm), put it in airplane mode AND do not disturb**

I had a client who complained of terrible sleep. When I probed, it turned out that her phone was pinging with notifications all night, continually disturbing her. People also knew they could call her in the middle of the night and she'd answer. No more. If you're worried about missing an emergency call from a family member, you can program the Do Not Disturb function to allow calls from certain people.



### **3) If you must use your phone in the evening, turn the screen brightness way down**

As soon as the sun goes down, so should the brightness on your phone. The iPhone has a "night shift" setting you can use, that decreases blue light after sunset. At night I always manually dim my screen. I use my phone as a clock overnight, and have the screen as low as it can go. That way, if I have to check the time, my brain doesn't get woken by a blinding flash of screen light.

### **4) Black out your bedroom**

Even small amounts of light at night (such as a night light) can inhibit melatonin release. Melatonin, in addition to promoting sleep and healing, is key to the production of other important hormones such as growth hormone. We recently bought a stylish, inexpensive set of blackout curtains that render our bedroom pitch black, even more so than our previous set of blackouts. I can't believe how much better I sleep. I fall asleep faster and am able to sleep longer.



### 5) Read instead of watching TV

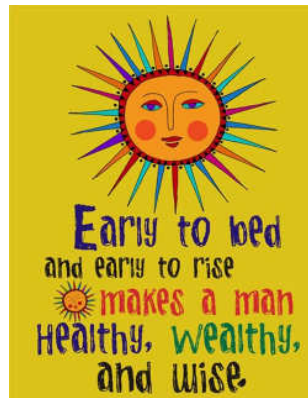
I know, I know. So much easier said than done. Screens of all kinds (phone, TV, computer, tablet) negatively impact sleep. If you've been struggling with sleep and tend to be on screens in the evening, do an experiment. At least one night a week, keep the screens off and read a book instead. You'll be amazed at how much more you're aware of drowsiness and the urge to head to bed. You'll also probably fall asleep faster, and sleep more soundly.

### 6) Put off any stressful discussions until daytime

Relationship experts often advise couples to avoid having difficult or complicated conversations after 10 pm. Not only are you more likely to get upset or be unreasonable (due to fatigue), but it also will make it far harder to go to sleep, which leads to the next point:

### 7) Avoid being triggered by anything stressful after 8 pm

Avoid checking your email at night, particularly if there might be a non-urgent email from work (or a relative, or whatever) that could upset you or cause stress. Don't watch or read the news. Don't scroll through your Facebook feed, if some of the posts bother you. Don't call that family member who always leaves you wanting to tear your hair out or throw things. Consider this your wind-down time, and protect it vigilantly. The better rested you are, the better off (literally) the world will be.



## *THE CHARACTER GAP THE DISTANCE BETWEEN WHO WE ARE AND WHO WE COULD BECOME*

Talk of character will not go away. Socrates, Plato, and Aristotle focused on it. Medieval philosophers and theologians were concerned about it. In the past 60 years, there has been a revival of interest in philosophy, theology and, more recently, psychology as well. Schools have character-development programs. Numerous organizations seek to encourage the cultivation of character in sports. Many religious groups and organizations include a focus on developing character as part of what it means to be religious or spiritual.



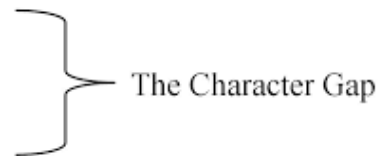
Christian Miller, a philosophy professor at Wake Forest University (link is external), has written an excellent small book about the big idea of character. The Character Gap (link is external) is an insightful and wonderful book. The book is based on some of his own scholarship on character, as well as the findings of a good deal of psychological research concerning it. In it, Miller offers much food for thought for those interested in what *character* is, what *our* character is,

and how to develop it. He argues that our character is a mixed bag. We have the potential to do great good, but great evil as well. Most of us, at the core, are a mix of good and evil. There is a gap, a character gap, between who we are and who we should be.

The book is made up of three parts. Part I discusses what character is and why it matters. Part II discusses the gap that exists between who we are and who we ought to be, by examining several empirical studies related to lying, helping, harming, and cheating. The final part of the book offers some ideas about how to improve our character.

One of the interesting claims in the book is that we are mistaken when we describe human beings using virtue and vice terms. As Miller puts it, "Most of us do not in fact have any virtues, and most people do not in fact have any vices (p. 20)." Few of us are in fact compassionate, generous and humble, in the sense that we have this trait across many domains in life and in a stable manner. Fortunately, the same is true of most of us with respect to cruelty, dishonesty, and egoistic pride.

A Virtuous Character



Our Actual Character

After discussing several of the reasons people have for being good, Miller goes on **to discuss who we actually are, i.e. what character looks like in most of us today**. There are many fascinating findings in this section. For example, the environmental cues that impact our behaviour include such seemingly irrelevant things as a particular smell, room temperature, and background noise. There are troubling things here as well, such as our willingness to inflict terrible cruelty on others when we are pressured to do so by an authority figure. But there is good to be found here as well. Miller draws several lessons from these findings. For example:

- Most of us will behave admirably in some situations, and then deplorably in others.
- Our environment has an impact on our moral behaviour, in ways we fail to realize.
- We are motivated not only by self-interest, but by a variety of other things as well.

# reflections

**KEEP** people in your life

that truly **love you**

**motivate you**

**encourage you**

**inspire you**

**enhance you &**

**make you happy**

If you have people who do  
**NONE** of the above,

**Let them go**

